

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Human Resource Management & Development**

Title	Formulate a staff training and development plan
Code	105017L5
Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. It covers the abilities to make critical analysis and judgment, and to formulate staff training and people development plan to improve the skills and knowledge of the staff in order to support the business development of the organization.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of staff training <ul style="list-style-type: none"> <li>• Understand the organizational structure and function of each department</li> <li>• Master the skills and competency requirements of each post</li> <li>• Understand the theory of human resources management, e.g.: <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Training</li> <li>• Remuneration</li> <li>• Benefits</li> <li>• Labour legislations</li> </ul> </li> <li>• Understand the professional accreditation of the retail industry from the government / professional organizations</li> <li>• Understand the skills upgrading training programmes accredited by the government / training institutions</li> <li>• Understand the recognised qualifications and training requirements of the general retail organization</li> <li>• Master the functions and characteristics of the products/service of the organization</li> </ul> </li> <li>2. Formulate a staff training and development plan <ul style="list-style-type: none"> <li>• Appraise the work performance of the current staff according to the job requirements of different departments</li> <li>• Analyze the difference between the ability and the expected competency of the current staff to establish necessary training programmes for selected staff with priorities</li> <li>• Critically assess the requirements of manpower and skills in the foreseeable future according to the trend of development of the retail industry</li> <li>• Formulate training programmes according to the internal successor / promotion plans of the organization</li> <li>• Select appropriate training methods according to the special requirements of different departments, internal training capacity and the supply of the training market</li> <li>• Provide adequate training resources to meet the development needs of staff</li> <li>• Ensure that each department has adequate number of staff to maintain smooth operation during staff training</li> <li>• Evaluate the effectiveness of staff training programmes so that the staff can obtain the expected skills and knowledge through the training</li> <li>• Review the effectiveness of the staff training system and policy of the organization regularly</li> <li>• Report to the higher level the implementation of staff training programmes and put forward suggestions for improvement of the staff training and development plan</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Ensure that the training and development plan can help to improve the quality of the staff, and meet the need of the organization and the development trend of the industry</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Formulate a staff training and development plan in accordance with the objective of development and resources of the organization; provide useful training on skills and knowledge to improve the quality of the staff and promote the development of the business of the organization.</li> </ul>
Remark	