

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training and Development Knowledge

1. Name : Technology for Training & Development

2. Code : TDZZKL401A

3. Level : 4

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

5. Range : Demonstrate an understanding of the existing and emerging technologies that influence upon learning and people development; and be knowledgeable in, and capable of selecting and employing these technologies in supporting the learning process.

6. Competency : Performance Requirements

Knowledge and Intellectual Skills

- Knows where and demonstrates ability to access up-to-date knowledge in related technologies that influence/impact upon trainers and learners.
- Able to compare and critically evaluate the relative costs and benefits as well as suitability of different T&D technologies in the job/organization context, referencing documentary evidence from outside sources.
- Able to deal with typical, or familiar cases of using technology to support the exploration and production of content material, and the presentation, facilitation, and assessment of learning.
- Capable of identifying and utilizing existing and emerging technologies in supporting special needs and diversity circumstances of the trainees.
- Understand the power of internet and web-based approaches & technologies as a learning/support tool and how to integrate technology into the training function of the organization.
- Knows how to use learning technologies that support active learner interaction and collaborative learning, such as chat rooms, message boards, email, and blogs.
- Capable of using common application software programs, such as (Microsoft's) Word, PowerPoint, Excel, to author and produce training/learning material, and to compile basic learner response statistics (such as Level 1 post-course evaluation).
- Able to draw up specifications, evaluate proposals, coordinate and quality assure the technology-based courseware the organization contracts to outside vendors to design and develop for meeting specific T&D objectives.

Process

- Under superior's guidance exercises judgment in collecting and evaluating cost and benefit information relating to different training/learning technologies and conducts trial testing of

new technologies acquired by the organization/emerging in the market following established industry practice and taking into account of the organizational situation (policies, procedures and other constraints) and particular work contexts of specific trainee/learner groups.

- Oversees the installation/adoption of new technologies, including the acceptance testing and trial/parallel runs, necessary debugging/fine-tuning, until the ultimate satisfactory full integration with the existing T&D system of the organization.
- Incorporates pre-prepared and real-time IT derived content in training activities.
- Prepares and supports learners to use learning technologies and provides guidance to learners with limited technological skills.
- Monitors progress upon introduction of new training/learning technologies to ensure that the desired outcome is achieved, evaluates and exercises judgment, intervenes as necessary with due consultation with superior.

Application, Autonomy and Accountability

- Able to effectively utilize existing technologies in carrying out the T&D functions, including data capturing & simple statistical analysis tools (e.g. Excel functions) for supporting training needs analysis and course evaluation, tools such as PowerPoint for supporting class presentations, and production of training/learning material with text and graphical illustrations, e.g. using Word.
- Exercises discretion in selecting/adopting T&D technologies which he/she considers appropriate or has been so assigned, and integrates such technologies into the existing system of the organization.
- Understands organization policies on HR development and resource allocation, and be able to select and apply technologies to tackle issues/problems relating to T&D on his/her own and/or in collaboration with colleagues within or outside own work unit as well as external parties – e.g. external consultants, contractors and vendors.
- Be accountable for the outcome of the technology applications initiated by self and approved by superior as above-described.
- Able to create an atmosphere conducive to learning, and maintain harmony and cohesion in own and with other work units, internal and external, in order to help reach satisfactory quality outcomes.
- Shares responsibility of the consulting/advisory jobs rendered by his/her junior trainers, helping them meet both the quality and quantity requirements set.

Communication, IT and Numeracy

- Able to use common IT software in designing information collection tools (e.g. questionnaire), analyzing and presenting data (e.g. simple statistical analysis and chart creation out of these statistics), preparing presentations (e.g. using PowerPoint graphics and/or multi-media presentations), writing up analysis and recommendation reports (e.g. using Word), and communicating & providing support with internal clients (user work units and trainees) (e.g. through emailing, intranet, chat rooms, message boards, etc.)
- Understands the power of a website as a learning tool (e-learning) and how to integrate technology into training and development.
- Knows how to use technology-enhanced learning resources such as PowerPoint slides, Classroom Performance System (CPS), blogs, and wikis.
- Be able to understand the clients' needs and their situations, and choose the most appropriate approach and recommendations for them in order to reach the desired outcomes.

7. Assessment Guideline

The trainer must be able to demonstrate the knowledge and capability in sourcing and evaluating existing technology options in the context of the organization, and shows his/her awareness of emerging technologies that may impact upon the T&D function of the organization.

Interest and familiarity in the technology-related aspects of the following areas is expected:

- Technology terms
- Supporting remote users
- Societal issues of technology
- Training management – enrolment, attendance, participation record keeping
- Courseware design & development – eLearning, CBT, web-based
- Training needs analysis
- Training evaluation
- Class facilities/support
- Search/research skills
- Library resources provision
- Specific technologies/tools: word processing, desktop publishing, spreadsheet, graphics, databases, networking, telecomm, media communications, courseware design & development, environment, maintenance, acoustics, audio-visual, storage/portable devices, webpage design and development, html, FrontPage, internet/intranet usage.