

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Implement an employee training plan
Code	110763L3
Range	This unit of competency involves the ability to judge and evaluate. Practitioners should be able to assess staff's training needs and develop a suitable training programme to enhance their quality and professionalism.
Level	3
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master the knowledge of human resources training</p> <ul style="list-style-type: none"> • Understand keep abreast of the company's latest tourism product information and service quality requirements • Understand the training models for the travel industry • Understand relevant regulatory requirements, including licensing requirements for tour guides or tour escorts, the "Trade Descriptions Ordinance" and the "Personal Data (Privacy) Ordinance", etc. <p>2. Implement a staff training plan</p> <ul style="list-style-type: none"> • Understand the theories, objectives, methods, evaluation methods and systems for staff training, etc. • Work with business units to identify deficiencies in employees' skills and capabilities • Assess compliance enforcement and management awareness in different departments of the company • Conduct compliance training courses that are in-line with the company's development goals • Work with the training department to plan training courses • Seek help from professionals if the training department lacks the appropriate professional knowledge • Collect feedback after a course is completed • Assess the effectiveness of the programme with business units • Optimise future training plans based on evaluation results • Systematically follow-up on and measure the training's effectiveness, including its cost-effectiveness <p>3. Demonstrate professional skills and attitude</p> <ul style="list-style-type: none"> • Ensure that business units can identify relevant training needs • Ensure that training programmes help to improve staff quality and are in line with the company's needs and industry trends
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Arrange appropriate training activities according to staff's training needs; and • Implement staff training programmes to enhance performance and professionalism
Remark	