Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Identify competency gaps and recommend solutions to improve organisational performance
Code	106922L5
Range	Selecting assessment tools to identify competency gaps and recommending solutions to fill the gaps. This applies to the identification of competency gaps with the use of quantitative and qualitative assessment tools, as well as training and non-training related solutions to improve organisational performance.
Level	5
Credit	5

Competency	Performance Requirements
	1. Knowledge in the Subject Area
	    • Understand competency gap analysis as well as correlations between competencies and performance in order to improve organisational performance
	    • Understand the available assessment tools to measure organisational performance
	2. Applications and Processes
	    • Conduct competency gap analysis based on the existing employees by levels
	    • Analyse performance data (both qualitative and quantitative) to identify skill gaps
	    • Conduct critical incident analysis to map out key competencies that drive performance
	    • Consult senior management and top performers to validate key competencies identified
	    • Identify possible competency gaps and root causes of discrepancies, and recommend solutions to fill the gaps (e.g. learning activities, performance support, recognition schemes)
	    • Consult external vendors, wherever appropriate, to identify solutions to improve organisational performance
	    • Set up key human resource (HR) metrics and assessment tools that are critical to drive organisational performance
	3. Professional Behaviour and Attitude
	    • Review organisational performance after implementation of performance improvement plans
	    • Proactively engage relevant stakeholders to identify competency gaps and solutions to improve organisational performance

Assessment Criteria	The integrated outcome requirements of this UoC are:
	    • Establishment of key HR metrics to measure organisational performance.
	    • Execution of competency gap analysis and critical incident analysis.
	    • Formulation and execution of improvement plans to drive organisational performance.

Remark	