

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement quality management training program
2. Code	LOCUQM302A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to assure staff quality by assisting in the implementation of quality management courses and training programs for transport and logistics services.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Techniques for human resources management and program management</p> <ul style="list-style-type: none">◆ Understand the concept of quality management◆ Understand the importance of human resources and manpower quality within its quality management system◆ Possess knowledge of the company's human resources policy in its quality management system◆ Recognize competency specifications for the transport and logistics industry◆ Understand the company's logistics operation◆ Understand the requirements of monitoring organizations and the legal requirements for training of existing staff and new staff◆ Master the management techniques required for implementing training courses and programs

	<p>6.2 Implement training courses and programs</p> <ul style="list-style-type: none"> ◆ Implement basic quality management courses and training program according to the human resources development plan of individual companies' quality management systems so as to assure the quality of transport and logistics services <ul style="list-style-type: none"> • Assist in the planning and design of basic quality training courses • Assist in formulating the procedures and duration for training programs • Assist in preparing materials for training programs • Implement basic quality management courses • Conduct training course assessment ◆ Identify suitable organizations to offer relevant quality management courses and programs according to the human resources development plan of individual companies' quality management system <ul style="list-style-type: none"> • Assist in searching for suitable training organizations • Assist in identifying suitable courses or training programs • Communicate with training organizations • Assist in assessing suitable training organizations ◆ Review the course effectiveness <ul style="list-style-type: none"> • Capable to make use of questionnaires to collect opinions from trainees on courses • Capable to assist department heads to monitor trainees' progress after training
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	<ul style="list-style-type: none"> ◆ Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences ◆ Submit training information and record to monitoring organizations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to elaborate the competency specifications of the transport and logistics industry in a simple way; (ii) Capable to assist in the planning and design of basic quality training courses; (iii) Capable to effectively implement basic quality training courses and programs; and (iv) Capable to systematically maintain suitable records for aspects on training, skills and experiences.
8. Remarks	