

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Human Resource Management & Development

Title	Provide in-service training
Code	111376L3
Range	This unit of competency (UoC) is applicable to staff training personnel in the retail industry. Practitioners have the ability to understand the expertise that the staff should possess for performing daily routines; arrange selected staff to receive relevant systematic in-service training / fragmented learning at their workplace according to the staff training policy of the organisation, so as to continuously improve their professional performance.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of in-service training</p> <ul style="list-style-type: none"> • Understand the established staff training policy and guidelines of the organisation • Understand the purpose of providing staff training, e.g. to enhance productivity • Know the strengths and limits of in-service training, e.g.: <ul style="list-style-type: none"> ○ Strengthen the partnership between the training instructors and the staff being trained ○ Save time and gear to the actual needs ○ Suitable for teaching basic skills • Understand the method, purposes and functions of different types of in-service training, e.g.: <ul style="list-style-type: none"> ○ Personal coaching ○ Internal training ○ Promotion or transfer • Understand the essentials of successful in-service training <p>2. Provide in-service training</p> <ul style="list-style-type: none"> • Identify the staff need for in-service training according to appraisal reports or through consultation with the relevant staff • Make preparations for the in-service training <ul style="list-style-type: none"> ○ Confirm the specific content of the in-service training programme, e.g. skills, techniques, knowledge ○ Select the appropriate mode of in-service training, e.g. technical demonstration, role play ○ Identify training methods that gear to the individual needs ○ Arrange competent and professional personnel to be training instructors • Provide in-service training, including: <ul style="list-style-type: none"> ○ Explaining clearly to the staff being trained the connection between in-service training and real practice ○ Explaining clearly to the staff being trained the procedures, standard, and the safety and regulatory requirements of training ○ Demonstrating clearly the methods and steps of operating equipment and machines ○ Observing the staff response in order to know their level of understanding on the training content ○ Giving the staff being trained the opportunities to practise ○ Giving advice to the staff being trained ○ Making use of various media and producing appropriate training tools (e.g. demonstration videos)

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	<ul style="list-style-type: none"> • Review the overall performance and effectiveness of staff training in order to identify areas for improvement and revise the training content accordingly • Record the performance progress of the staff being trained according to the established procedures of the organisation, and submit the report to appropriate personnel (e.g. human resources department, person in charge, etc.) <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure that the content of and techniques being taught in the training programmes meet the development trend of the industry • Adjust training content according to different learning needs and styles
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Identify the staff need for in-service training and the professional skills they need, and use appropriate in-service training method to teach the skills; and • Monitor and assess the training result, and identify areas for improvement.
Remark	This UoC is adopted from 105006L3.