

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Human Resource Management & Development

Title	Arrange soft skills training
Code	105007L3
Range	This unit of competency (UoC) is applicable to staff training personnel in the retail industry. It covers the abilities to obtain, organize and evaluate relevant information; review corporate training programmes on a regular basis; and arrange soft skills training for employees who have such need.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of staff training</p> <ul style="list-style-type: none"> • Understand the corporate policy on staff training • Know the use and importance of staff training programme to the improvement of productivity and job ethics of staff • Understand the theory and applications of various soft skills for the retail industry, including: <ul style="list-style-type: none"> • Customer relationship handling skills • Sales skills • Negotiation skills • Interpersonal skills • Understand the characteristics, use and application scope of various modes of staff training, including: <ul style="list-style-type: none"> • In-service and internal training • Simulation and role play • Courses provided by training institutions <p>2. Arrange soft skills training</p> <ul style="list-style-type: none"> • Identify the training needs of staff members through the following channels: <ul style="list-style-type: none"> • Consultation to individual staff members • Staff training records • Supervisor's comments • Human resources policy of the organization • Design and arrange soft skills training courses, including: <ul style="list-style-type: none"> • Type and level of training required • Training period and schedule • Identifying suitable courses (in-house or outsourced) • Training budget • Notifying the staff member concerned of the training in writing • Encouraging staff members to participate in the training • Perform post-training tasks, including : <ul style="list-style-type: none"> • Reviewing the staff attendance rate, training performance and effectiveness of the training programme • Update the staff training record • Discuss with the staff members to see if the training received is helpful to their daily work and career development <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure that the quality of training programme gears to the expectation and needs of the organization and staff members
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Identify staff members' training needs, design and arrange suitable soft skills training programmes, so that they can perform their daily duties more effectively; and • Work with training institutions to provide soft skills training programmes that meet the standard of the organization.
Remark	