

Training & Development – Competency Standards

Unit of Competency

Functional Area: Management of Training Functions

- 1. Name :** Training Administration: Planning, Organizing & Monitoring T & D Functions and Activities
- 2. Code :** TDZZMN401A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Ability to co-ordinate and supervise junior staff in providing administrative support for training and development, e.g. venue set-up, program enrolment, course material production.
- 6. Competency : Performance Requirements**

Knowledge and Intellectual Skills

- Possesses good knowledge of sourcing and allocating necessary resources to provide administrative support for training.
- Be able to assess the environment and limitations so as to plan, organize and monitor them with flexibility.
- Be able to provide information relevant to the support the smooth running of the training processes and assist both trainers and trainees to deal with the problems.
- Be able to find resources and means, e.g. special equipment, to support specific training requirements.

Process

- Be able to prioritize the importance of items in planning, organizing and monitoring the training process.
- Be able to exercise judgment in selecting the appropriate resources such as venue, catering service and transportation arrangements.
- Be able to check progress and to ensure that all arrangements are effectively carried out as planned.

Application, Autonomy and Accountability

- Be able to execute adjustments under minimal supervision under different circumstances such as changing trainers and venues, cancellation of training classes due to both controllable and uncontrollable internal/external factors.

- Be able to follow organization policies and to take preventive measures for ensuring all items are properly arranged, e.g. safety.
- Be able to understand organization policies on resource allocation.
- Be able to take responsibility for both positive and negative responses for the administrative arrangements for further improvement.
- Be able to achieve required standards under minimal supervision, e.g. timeliness.
- Be able to take full responsibility of performances of junior staff in providing the administrative/support services.

Communication, IT and Numeracy

- Be able to communicate effectively and to deliver clear messages with all related parties.
- Be able to co-ordinate among trainer(s) and trainee(s) at familiar and unexpected situations.
- Be able to collect and analyze responses from interested parties so as to suggest to the supervisor to make further improvement in a well-structured plan.
- Be able to use common IT software in preparing relevant correspondence of T & D functions and activities.
- Be able to obtain and use collected data for proposing to the supervisor in planning and choosing the most appropriate T & D approaches and activities.

7. Assessment Guideline

For trainee-oriented learning, the co-ordinator must be able to demonstrate the capability to collaborate all the T & D functions and activities effectively.