

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Operational Support & Services**

Title	Develop staff training programmes
Code	105600L5
Range	This unit of competency is applicable to those who are responsible for developing staff training programmes. It involves identifying discrepancies in skills and competence of staff members, identifying training objectives, organizing training programmes and evaluating training effectiveness upon programme completion.
Level	5
Credit	3 (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 insurance market and its manpower needs</li> <li>• Comprehend corporate development strategy</li> <li>• Comprehend corporate profitability strategy</li> <li>• Fully aware of relevant regulatory requirements, e.g. employment ordinance</li> </ul> </li> <li>2. Develop staff training programmes <ul style="list-style-type: none"> <li>• Work with business units to identify gaps in skills and competence of staff members</li> <li>• Consolidate training needs</li> <li>• Identify training objectives</li> <li>• Coordinate with training department to organize the training</li> <li>• Coordinate with suppliers if expertise does not rest with training department</li> <li>• Work with training department/external suppliers to design training delivery that address intended objectives</li> <li>• Arrange staff members to enroll for training</li> <li>• Arrange collection of feedback upon completion of training</li> <li>• Work with business units to review training effectiveness</li> <li>• Improve future programme planning and coordination based on review findings</li> </ul> </li> <li>3. Provide effective support to business units in organizing and implementing staff training <ul style="list-style-type: none"> <li>• Ensure business units are able to identify and agree with the training needs</li> <li>• Ensure training fulfill intended objectives.</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 work with business units to identify gaps in staff' skills and competence and derive respective training needs</li> <li>• Able to organize the training programmes that address intended objectives</li> <li>• Able to evaluate training effectiveness.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.