

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

|                     |   |
|---------------------|---|
| Title               | Assess potential payroll vendors and manage vendor relationship   |
| Code                | 106980L5  |
| Range               | Assessing potential vendors and managing vendor relationship by measuring performance and driving continuous improvement. This applies to the selection and ongoing management of payroll vendors for effective domestic and / or international payroll and benefits administration.  |
| Level               | 5   |
| Credit              | 5   |
| 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 the importance of effective payroll and benefits administration</li> <li>• Understand the common payroll services available in the market (e.g. payroll submission, tax filing, payroll cost reporting)</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Develop criteria and mechanism for assessing potential payroll vendors</li> <li>• Implement the vendor selection process in a fair and transparent manner</li> <li>• Develop an effective network with major payroll vendors in respective operating markets and jurisdictions</li> <li>• Identify potential payroll vendors based on their scope of services</li> <li>• Appoint payroll vendors based on the organisation's business needs</li> <li>• Articulate the scope of services and performance requirements with the designated vendors</li> <li>• Develop key performance indicators to track and assess performance of the designed vendors</li> <li>• Review vendor performance against key performance indicators and provide feedback with the designated vendors to uphold service standards</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Benchmark best practices of vendor management to enhance vendors' value and observe best return to the organisation</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 criteria and mechanism for assessing potential payroll vendors.</li> <li>• Implementation of assessment based on predefined criteria and mechanism for selecting appropriate payroll vendors in respective operating markets and jurisdictions.</li> <li>• Establishment of key performance indicators for review of vendor performance.</li> <li>• Provision of timely and ongoing feedback to designated vendors.</li> </ul>  |
| Remark              |   |