

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training Approach and Delivery

1. Name : Instructional and Presentation Skills

2. Code : TDZZAD401A

3. Level : 4

4. Credit : 2 units (1 QF unit is equivalent to 10 notional hours of learning)

5. Range : Possesses the skills and techniques of trainer-led learning activities aiming at facilitating effective communication between the trainer and the trainees, and enabling trainees to gain effective learning experience through the application of appropriate methods and resources.

6. Competency : Performance Requirements

Knowledge and Intellectual Skills

- Have means and resources to acquire up-to-date information about instruction and presentation methods (including but not limited to lecture, discussion, questioning, coaching, demonstration, drilling and practice, brainstorming), and demonstrate the ability to excel in at least one of the Instructional and Presentation Techniques.
- Able to understand the corporate objectives, and the target group dynamics, and have ways to determine the preferred instruction and presentation methods of the particular target trainee group.
- Able to carry out standard and well-structured instruction plan, and be able to vary or handle specific or non-routine instruction methods for different trainee groups, having considered, for example, the different class climates, and unsafe situations.
- Able to use some of the above instruction and presentation methods and related materials to generate effective learning experience in training sessions.

Process

- Able to address the difference of trainees, and the difference in work situations in regular and non-routine training sessions.
- Able to select the most suitable instructional and presentation methods and appropriate materials (including but not limited to handouts, exercises and notes, audio-visual aids and other training aids) to meet particular training situational needs.
- Often challenge current instruction and presentation technique(s) used, with particular attention to their effectiveness, and seek feedback from trainees; adjust and renew instruction and presentation skills whenever necessary.

Application, Autonomy and Accountability

- Able to conduct instruction and presentation sessions effectively on his/her own, and able to

team up with junior training staff when required.

- Able to prepare appropriate instruction and presentation materials, and able to supervise junior staff in such material preparation.
- Understand organization policies on training resources allocation.
- Accountable for the outcome, in terms of the effectiveness and acceptability, of the instruction and presentation methods and materials used.
- Able to produce well-organized instruction and presentation materials, and be able to communicate effectively.
- Take responsibility of the work of his/her junior staff in the team.

Communication, IT and Numeracy

- Able to communicate effectively (in one-to-one, and one-to-many situations) and be able to use a wide range of instructional methods (coaching, lecture, seminar, demonstration, etc.), and some advanced skills (brainstorming, role-play); be able to communicate in English and Chinese in writing and verbally (Cantonese, and preferably also Putonghua) at post-secondary school level, and to use appropriate trade terminology.
- Able to carry out instruction and presentation sessions in both familiar and non-routine situations.
- Able to assess trainee situation and preference, from training need surveys and trainee profiles, and propose to his/her supervisor, the appropriate Instructional and Presentation methods.
- Able to use common productivity software such as MS Office for preparing instructional materials, handouts and presentation slides (e.g. PowerPoint files).
- Able to obtain information regarding trainee needs and their situations, and choose the most appropriate Instructional and Presentation methods for them.

7. Assessment Guideline

In classroom and workplace situations, focusing on trainee-centered learning, the trainer must demonstrate the capability to communicate effectively with the trainees and be able to adopt the appropriate instructional methods and materials to deliver learning experiences that are in line with and contribute towards the learning objectives.