1. Title	Arrange product training
2. Code	105005L3
3. Range	This unit of competency (UoC) is applicable to staff responsible for product training in the retail industry. It covers the abilities to organize and make judgement, and to arrange suitable product training for employees according to product characteristics and the organization's needs, so that the employees can have a good understanding of the products sold by the organization.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of product training ♦ Know about the staff training programme of the organization ♦ Master the features and functions of the products ♦ Understand the purposes and the importance of product training, such as: • Enhancing product knowledge of frontline staff • Possessing in-depth knowledge of the product features • Mastering the latest product information of the organization • Facilitating transactions ♦ Understand the modes of product training 6.2 Arrange product training ♦ Formulate product training programmes and schedules according to the working arrangements of frontline sales staff or staff responsible for the product and the duties of individual staff members ♦ Prepare product training materials with suitable scope and depth for target staff members ♦ Coordinate with the supplier / wholesaler of the product to obtain detailed product information ♦ Arrange suitable training method, venue and trainers for target staff members, such as: • Designing the best training combination, e.g. classroom teaching, workshop, etc. • Replacing or strengthening the traditional training methods by computer systems and related software • Setting the assessment method and passing standard • Recording each trainee's progress and performance, and making retraining / retest arrangements for them when necessary ♦ Monitor the implementation of the product training programme and review the training effectiveness ♦ Assess the additional cost of product training

	6.3 Exhibit professionalism ♦ Make good use of the training resources and ensure that the product training content meets the actual needs	
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: (i) Arrange suitable product training for employees according to product characteristics and corporate needs, so that they can master the product knowledge and introduce the product to and answer the enquiries of the customers.	
8. Remark		