

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

Functional Area - Human Resource Management & Development

Title	Analyse training needs and develop staff training and development programmes
Code	111382L4
Range	This unit of competency (UoC) is applicable to staff responsible for training and development in the retail industry. Practitioners have the ability to make careful analysis and judgment on the need for staff training, and develop appropriate training programmes to improve the quality of staff.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of staff training</p> <ul style="list-style-type: none"> <li>• Understand the organisational structure and function of each department</li> <li>• Know the competency requirements of each post in the organisation</li> <li>• Understand the theory of human resources management</li> <li>• Understand the requirements of professional accreditation for specific jobs in the retail industry, e.g. registered pharmacist in drug store</li> <li>• Understand the theory of staff training in the retail industry <ul style="list-style-type: none"> <li>○ Purposes of training</li> <li>○ Training methods</li> <li>○ Evaluation methods</li> <li>○ Training system</li> </ul> </li> <li>• Understand the characteristics, functions and advantages of various training methods, e.g.: <ul style="list-style-type: none"> <li>○ In-housing training</li> <li>○ Continuous learning</li> <li>○ In-service training</li> </ul> </li> </ul> <p>2. Analyse training needs and develop staff training and development programmes</p> <ul style="list-style-type: none"> <li>• Appraise the working competency of the current staff in accordance with the existing human resources, analyse the competency of the staff and the need for training in the department, including professional training</li> <li>• Assess the requirements for manpower in the foreseeable future according to the development of the business of the organisation</li> <li>• Analyse employees ability and training needs in the department, including professional training</li> <li>• Establish the necessary staff training programmes for selected person with priorities</li> <li>• Develop training programmes according to the internal successor / promotion plans of the organisation</li> <li>• Select appropriate training method according to the special requirements of the department, internal training capacity, characteristics of the expected requirement on skills and the supply of the training market</li> <li>• Prepare a complete training programme using the above-mentioned details</li> <li>• Review the effectiveness of staff training and revise staff training programmes accordingly</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Ensure that the training programmes can meet the requirements of the organisation and the development trend of the industry</li> </ul>

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	<ul style="list-style-type: none"><li>• Adjust training content according to different learning needs and styles</li></ul>
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Develop appropriate training programmes according to the training needs of staff of the organisation to improve the quality of the staff; and</li><li>• Review the effectiveness of staff training programmes and put forward improvement suggestions.</li></ul>
Remark	This UoC is adopted from 105014L4. The UoC title is revised.