

Specification of Competency Standards of the Beauty and Hairdressing Industry

Unit of Competency

Functional Area: Operational Management

Title	Handle General Labour Disputes
Code	105437L4
Range	This unit of competency (UoC) is applicable to staff responsible for management duties. It requires analysis, judgement and evaluation. Practitioners should be able to master the rules and regulations on labour relations, give clear guidelines and direction to employees, perform good personnel management, and handle general labour disputes effectively.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of employment relationship</p> <ul style="list-style-type: none"> • Understand the serious consequences for not handling labour disputes properly • Understand ordinances related to employment relationship and related statutory bodies, including: <ul style="list-style-type: none"> • Structure of the Labour Department and relevant ordinances, e.g.: Labour Relations Ordinance, Employment Ordinance, Employment Ordinance, Employees' Compensation Insurance Levies Ordinance, Occupational Safety and Health Ordinance, etc. • Structure of the Mandatory Provident Fund Schemes Authority and the Mandatory Provident Fund Schemes Ordinance • Structure of the Privacy Commissioner for Personal Data and the Personal Data (Privacy) Ordinance • Equal Opportunities Commission and relevant ordinances, e.g.: Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance • Structure of the Independent Commission Against Corruption and the Prevention of Bribery Ordinance • Understand the penalties for violating relevant ordinances and regulations on employment relationship <p>2. Handle general labour disputes</p> <ul style="list-style-type: none"> • Master good personnel management skills, establish different communication channels to reduce unnecessary labour disputes and legal proceedings • Comply with and quote relevant legal provisions during human resources management routines to handle general labour disputes, such as: employment relationship, calculation and payment of wages and commissions, minimum wage, forfeiture of pay, deployment arrangement, immediate dismissal, severance payment, long service payment, mandatory provident fund contributions, etc. • Handle general labour disputes with the Labour Relations Division according to relevant rules and regulations • Handle injuries at work correctly according to legal requirements, such as: report accidents on time, pay the instalments and relevant medical expenses, medical clearance and handling procedures • File the details of each labour dispute case properly <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Handle each labour dispute case in the mutual interest of both the employer and the employees according to the legal requirements of Hong Kong on labour matters
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Master the legislation on employment relationship and handle general labour disputes effectively to protect the mutual interest of the employer and employees.
Remark	