

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training Approach and Delivery

- 1. Name :** Performance Observation Skills
- 2. Code :** TDZZAD407A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Possesses skills and techniques to observe behavior and performance accurately and use the findings as information sources in identifying training needs, developing effective instruction, and making training suggestions. The skill involves observing the performance consistently and objectively, documenting observations, and effectively communicating the findings.
- 6. Competency : Performance Requirements**

Knowledge and Intellectual Skills

- Have means and resources to acquire a broad-based knowledge of the performance observation skill (including but not limited to lecture, discussion, questioning, coaching, thesis, exposition, demonstration, drilling and practice), the ability to find out the up-to-date information about performance observation skill, and the knowledge of performance observation skill as applied in Trainer's specific situation.
- Able to identify the purposes and problems inherent with using behavior observation as an information source. It includes defining behavior in observable, measurable terms; using systematic procedures for observing and recording behavior and charting results of behavior observation using appropriate tools and aids.
- Able to use simple tools to gather data and learn what constitutes evidence. Should know how to conduct systematic observation, interpret data, and the development of models or explanations based on the evidence obtained from investigation.
- Decide what evidence is relevant and to offer own interpretation of what the evidence means. Collecting, sorting, cataloging, observing, note taking, and sketching, interviewing, polling and analyzing evidence, and in building argument based on it.

Process

- Able to use a variety of record keeping tools, including but not limited to note book, camera, or video recorder that accurately describes observations made, that carefully distinguishes actual observations from ideas and speculations about what was observed.

- Able to select the most suitable observation method and appropriate tools for particular observation situations and take process evaluation during the observation.
- Able to use visual evaluation techniques for observing and analyzing the form of performance observed and adjust and renew the technique whenever necessary.

Application, Autonomy and Accountability

- Able to consider vantage point according to the form of performance to be evaluated. It includes but is not limited to: select the proper observation distance, observe the performance from different angles, observe the performance from a carefully selected angle, observe activities in a setting which is not distractive, observe separate components of a complicated skill, look for unnecessary movements, range of movements, look for a continuous flow of motion.
- Able to make careful observations, take recordings from standard performance display and handle information independently.
- Able to focus on the specific problem areas, and take into consideration the nature of the performance to conduct the necessary observation.
- Able to communicate clearly in English and Chinese, in writing and verbally (Cantonese, and preferably also Putonghua) at post-secondary school level; use the appropriate trade terminology, address trainee performance or behavioral problems on the spot.
- Take full responsibility of the observation, judgment and conclusion and comments made.
- Be fully accountable for the outcome of the observation.

Communication, IT and Numeracy

- Able to use appropriate instruments to take direct measurements of performance. Besides selecting the right instrument, this skill entails using a level of precision relevant to the situation.
- Able to communicate effectively (on a one-to-one, and one-to-many situations) and able to use a wide range of presentation methods.
- Able to store and retrieve information of findings and conclusions from observation with IT technology using topical, alphabetical, numeric, and key-word files, and use simple files of the individual's own devising, and able to enter and retrieve information on a computer, using standard software packages such as MS Office for preparing materials, handouts and presentation files (such as PowerPoint).
- Able to understand the potential training needs and the situations, and choose the most appropriate observation methods and tools for the purpose.

7. Assessment Guideline

In classroom and workplace situations, the trainer must be able to demonstrate the capability to observe effectively and be able to conclude the findings so as to identify the training gap.