

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.2 Human Resources Management

Title	Execute disciplinary actions
Code	107567L4
Range	Execute disciplinary actions. This refers to disciplinary actions of different kinds which applies to employees of different ranks, job families and positions
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand policy on staff discipline Be able to: <ul style="list-style-type: none"> • Understand different kinds of professional guidelines / codes of conduct in order to execute appropriate disciplinary action independently 2. Implement disciplinary actions Be able to: <ul style="list-style-type: none"> • Consider suitable penalties such as verbal warning, monetary penalty, demotion, compulsory retirement or dismissal depending on the seriousness of the misconduct • Ensure disciplinary actions are taken into effect when employees fail to observe the regulations and official instructions of the bank or misconduct themselves in any manner • Execute informal disciplinary action for minor and isolated cases of misconduct such as lateness for duty by giving verbal / written warning • Keep responsible managers informed of the planning and progress of the disciplinary actions 3. Follow cases of disciplinary action to help involved employee to get improvement Be able to: <ul style="list-style-type: none"> • Document disciplinary actions taken and update employee's personal record • Oversee the progress of coaching / counseling provided to the misbehaved employee or provide advise to the responsible managers if appropriate • Review the situation after coaching / counseling or give advice to the responsible managers for follow-up actions if appropriate
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of appropriate disciplinary actions according to the seriousness of the misconduct
Remark	