

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training Approach and Delivery

- 1. Name : Facilitation Skills**
- 2. Code : TDZZAD403A**
- 3. Level : 4**
- 4. Credit : 2 units (1 QF unit is equivalent to 10 notional hours of learning)**
- 5. Range :** Playing an assistant role, actively and/or passively create/set up/design a learning environment/atmosphere/method or approach, including the removal of barriers, so as to help trainees to effectively achieve their learning goals.

6. Competency : Performance Requirements

Knowledge and Intellectual Skills

- Actively take steps to acquire broad knowledge and specific skills on how to create/set up/design a learning environment/atmosphere/method or approach, including the removal of barriers, so as to help trainees to effectively achieve their learning goals.
- Able to assist the program facilitator in the establishment of performance goals based on the needs and characteristics of the target trainee group/s.
- Able to assist the program facilitator in helping the trainee group/s to deal with largely familiar scenarios, but also able to handle other unfamiliar issues.
- Able to use varied and different approaches according to the training situation to help generate positive responses from the trainee group/s.

Process

- Able to use various communication skills or approaches in a creative and non-routine way in the training process.
- Able to exercise judgment in helping to draw up training plans, and present information, methods, etc.
- Able to help the trainee group/s to probe the issue/s concerned, from start to finish, in a professional manner.

Application, Autonomy and Accountability

- Able to exercise discretion and judgment of his/her own throughout the facilitating process.
- Able to use different facilitation skills suitably in different training situations.
- Understand organization policies on HR development, group characteristics, and resource allocation, and able to operate within general guidelines or functions.

- Be accountable for the quality of trainees' learning resulting directly from the training activity he/she has conducted.
- Able to meet the training objectives and standards as pre-determined.
- Accept responsibility for the learning outcomes of trainees.

Communication, IT and Numeracy

- Able to use some IT and numeracy skills in conducting training.
- Able to use some techniques to engage the audience in both familiar and non-routine situations.
- Aware of the latest information and happenings related to facilitation skills and be able to make required changes in an organized way.
- Able to use common IT software to support the facilitation process.
- Able to systematically obtain and use the required information on facilitation skills in order to make training effective.

7. Assessment Guideline

The trainer must be able to demonstrate the capability to communicate effectively with the trainees and be able to apply the facilitation skills to different training activities or scenarios with a view to achieving the training goals.