

Specification of Competency Standards of the Beauty and Hairdressing Industry

**Unit of Competency**

**Functional Area: Operational Management**

Title	Appraise Staff Performance
Code	105434L4
Range	This unit of competency (UoC) is applicable to management ranks of the organization. It requires analysis, judgement and evaluation. Practitioners should be able to master the functional areas of staff at all levels at hairdressing-related workplaces; conduct performance appraisals and write appraisal reports in an objective manner according to the performance appraisal system set by the organization so as to achieve effective human resources management.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of staff appraisal <ul style="list-style-type: none"> <li>• Understand the operational structure of the hairdressing organization</li> <li>• Understand the functional areas of all departments</li> <li>• Understand the performance appraisal system and standards of the organization, including: form, method and procedure of appraisal, requirements on the appraiser, appraisal time, rating standards and definition, appeal mechanism for the appraisee, etc.</li> <li>• Understand the purpose and importance of performance appraisal, such as the efficiency of the organization/department and personal efficiency of staff</li> <li>• Understand different types of performance appraisal, and the structure and characteristics of the design for performance management</li> <li>• Understand the content of general performance appraisals, including: knowledge and professional ability, work efficiency, work attitude, team relationship, personal conduct, etc.</li> <li>• Understand the reward and penalty mechanism of the organization</li> <li>• Understand different ways of performance appraisal</li> </ul> </li> <li>2. Appraise staff performance <ul style="list-style-type: none"> <li>• Select a suitable appraisal method according to the performance appraisal standards and procedures of the organization</li> <li>• Follow the work goals, plans and standards of the department the staff member working in to conduct a fair and objective appraisal and write the appraisal report for the staff member</li> <li>• Inform the staff member concerned about the appraisal result through proper communication channel and make recommendations on improvement when necessary</li> <li>• Establish appeal mechanism for staff to make their appeals on the appraisals</li> <li>• Take suitable follow-up actions according to the appraisal result, such as: giving reward or penalty, counselling, training, etc.</li> <li>• File the appraisal report properly according to procedures</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Conduct appraisals and write appraisal reports impartially</li> <li>• Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Conduct performance appraisals in an objective manner and write the appraisal reports according to the appraisal procedures of the organization; and</li> <li>• Take suitable measures to follow up, such as: giving reward or penalty, counselling, retraining, etc.</li> </ul>
Remark	