

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Operational Support & Services**

Title	Support business units in organizing and implement staff training
Code	105599L5
Range	This unit of competency is applicable to those who are responsible for assisting business units in organizing staff training. It involves establishing development and training framework, providing tools for business units to facilitate identification of training needs, providing support to organize training programmes and assisting business units in evaluating training effectiveness.
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. Assist business units to organize and implement staff training <ul style="list-style-type: none"> <li>• Establish training guidelines to enable adoption by business units</li> <li>• Provide tools to assist business units to identify gaps in skills and competence and derive respective training needs</li> <li>• Advise business units to make use of training programmes as a tool to prepare high potential employees for the next levels</li> <li>• Work with business units to design training programmes to fulfill regulatory requirements, e.g. CPD requirements</li> <li>• Provide administrative and logistics support to units in the organization of training programmes</li> <li>• Assist business units to evaluate training effectiveness</li> <li>• Research learning and development tools to enrich training delivery modes</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 training guidelines enable easy adoption by business units to achieve different business objectives</li> <li>• Ensure business units are able to identify relevant training needs</li> <li>• Ensure business units run effective training programmes.</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 establish training guidelines to enable adoption by business units</li> <li>• Able to assist business units to identify gaps in staff' skills and competence and derive respective training needs</li> <li>• Able to support business units in running staff training programmes.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.