

CO-ORDINATE TRAINING AND DEVELOPMENT

UNIT CODE: 0413 451 12A

TVET CDACC UNIT CODE: BUS/OS/HRM/CR/01/5/MA

UNIT DESCRIPTION:

This unit specifies the competencies required to carry out training and development within human resource function in an organization. It includes carrying out training needs assessment, preparing training programs, coordinating internal training and evaluating the training outputs and Maintain employee training records.

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
1. Carry out training needs assessment	1.1 Training objectives are identified according to HR Manual. 1.2 <i>Training needs assessment tools</i> are developed and disseminated according to HR Manual. 1.3 Performance appraisal reports are reviewed based on TNA being carried out. 1.4 Gaps in the performance appraisal report are identified based on the TNA. 1.5 Training needs assessment report is prepared based on the identified gaps.
2. Prepare employee training program	2.1 Training objectives are determined as per TNA report. 2.2 <i>Training methods</i> are selected based on the training objectives. 2.3 Training resources required are determined based on the nature of training. 2.4 Internal training schedule is prepared as per nature of training. 2.5 Budgetary allocation for training and development determined as per identified nature of training 2.6 Prepared training program is communicated to staff as per

	organization communication policy.
3. Coordinate employee training	3.1 Training resources are availed based on the nature of training. 3.2 Oversee the delivery of training as per training program. 3.3 Evaluation of the training is conducted based on training objectives. 3.4. A report is prepared based on the training.
4.Evaluate the training output	4.1 Training impact assessment objectives are identified based on TNA gaps identified 4.2 Training impact assessment tools are developed and disseminated based on impact assessment objectives 4.3 Training impact assessment report is prepared based on the findings collected. 4.4 Training program is reviewed as per recommendations in the training report.
5.Maintain employee training records	5.1 Training sessions are documented as per the training policy 5.2 Employee training records are received (feedback) 5.3 Employee training records are stored 5.4 Employee training records are tracked and updated. 5.5 Employee training compliance is monitored as per organizational guidelines.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Training needs assessment tools may include but not limited to:	1.1 Questionnaires 1.2 Surveys 1.3 Performance appraisal reports 1.4 Interviews 1.5 Complains register

Variable	Range
	1.6 Accident reports records
2. Training methods may include but not limited to:	2.1 Demonstration 2.2 Projects 2.3 Case study 2.4 Simulation 2.5 Role plays 2.6 Exchange programs
3. Training impact assessment tools may include but not limited to:	3.1 Individual training reports 3.2 Monitoring and evaluation reports 3.3 Coaching and mentoring reports

REQUIRED KNOWLEDGE AND SKILLS

This section describes the skills and knowledge required for this unit of competency.

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Performance management
- Organization mandate/core business/functions/roles
- Human resource procedures and manual
- Human resource legislations, policies and regulations
- Workplace procedures
- Industrial training Act
- Training principles
- Team building
- Emerging issues

Required Skills

The individual needs to demonstrate the following additional skills:

- Observation
- Communication

- Interpersonal relations
- Computer application
- Report writing
- Data analysis and presentation
- Listening
- Decision making
- Time management
- Emotional intelligence
- Team work
- Leadership
- Public relation
- Conflict management and resolutions
- Crisis management

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and understanding and range.

1 Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified organization training objectives according to HR manual. 1.2 Developed training need assessment tools as per HR manual 1.3 Selected training methods based on the training objectives 1.4 Conducted evaluation of the training based on training objectives 1.5 Prepared training impact assessment report based on the findings collected
2 Resource Implications	The following resources MUST be provided: 2.1 Resources and documentation used in the workplace. 2.2 Workplace policies and procedures. 2.3 Organization work plans.

3	Methods of Assessment	Competency may be assessed through: 3.1 Practical Assessment 3.2 Projects 3.3 Portfolio of evidence 3.4 Third party report 3.5 Written Test 3.6 Oral questions
4	Context of Assessment	4.1 Competency may be assessed in a workplace or simulated work environment.
6	Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.