Specification of Competency Standards for Human Resource Management
Unit of Competency

Title	Provide effective support on system maintenance in the human resource context
Code	107038L4
Range	Providing timely and effective support on Human Resource Management System (HRMS) / Human Resource Information System (HRIS) maintenance after system implementation. This applies to the provision of effective support on system maintenance by detecting potential problems, minimise unplanned interruptions, achieving smooth system running, and contributing to enhancement of the system with the involvement of end users.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the importance of ongoing HRMS / HRIS maintenance after system implementation 2. Applications and Processes • Implement random checks to detect potential problems and execute proper system maintenance • Monitor designated vendor in accordance with the service level agreement to prevent disputes, when appropriate • Provide assistance to end users during system maintenance • Implement regular review of user and statutory requirements to cope with continuous development and enhancement of the system 3. Professional Behaviour and Attitude • Check fulfilment of all relevant compliance requirements on system maintenance
Assessment Criteria	The integrated outcome requirements of this UoC are: • Monitoring of ongoing maintenance, continuous development and enhancement of the system. • Implementation of random checks for proper system maintenance.
Remark	