

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Articulate the adopted benefit scheme with stakeholders and manage their expectations
Code	106981L5
Range	Deploying multiple channels to articulate the benefit scheme with employees / stakeholders and managing their expectations. This applies to the communication with employees / stakeholders for obtaining their support and addressing their concerns related to the organisation's benefit scheme in a timely manner.
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 organisation's reward strategy, philosophy, policies, procedures and practices</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Anticipate needs and concerns of employees / stakeholders in relation to the adopted benefit scheme, and proactively formulate strategy to manage their expectations</li> <li>• Select appropriate communication channels to articulate the adopted benefit scheme with employees / stakeholders</li> <li>• Develop communication materials to present the linkage between the adopted benefit scheme and the organisation's reward strategy</li> <li>• Partner with payroll vendor to conduct employee communication sessions on market update and the adopted benefit scheme, when appropriate</li> <li>• Devise frequently asked questions and answers on the adopted benefit scheme for employees</li> <li>• Develop a mechanism to collect employees' feedback and answer their queries</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Respond to employees' comments and concerns in a timely and professional manner</li> <li>• Validate the information of benefit scheme in employee handbook</li> <li>• Regularly validate the effectiveness of stakeholder communication for ongoing improvement</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Identification of communication channels that are effectively used within the organisation to introduce the benefit scheme to employees / stakeholders.</li> <li>• Establishment of mechanism to collect employees' feedback and answer their queries.</li> <li>• Execution of two-way communication with employees / stakeholders for presenting linkage between the benefit scheme and the organisation's reward strategy.</li> </ul>
Remark	