

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Operational Support & Services**

Title	Conduct induction training for newly joined staff
Code	105522L4
Range	This unit of competency is applicable to those who are responsible for conducting induction training. It involves consolidating the lists of staff members to be trained, coordinating the training sessions, and providing relevant corporate and operational information during the sessions to facilitate work commencement of the staff members.
Level	4
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in human resources management <ul style="list-style-type: none"> <li>• Familiar with corporate development strategy</li> <li>• Familiar with corporate operational procedures</li> <li>• Understand relevant regulatory requirements, e.g. employment ordinance</li> </ul> </li> <li>2. Conduct staff induction training <ul style="list-style-type: none"> <li>• Work with relevant personnel to consolidate the list of newly joined staff members</li> <li>• Schedule training session</li> <li>• Arrange staff members to attend the training</li> <li>• Introduce corporate culture and values</li> <li>• Brief staff members on operational procedures, e.g. organization structure, HR policies, compliance requirements, etc.</li> <li>• Handle staff enquiries during session</li> <li>• Provide channels for future assistance</li> </ul> </li> <li>3. Provide necessary information for newly joined staff members <ul style="list-style-type: none"> <li>• Ensure staff members understand the operational details presented in the training session</li> <li>• Ensure staff members aware of the channels for assistance.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to find out newly joined staff members to be trained</li> <li>• Able to coordinate the training session</li> <li>• Able to provide relevant corporate and operational information for staff members.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.