

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Develop onboarding process and procedures
Code	106955L5
Range	Developing onboarding process and procedures to help new employees feel welcome and prepared for their jobs. This applies to the development of onboarding process and procedures for providing guidelines and tools (e.g. onboarding checklist and templates) to achieve an effective and efficient onboarding experience.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the key elements of successful onboarding to design the most appropriate onboarding process for the organisation • Understand the importance of onboarding within the talent management cycle 2. Applications and Processes <ul style="list-style-type: none"> • Develop an onboarding checklist to achieve an effective and efficient onboarding experience • Develop document templates for respective operating markets and jurisdictions that require new employees to sign on the start date (e.g. code of conduct declaration and intellectual property agreement) • Articulate the organisation's policies and procedures (e.g. distribution of employee handbook) with new employees • Develop different types of announcement templates for respective operating markets and jurisdictions in welcoming new employees and organise orientation programme or office tour for new employees • Set up work station (e.g. network access, creation of email account, phone installation, seating arrangement) before new employee reports for duty 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Proactively explore ways to improve on the onboarding experience (e.g. the first 90 days at the new job, use technology to facilitate the process) • Proactively engage with new employees to address their onboarding needs
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of onboarding process, procedures and tools (e.g. checklist and document templates) for respective operating markets and jurisdictions to achieve an effective and efficient onboarding experience. • Engagement with new employees for provision of assistance in their preparation for the jobs.
Remark	