

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### **Strategic Business Development and General Management > 9.2 Human Resources Management**

Title	Implement performance management system
Code	107563L4
Range	Implement performance management system throughout the whole business area
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand performance management system of the bank           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Summarize the design of the performance management system of the bank which include the philosophy, measurement metric, assessment mechanism, process etc. in order to implement the system independently</li> <li>• Review the execution procedures of performance management system in order to ensure fair measurement on employees' work performance</li> </ul> </li> <li>2. Provide support at each stage of the performance management cycle           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Provide administration of performance management system to ensure effectiveness, compliance, and equity within the bank</li> <li>• Coordinate the process in performance management such as distributing assessment forms and guidelines, collecting assessment report and handling enquiries and complaints etc.</li> <li>• Collect and maintain record on performance assessment of all units</li> </ul> </li> <li>3. Educate bank's employees on performance management system           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Introduce performance management system to the bank staff and ensure all of them can understand its philosophy and mechanism</li> <li>• Assist line management to understand the philosophy of the bank's performance management system and provide assistance in enhancing their skills in conducting performance review (e.g. benchmarking of results across all levels and functions within the bank)</li> </ul> </li> <li>4. Apply actions based on the results of performance appraisal           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Extend or terminate probationary period of the new recruits appropriately based on their performance and the bank's business requirements</li> <li>• Assist line managers to provide counseling / coaching to under-performing staff</li> <li>• Review assessment results and assist in aligning results with compensation</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Provision of administrative and advisory support in performance management. The execution of administrative work should be in accordance to bank's procedures and time schedule to ensure a smooth completion of the performance management cycle</li> <li>• Provide education activities to different kinds of staff to ensure their understanding on the systems</li> <li>• Execution of different kinds of follow-up actions according to the results of performance assessment</li> </ul>
Remark	