

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Conduct Staff Performance Appraisal
Code	106159L4
Range	This unit of competency is applicable to employees in the elderly care service industry who perform management tasks. This Competency involves the ability of analysis and making judgment. Employees are required to assess the performance of staff members in a fair and impartial manner according to staff assessment policies and standards prescribed by the institution, so as to manage human resources effectively
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on assessing staff performance</p> <p style="padding-left: 40px;">be able to</p> <ul style="list-style-type: none"> • Understand staff assessment policies, standards and methods as prescribed by the institution • Understand scope of work and required performance standards of different posts • Understand details of assessment system and performance standards as set by the institution, including: <ul style="list-style-type: none"> • Understand grading standards and their definitions <ul style="list-style-type: none"> ○ Mode, methods and procedures of assessment ○ Qualifications of assessors ○ When assessment is performed ○ Appeal mechanism for staff being assessed ○ Rules on composing assessment reports • Understand purpose and importance of performance assessment, including: <ul style="list-style-type: none"> ○ Identify room for improvement in staff performance ○ Provide continuous monitoring and supervision ○ Establish staff training and development needs ○ Influences on efficiency of the institution / department • Understand items to cover in performance assessment and their standards, including: <ul style="list-style-type: none"> ○ knowledge, professional capabilities ○ Efficiency of work ○ work outcomes ○ Diligence ○ work attitude, e.g. being proactive or passive ○ Communication skills ○ Team / cooperative relationship ○ Personal conduct. • Understand relevant laws and restrictions on handling staff assessment as stipulated by government and regulatory authorities <p>2. Assess staff performance</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Perform staff assessment according to relevant standards and procedures of the institution, and set a timetable for assessment • Document assessment opinions from different channels, including: <ul style="list-style-type: none"> ○ Superiors, supervisors, fellow workers and subordinates ○ Opinions from service users ○ Self-evaluation.

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	<ul style="list-style-type: none"> • Communicate with staff and achieve a consensus on performance requirements and assessment criteria • Provide review, supervision, guidance and assistance to staff with subpar performance • Allow staff to disagree with assessment results and provide channels to appeal and communicate • Supervise staff performance continuously in daily work • Notify staff members about their assessment results and follow up the case properly according to assessment results, such as <ul style="list-style-type: none"> ○ Suggest room for improvement ○ Reward / punishment and amount of salary raise ○ Promotion and training ○ Development needs. • Write the assessment report and document properly according to prescribed procedures <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Ensure staff assessment and appraisal reports are done in an objective, fair and impartial manner
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to perform a fair assessment of staff performance according to staff assessment policies and standards prescribed by the institution; and • Ability to take proper follow-up measures according to staff assessment results, such as suggesting ways to improve performance, rewards/punishment and training.
Remark	