LEARNING AND DEVELOPMENT

UNIT CODE: BUS/CU/HRM/CR/02/5/A
Relationship to Occupational Standards
This unit addresses the Unit of Competency**:** Conducting Learning and Development

Duration of Unit: 50 Hours

Unit Description
This unit covers the competencies to coordinate learning and development in an organization. It involves identifying, planning, coordinating and evaluating learning and development.

Summary of Learning Outcomes
1. Carrying out training needs assessment
2. Preparation of capacity building programmes and calendar
3. Conducting capacity building
4. Coordinating coaching and mentoring programmes
5. Updating of knowledge Management system
6. Conducting training impact assessment
7. Reviewing training and development programmes

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify the Importance of Learning and Development	• Introduction to learning and development • Importance/aims of learning and development in an organization • Adult learning methodology • Characteristics of learning organization	• Written tests • Observation • Oral questions
2. Carrying out Training Needs Assessment (TNA)	• Introduction to Training Needs Assessment (TNA) • Purpose of TNA • Benefits of TNA • Methods of TNA • Elements of a TNA • Process of a TNA • TNA report • Uses of a TNA report • Other source s of training needs • Advantages and disadvantages of	• Written tests • Observation • Oral questions

Learning Outcome	Content	Suggested Assessment Methods
	TNA	

3. Preparation of Capacity Building Programmes and Calendar	• Introduction to capacity building programmes and calendars
	 • Elements of a training calendar
	 • Preparation of a training calendar
	 • Implementation of a training calendar
	     o Content development
	     o Resource persons
	     o Training venues
	     o Logistics (where necessary)
	     o Training materials
	     o Evaluation of training programmes
		• Written tests
		 • Observation
		 • Oral questions

Learning Outcome	Content	Suggested Assessment Methods

4. Conducting Capacity Building	• Methods of learning
	   ○ In-house
	   ○ On-job
	   ○ Off-job
	   ○ Coaching and mentoring
	   ○ Digital learning
	   ○ Advantages and disadvantages of each method
		• Written tests
		• Observation
		• Oral questions
		• Case studies

5. Coordinating Coaching and Mentoring Programmes	• Coaching and mentoring goals, objectives • Selection and identification of employee/individual for coaching and mentoring • Identification of the coaches and mentors • Coaching and mentoring process • Monitoring,	• Observation • Written tests • Oral questions • Third party report • Case studies

Learning Outcome	Content	Suggested Assessment Methods
	evaluation and reporting on coaching and mentoring • Management development • Advantages and disadvantages of coaching and mentoring	
6. Updating of The Knowledge Management System	• Introduction to knowledge management • Importance of knowledge management in an organization • Identification of knowledge to be managed • Methods of knowledge management • Advantages and challenges of knowledge management	• Observation • Written tests • Oral questions • Case studies

Learning Outcome	Content	Suggested Assessment Methods
7. Reviewing, Training and Development Programmes	• Recommendations in the training reports • Reviewing training programmes	• Observation • Written tests • Oral questions • Case studies
8. Manage Professional Growth and Career Development in The Workplace	• Introduction to career development • Ways of career development • Benefits of career development • Advantages and limitations of professional growth and career development in the workplace	• Observation • Written tests • Oral questions • Case studies

Suggested Methods of Delivery
- Project
- Demonstrations by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Simulation
- On job training

Recommended Resources

- Organization policies and procedures
- Human resource policies
- Guidelines and regulations
- Resources and documentation used in the workplace