Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Develop required human resource (HR) capabilities, validate effectiveness and efficiency of HR operations and service delivery
Code	107026L5
Range	Developing HR capability profile. This applies to the identification of key HR competencies with relevant stakeholders for achieving strategic priorities of the organisation and development of HR capabilities essential to effective and efficient delivery of HR operations and quality service.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the essential HR capabilities required for an effective HR operation with quality service delivery in an organisation • Understand the current level of HR capabilities and competencies in the HR organisation to enable an objective and fact-based evaluation of HR operations and service delivery 2. Applications and Processes • Identify and prioritise HR competencies required for delivering HR strategy and operational plan • Develop and implement HR improvement plans to fill the competency gaps identified • Define ownership and accountabilities for each HR policy and procedure • Set up quality checking mechanism and internal audit process for data accuracy • Involve relevant departments to uphold data protection principles and avoid non-compliance • Develop guidelines and directives for data protection, release of personal data, quality checking and internal audit process • Develop criteria to validate effectiveness and efficiency of HR operations and service delivery 3. Professional Behaviour and Attitude • Regularly monitor service level of HR service delivery • Engage IT professionals to explore best practices of information management (e.g. developing a single intranet accessible to all employees on HR information, services and tools) • Set up a robust feedback and evaluation mechanism to monitor HR operations and service delivery • Evaluate performance of HR professionals based on the identified key HR competencies
Assessment Criteria	The integrated outcome requirements of this UoC are: • Identification of key HR competencies to deliver HR strategy and operational plan. • Execution of review of HR operations and service delivery in accordance with the predefined review process and evaluation mechanisms on a regular basis. • Establishment and implementation of HR improvement plans to fill the competency gaps identified. • Establishment of documentation system to capture, manage, store, preserve, deliver and dispose HR data and records.
Remark	