

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Monitor the communication process of performance feedback to employees
Code	107017L4
Range	Maintaining a participative communication process and an environment of continuous performance feedback and improvement. This applies to the communication with all employees for maintaining a shared understanding of performance objectives and expectations that are critical to the organisation's success.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> <li>• Understand the organisation's performance management policies, procedures and system in order to manage the communication process of performance feedback to employees effectively</li> <li>• Understand how performance feedback can be effectively communicated (e.g. specific and timely feedback, being sensitive to employee's cultural background)</li> </ul> <p>2. Applications and Processes</p> <ul style="list-style-type: none"> <li>• Provide training to appraisers on conducting effective individual performance feedback session, and provide clear guidelines to prepare for performance feedback session</li> <li>• Maintain regular dialogues throughout the performance cycle which includes arranging coaching and mentoring</li> <li>• Monitor appeal cases and liaise with relevant stakeholders for human resource (HR) advice to settle the cases</li> </ul> <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> <li>• Execute the communication process in alignment with all legal and compliance considerations or requirements (e.g. proper documentation) as appropriate</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Organisation of performance feedback session which is aligned with all legal and compliance requirements.</li> <li>• Provision of training on conducting effective individual performance feedback session.</li> <li>• Engagement with relevant stakeholders for HR advice to settle appeal cases as appropriate.</li> </ul>
Remark	