

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Negotiate service terms and conditions with recruitment agencies / vendors and conduct regular review on their performance
Code	106942L5
Range	Outsourcing recruitment process to external parties who are specialised in talent acquisition activities from sourcing, screening to interviewing. This applies to the process of determining the service terms and conditions of the service contract, and managing vendor performance and contract renewal.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand general service terms and conditions adopted by recruitment agencies / vendors in respective operating markets and jurisdictions</li> <li>• Understand essential legal terms and elements to facilitate an effective review of service contract</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Develop or maintain a database to keep track of the operating capabilities and available services for each of the existing recruitment agencies / vendors</li> <li>• Develop and negotiate the terms and conditions of the service contract</li> <li>• Conduct regular review to manage the performance of recruitment agencies / vendors with reference to adopted key performance indicators</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Manage contract renewal or termination based on the result of vendor performance evaluation</li> <li>• Adopt effective negotiation tactics in liaising terms and conditions of service contracts with recruitment agencies / vendors</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Establishment of terms and conditions of the service contract against market benchmark for cost-effectiveness.</li> <li>• Establishment of key performance indicators for evaluating the performance of recruitment agencies / vendors.</li> <li>• Implementation of negotiation with recruitment agencies / vendors if necessary.</li> <li>• Implementation of regular review on the performance of recruitment agencies / vendors in accordance with predefined key performance indicators.</li> </ul>
Remark	