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| 1. Title | Arrange soft skills training |
| 2. Code | 105007L3 |
| 3. Range | This unit of competency (UoC) is applicable to staff training personnel in the retail industry. It covers the abilities to obtain, organize and evaluate relevant information; review corporate training programmes on a regular basis; and arrange soft skills training for employees who have such need. |
| 4. Level | 3 |
| 5. Credit | 3 (for reference only) |
| 6. Competency | <p>Performance Requirements</p> <p>6.1 Knowledge of staff training</p> <ul style="list-style-type: none"> ◆ Understand the corporate policy on staff training ◆ Know the use and importance of staff training programme to the improvement of productivity and job ethics of staff ◆ Understand the theory and applications of various soft skills for the retail industry, including: <ul style="list-style-type: none"> • Customer relationship handling skills • Sales skills • Negotiation skills • Interpersonal skills ◆ Understand the characteristics, use and application scope of various modes of staff training, including: <ul style="list-style-type: none"> • In-service and internal training • Simulation and role play • Courses provided by training institutions <p>6.2 Arrange soft skills training</p> <ul style="list-style-type: none"> ◆ Identify the training needs of staff members through the following channels: <ul style="list-style-type: none"> • Consultation to individual staff members • Staff training records • Supervisor's comments • Human resources policy of the organization ◆ Design and arrange soft skills training courses, including: <ul style="list-style-type: none"> • Type and level of training required • Training period and schedule • Identifying suitable courses (in-house or outsourced) • Training budget • Notifying the staff member concerned of the training in writing • Encouraging staff members to participate in the training ◆ Perform post-training tasks, including : <ul style="list-style-type: none"> • Reviewing the staff attendance rate, training performance and effectiveness of the training programme • Update the staff training record |

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| | <ul style="list-style-type: none"> • Discuss with the staff members to see if the training received is helpful to their daily work and career development <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Ensure that the quality of training programme gears to the expectation and needs of the organization and staff members |
| 7. Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <p>(i) Identify staff members' training needs, design and arrange suitable soft skills training programmes, so that they can perform their daily duties more effectively; and</p> <p>(ii) Work with training institutions to provide soft skills training programmes that meet the standard of the organization.</p> |
| 8. Remark | |