

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Communicate human resource (HR) policies and procedures
Code	107022L4
Range	Using a variety of communication channels (e.g. focus group, briefing, town hall meeting, intranet) including social media (e.g. blog, chat room, forum) to inform, explain and update the organisation's HR policies and procedures. This applies to the communication with all employees for the implementation of HR policies and procedures in a consistent manner.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> • Understand the importance of effective communication of HR policies and procedures in the organisation • Understand the key success factors of effective employee communication in order to communicate HR policies and procedures with high impact • Understand the use of social media in enhancing communication of HR policies and procedures within the organisation <p>2. Applications and Processes</p> <ul style="list-style-type: none"> • Assist senior management in setting up an approval matrix on HR related matters • Coordinate the announcement of news or changes in HR policies and procedures through appropriate training programmes (e.g. induction programme) and communication channels (e.g. intranet, town hall meetings, blogs) • Deliver or coordinate employee communication or training with relevant departments • Use a variety of appropriate communication channels to inform, update and seek feedback on HR policies and procedures • Update information posted on the designated communication channels in a timely manner • Arrange employees to acknowledge receipt and indicate their understanding of the new or revised HR policies and procedures <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> • Proactively search for new technologies (e.g. web based training) where appropriate to enhance employee communication in relation to HR policies and procedures • Proactively monitor and improve the effectiveness of employee communication
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of effective organisational channels to communicate HR policies and procedures. • Engagement with all employees for the implementation of HR policies and procedures through appropriate training programmes (e.g. induction programme) and / or a variety of communication channels.
Remark	