

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training and Development Knowledge

- 1. Name :** Assessing Training Needs
- 2. Code :** TDZZKL402A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Applying skills and techniques to assist in identifying performance gaps to be closed through staff training and development so as to help the organization achieve its business objectives.
- 6. Competency :** Performance Requirements

Knowledge and Intellectual Skills

- Have means and resources to acquire a broad-based knowledge of the competencies and job skills of each position in the organization.
- Be able to assist superior to evaluate staff's existing knowledge and skills against organization's objectives, and to identify training-related gaps.
- Be able to assist superior and help line departments to identify training-related gaps from familiar and unfamiliar performance problems.
- Have the knowledge and skills of using different training needs survey methods (e.g. interviews, questionnaires, observations, comparison against standards, etc.) to identify performance gaps.

Process

- In yearly training needs survey and pre-course needs surveys, be able to use a variety of creative approaches/adapt the traditional approaches to find out the training-related performance gaps.
- Be able to select the most suitable ways to consolidate and present the findings in a yearly training plan.
- Often challenges current needs survey methods used with particular attention to their effectiveness; gives suggestions to superiors when adjustments are necessary.

Application, Autonomy and Accountability

- Be able to consolidate and present effectively on his/her own the findings of a training needs survey carried out and explain/justify a training plan based thereon, and be able to train and supervise junior training staff in preparing the yearly training plan.
- Design the forms for collecting training needs data according to the training needs survey method selected by superior.

- Understand organization policies on HR development and resource allocation, and be able to give suggestions when applying training needs survey methods.
- Be fully accountable for the outcome of the tasks related to training needs survey which he/she has to carry out independently.
- Be 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, when collecting training need data with internal customers.
- Take full responsibility of the tasks performed by his/her subordinates which are related to the training needs surveys.

Communication, IT and Numeracy

- Be able to communicate effectively (on one-to-one, and one-to-many situations) when conducting training needs survey meetings and, under the supervision of the superior, be able to use a wide range of training needs survey methods (interviews, questionnaires, observations, comparison against standards, etc.), and some advanced skills (e.g. competencies identification for different groups of staff).
- Be able to use the training needs survey method selected in both familiar and non-routine situations.
- Be able to review the training needs survey methods used; be well aware of the latest market information related to training needs survey methods
- With the guidance of the superior, be able to identify problems and issues related to the use of training needs survey methods, and be able to take actions to address the problems and issues identified.
- Be able to use common productivity software such as MS Office for inputting and consolidating training needs survey data.
- Be able to understand the organization's situations, and choose the most appropriate training needs assessment methods for identifying the staff training needs.

7. Assessment Guideline

With the guidance of the superior, be able to design a yearly training plan which helps narrow down or even close staff's performance gaps, and spot the staff's development needs which will help the organization to achieve its business goals in the coming years.