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| **TRAINING OCCUPATION:RETAIL OPERATIONS MANAGEMENT** | |
| **CU : MANPOWER PLANNING & TALENT DEVELOPMENT** | **Code : DT-010-5:2014-C01** |
| **Work Activity 1:Identify Manpower Planning Requirements** | **Duration : 7 Hours** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Explain manpower management activities and the workflow process such as:    1. Forecasting    2. Developing staff    3. Controlling right number & kind of people at the right place, at the right time    4. Etc. 2. Describe the criteria in determining manpower requirement such as:    1. Company’s store concept, store size, number of divisions and category of products    2. Operation business hours    3. Salary cost and budget projection versus Sales forecasting    4. Job description and Job Specification    5. Staff competency level, knowledge, skills and experience    6. Salary structure according to company practices    7. Productivity index achieve by section/department/division    8. Types of services    9. Long term/succession planning    10. Etc. 3. Understand labour law & authority requirements such as:    1. Contract of service / Contract For Service    2. Payment of wages    3. Employment of Under Age, Women and Disability person    4. Leave such as Rest Day, Sick leaves and etc    5. Working hours    6. Termination Law/Industrial Relations    7. Safety & Health at workplace    8. Etc. | |
| **Work Activity 2:** **Coordinate Staff Recruitment** | **19** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Define job description, specification and functionality requirements such as:    1. Job scope (tasks and duties)    2. Knowledge and Skills    3. Qualifications    4. Years of experience    5. Reporting line or organisation hierarchy    6. Implement Policies and Procedures    7. Standard Operating Procedure    8. Safety requirement at workplace    9. Etc. 2. Describe factors that should be considered in calculating head count forecast such as:    1. Percentage from total sales target    2. Store size per square feet    3. Standard company manpower requirement    4. Store concept    5. HR guideline and procedure    6. Optimum manpower requirement    7. Seasonal demand for casual workers and part timers    8. Etc. 3. Explain manpower management standard documentation format and content such as:    1. Manpower scheduling Forms    2. Overtime Document    3. Attendance report    4. Leave Tracker    5. Etc. 4. Explain head count forecast standard format and content according to company practice such as:    1. Matrix Calculation Forms       1. Full time wage expense       2. Part time wage expense    2. Etc. 5. Explain stages of recruitment and selection process below:    1. Analyzing the requirement of a job (JD)    2. Attracting employees to that job eg. job advertisement    3. Screening and interview (Assessment of the applicants: Attitude test, IQ test, EQ test and etc.)    4. Hiring 6. Explain interview process according to company practice    1. Pre-screening interview       1. Assessment of candidate documents (resume/curriculum vitae) 7. Qualification 8. Knowledge/Skills 9. Working experience 10. Salary expectation 11. Job matching 12. Past achievement     * 1. Candidate profiling test result   6.2 Formal job interview   * + 1. Determine strength and weaknesses     2. Determine attitude, skills and knowledge     3. Determine suitability job profile   1. Reference checking   2. Negotiating the job offer | |
| **Work Activity 3 : Develop talent pool** | **19** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Explain the importance of developing talent pool    1. How to leverage their talents    2. Talent’s spot    3. Talent’s performance criteria 2. Explain company future development and requirements    1. Current store , Headquarters and new store requirements 3. Vacancy 4. Critical / skills position/ Key position 5. Career and Succession planning 6. Expansion 7. Business strategy 8. Government Requirement 9. Technology changes 10. Identification of potential employees such as:     1. Attitude, knowledge and skills set of competencies     2. Capability     3. Current performance     4. Readiness for new challenge     5. Mobility     6. Performance and Potential Matrix (P&P)     7. Talent Planning Process     8. Etc. 11. Understand knowledge of training need analysis and staff development training program     1. Appropriate training and academic certification 12. Soft skills 13. Operation skills 14. Performance Gap     1. Industrial exposure     2. Job rotation / multi-skills training | |
| **Work Activity 4 : Review training effectiveness** | **15** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Describe the importance of reviewing training effectiveness such as:    1. How well the training program met the learner’s needs and objectives    2. What knowledge and skills it has imparted to learner    3. What desirable change it has brought in the learner’s performance    4. What organizational benefits it has yielded    5. Etc. 2. Understand sources of training feedback and analysis    1. Training evaluation    2. Observation on training impact    3. Customer feedback and demand    4. Superior and peer feedback    5. Key Performance Indicator (KPI)    6. Pre & Post Evaluation 3. Define training gap rectification and development needs    1. Suitable training method selection    2. Suitable training execution    3. Training module enhancement    4. New training program to enhance trainee skills    5. Analysis of Performance Internal & External | |
| **Work Activity 5 : Review staff behavioural and performance** | **15** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Describe common types of staff issues such as    1. Job Performance    2. Productivity    3. Mobility    4. Attitude    5. Major and Minor Disciplinary Issue    6. Work relationship    7. Communication skills 2. Explain technique in handling staff issues based on causes of issues such as    1. Guidance and counselling    2. Coaching    3. Buddy system or Mentor-mentee    4. Retraining and provide attitudinal behavioural training    5. Motivation    6. Team work and bonding    7. Disciplinary procedures    8. Etc. | |
| **TOTAL** | **75 Hours** |