

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training and Development in Organizations

- 1. Name :** Employee Development Skill
- 2. Code :** TDZZOG402A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Possess the knowledge of the techniques and able to provide assistance to the seniors to manage employee development, which is a joint, on-going effort on the part of an employee and the organization for which he or she works to upgrade the employee's knowledge, skills, and abilities. Aware that successful employee development requires a balance between an individual's career needs and goals and the organization's need to get work done.
- 6. Competency : Performance Requirements**

Knowledge and Intellectual Skills

- Be able to acquire means and resources to understand and perform employee development to various employees who are in different stages in jobs and career
- Be able to determine that every employee goes through several stages of development as they move from being a career "beginner" to a full expert in specific roles/functional areas.
- Be able to work with employees on development and to handle the few basic roles in developing employees. They include:
 - Coaching employees to help them determine what they need for development
 - Providing both positive and corrective feedback
 - Offering organizational insight, information, and advice
 - Guiding the planning through goal setting and checking back over time
 - Ensuring opportunities for application of new learning
- Be able to provide support to employee to get an honest assessment of their work, as well as access to others who may be able to provide information or coach the employee.

Process

- Be able to offer individual consulting to help employees find their career interests, identify goals, and develop plans for reaching those goals.
- Be able to consider individual's development, including seeking a variety of assignments, tackling tough problems and giving feedback, and assist in looking for developmental relationships that can provide a variety of learning, identifying goals for new skills and abilities and then looking for ways to meet those goals.

- Be able to conduct meeting with an employee and his/her supervisor to review the progress and adjust and renew the technique whenever necessary

Application, Autonomy and Accountability

- Be able to make sure both the employee and the organization recognize that most of the responsibility for development falls on the employee and the trainer is to provide assistance throughout the process.
- Be able to work with an employee to put together a plan for development. It translates goals into concrete action steps, and helps the employee to stay on track to achieve the stated goals.
- Be able to operate successful employee development for targeted employees through participation in various experiences, including but not limited to training classes; workshops; temporary assignments; cross-training; job rotation; conducting/attending meetings, conferences, forums; preparing and making presentations; serving on/participation in a larger-scale committee, and networking.
- Be fully accountable for the outcome of the plan and action implemented bearing in mind that most of the responsibility for development falls on the employee.
- Be able to demonstrate to the targeted employee and his/her supervisor the experience gained from the programs and activities.
- Be able to demonstrate the performance improvement, growth and advancement of the targeted employees that meet with the plan of the organization.

Communication, IT and Numeracy

- Be able to store and retrieve information of achievements of employees with IT technology using topical, alphabetical, numerical, and key-word files, and use simple files of the individual's own devising.

7. Assessment Guideline

The trainer must be able to demonstrate the capability to support effectively the program and be able to conclude the achievements so as to enhance the human resources of the organization.