

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Quality Management

Title	Establish quality training requirement
Code	LOSAQM505B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of develop quality training requirement for the staff according to the company operations, direction and requirement
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of quality management training</p> <ul style="list-style-type: none"> <li>• Understand quality management training principles</li> <li>• Understand the regulatory requirements for quality management training</li> <li>• Understand the training requirements for new recruits and existing employees</li> <li>• Understand the training requirements for operators in logistics-related industries</li> </ul> <p>2. Establish quality management training courses</p> <ul style="list-style-type: none"> <li>• Incorporate regulatory requirements into quality management training requirements</li> <li>• Establish required standards in accordance with company requirements</li> <li>• Establish internal training needs</li> <li>• Evaluate resource requirements (eg equipment, training materials and trainers) to meet training needs</li> <li>• Evaluate the training model according to the company's needs (for example: internal workshops and training services provided by institutions and/or professional societies)</li> <li>• Select appropriate training and development programs for employees</li> <li>• Determine the priority and frequency of training in accordance with company requirements</li> <li>• Assess the impact of the training program on the company's daily operations</li> <li>• Formulate appropriate quality management training programs in accordance with the company's operation and development direction</li> </ul> <p>3. Review quality management training plan</p> <ul style="list-style-type: none"> <li>• Collect and evaluate feedback</li> <li>• Identify areas for improvement</li> <li>• Put forward suggestions that can enhance the effectiveness of quality management training programs</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of applying the knowledge of quality management training;</li> <li>• Capable of including quality management training requirements in accordance with the company's development direction and regulatory requirements, and develop quality management training for employees; and</li> <li>• Capability of collecting feedback regularly and review the quality management training plan.</li> </ul>
Remark	