

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

Functional Area - Human Resource Management & Development

Title	Formulate a staff training and development plan
Code	111385L5
Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. Practitioners have the ability to formulate staff training and people development plan to improve the skills and knowledge of the staff in order to facilitate the business development of the organisation.
Level	5
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>• 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 legislation</li> </ul> </li> <li>• Understand the professional accreditation of the retail industry from the government / professional organisations</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 organisation</li> <li>• Master the functions and characteristics of the products/service of the organisation</li> </ul> <p>2. Formulate a staff training and development plan</p> <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>• Analyse the difference between the ability and the expected competency of the current staff to assess the training needs and 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 organisation</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 as to assess whether the staff can obtain the expected technical knowledge and improve work efficiency through the training</li> <li>• Review the effectiveness of the staff training system and policy of the organisation regularly</li> </ul>

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	<ul style="list-style-type: none"> <li>• Assess the data set regularly for reporting to the superior about the implementation of staff training programmes, and put forward suggestions for improvement of the staff training and development plan</li> </ul> <p>3. Exhibit professionalism</p> <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 organisation and the development trend of the industry</li> <li>• Understand the changing trends in staff and talent development proactively</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability 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 organisation; provide useful training on skills and knowledge to improve the quality of the staff and promote the development of the business of the organisation.</li> </ul>
Remark	This UoC is adopted from 105017L5.