

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

Functional Area - Management

Title	Formulate Staff Performance Appraisal Policy
Code	106175L5
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of human resource management. This competency involves the ability of critical analysis and reorganization of relevant information. Employees are required to formulate objective, fair and sustainable performance assessment criteria for staff, according to the institution's service quality and standards, enhancing the overall work performance of staff, in order to continuously improve the service of the institution.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on staff appraisal</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the institution's service quality and standards • Understand human resource policies, procedures and mechanisms • Understand the functions and importance of staff performance appraisal, such as <ul style="list-style-type: none"> ○ Identify room for improvement in staff's performance ○ Provide continuous monitoring and supervision ○ Formulate staff's needs in terms of training and career development ○ Elevate efficiency of the institution or department • Understand all job positions and rankings within the institution, including <ul style="list-style-type: none"> ○ Frontline staff ○ Healthcare professionals ○ Management ○ Administrative staff • Understand the scope of work, performance standards and techniques required in different job positions • Understand relevant professional code of conduct • Understand system, standards and content of staff performance appraisal, including <ul style="list-style-type: none"> ○ Assessment standards and definitions ○ Modes, methods, procedures of assessment ○ Requirements on staff conducting appraisal ○ Duration of assessment ○ Reward/punishment mechanism ○ Appeal mechanism for staff being assessed ○ Requirements on compilation of assessment report • Understand relevant laws and regulations set by the government and regulatory authorities regarding handling staff assessment • Understand standards of staff performance appraisal in other institutions <p>2. Formulate policies of staff assessment</p> <p>Be able to</p> <ul style="list-style-type: none"> • Compile a list of assessment modules according to relevant standards, such as <ul style="list-style-type: none"> ○ Knowledge, professional ability ○ Efficiency ○ Performance ○ Diligence ○ Attitude at work, such as taking initiative

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	<ul style="list-style-type: none"> ○ communication skills ○ Relationship with the team ○ Keenness on pursuing continuous education and registration requirements ○ Personal conduct ● Formulate assessment methods of performance assessment, including, <ul style="list-style-type: none"> ○ Assessments by supervisors, peers and subordinates ○ Opinions of service users ○ Self-evaluation ● Formulate relevant executive procedures and guidelines according to assessment standards, such as <ul style="list-style-type: none"> ○ Rewards/punishment and mechanism for salary review ○ Ladder of promotion and staff training ○ Disciplinary punishment, appeal mechanism and procedures ● Set the time and frequency of assessment ● Provide training for supervisor and assessors, announce the training content to increase transparency of the appraisal system ● Write entry guidelines for new staff to follow so that they understand the requirements for each post ● Refer to staff assessment standards of other institutions and countries to formulate objective standards ● Regularly monitor and review staff assessment standard, update and amend according to needs of the institution and legal requirements <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Formulate policies of staff assessment objectively and strike a balance between the benefits of the institution and its staff
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to formulate policies and standards for objective staff appraisal; ensure fair and unbiased policies to enhance overall staff performance; and ● Ability to monitor and review staff assessment standards to meet the development direction of the institution.
Remark	