Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Design metrics to measure the effectiveness of human resource (HR) strategies
Code	106914L6
Range	Designing and employing proper and comprehensive measurement of HR effectiveness and efficiencies. This applies to the evaluation of HR strategies, roles, functionalities and contributions to the organisation.
Level	6
Credit	6

Competency	Performance Requirements
	1. Knowledge in the Subject Area
	    • Understand the correlation between HR initiatives and business results in order to measure the effectiveness of HR functionalities
	    • Understand the need for proper and comprehensive measurement on HR effectiveness and efficiencies
	2. Applications and Processes
	    • Develop quantifiable indicators for measuring outcomes of HR initiatives that have direct impact on achieving business objectives
	    • Evaluate the performance of HR strategies, roles, functionalities and contributions, and address performance gaps
	    • Determine key HR metrics to evaluate HR initiatives
	    • Compare metrics to identify patterns and trends as a source of information to support business discussion and decision
	    • Provide regular update on the organisation's HR effectiveness and efficiency to business leaders and major stakeholders
	    • Introduce insights derived from HR measurements to business leaders, particularly on the potential impact on business performance
	3. Professional Behaviour and Attitude
	    • Design metrics in a specific, measurable, achievable, reliable and timely manner
	    • Solicit feedback proactively and evaluate the metrics regularly to maintain a robust measurement system

Assessment Criteria	The integrated outcome requirements of this UoC are:
	    • Establishment of key HR metrics to evaluate outcomes and effectiveness of HR initiatives.
	    • Evaluation of the performance of HR strategies, roles, functionalities and contributions.
	    • Provision of insights from HR perspective to address performance gaps and support business operation and decision.

Remark	