

**SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Personal Management and Development					
<b>TSC</b>	Staff Training Facilitation					
<b>TSC Description</b>	Identify training needs and coordinate staff training according to customised training roadmaps to improve employees' skills and capabilities					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>RET-PMD-4006-1.1</b>	<b>RET-PMD-5006-1.1</b>	
				Identify training needs based on skill gaps within the organisation and communicate information relating to the training and assessment programmes, coordinate staff training as well as evaluate effectiveness of programmes	Identify training needs for the organisation, develop training roadmaps to enhance employees' skills and capabilities and take lead to improve training and assessment programmes for continuous improvements	
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>• Characteristics of performance standards and criteria to be used as the basis of the learning program</li> <li>• Learning principles</li> <li>• Purpose and focus of learning programmes</li> <li>• Types of learning resources, learning materials and pre-developed learning activities</li> <li>• Methods to develop and document new learning activities and related learning materials</li> <li>• Types of teaching delivery modes</li> <li>• Process for evaluating programme design</li> </ul>	<ul style="list-style-type: none"> <li>• Characteristics of performance standards and criteria to be used as the basis of the learning program</li> <li>• Learning principles</li> <li>• Purpose and focus of learning programmes</li> <li>• Types of teaching delivery modes</li> <li>• Process for evaluating programme design</li> </ul>	
<b>Abilities</b>				<ul style="list-style-type: none"> <li>• Communicate information relating to the training and assessment programme</li> <li>• Coordinate staff training</li> <li>• Evaluate effectiveness of programmes</li> <li>• Identify training needs based on skill gaps within the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Clarify purpose and type of learning programmes</li> <li>• Evaluate the competency standards and other training specifications on which to base the learning program</li> <li>• Identify training needs for the organisation</li> <li>• Develop training</li> </ul>	

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					roadmaps <ul style="list-style-type: none"> <li>• Determine and confirm delivery strategies and required assessment methods and tools</li> <li>• Provide insights to improve training and assessment programmes for continuous improvement</li> </ul>	
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