

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Assess potential vendors for human resource (HR) operations and manage vendor relationship
Code	107031L5
Range	Assessing potential vendors and managing vendor relationship by measuring performance and driving continuous improvement. This applies to the selection process of all types of vendors for HR operations and ongoing management of vendor relationship for effective HR operations and quality service delivery.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> • Understand different types of vendors for HR operations and quality service delivery • Understand general service terms and conditions adopted by vendors for HR operations and quality service delivery • Understand essential legal terms and language to facilitate an effective review of service contracts <p>2. Applications and Processes</p> <ul style="list-style-type: none"> • Develop criteria and mechanism for assessing potential vendors for HR operations and quality service delivery • Implement the vendor selection process in a fair and transparent manner • Develop an effective network with major vendors for HR operations and quality service delivery in the market • Identify potential vendors for HR operations and quality service delivery based on their scope of services, customer services, costs, etc. • Appoint vendors for HR operations and quality service delivery based on the organisation's business needs • Articulate the scope of services and performance requirements with the designated vendors • Develop key performance indicators to track and assess performance of the designated vendors • Review vendor performance against key performance indicators and provide feedback with the designated vendors to uphold service standards <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> • Benchmark best practices of vendor management to enhance vendors' value and observe best return to the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of criteria and mechanism for assessing potential vendors for HR operations and quality service delivery. • Implementation of assessment based on predefined criteria and mechanism for selecting appropriate vendors for HR operations and quality service delivery. • Establishment of key performance indicators for review of vendor performance. • Provision of timely and ongoing feedback to designated vendors.
Remark	