

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Adopt tools to help employees handle job related tasks
Code	107047L4
Range	Adopting on-the-job tools to help employees handle job related tasks. This applies to the process of identifying improvement opportunities and applying performance support tools (e.g. printed job aids, electronic performance support systems) for increasing overall productivity of the organisation.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand how performance support tools and systems can help employees handle job related tasks • Understand different types of performance support tools in order to develop appropriate tools for the organisation 2. Applications and Processes <ul style="list-style-type: none"> • Liaise with employees in the development process to identify user requirements and evaluate the tool's usefulness • Assess critical tasks and prioritising needs for tools development (e.g. develop a learning management system to improve the process of training evaluation or maintaining training records) • Apply tools to standardise human resource (HR) service processes for consistent HR service delivery by different HR teams in different locations, when appropriate • Provide assistance in applying employee / manager self-services for increasing overall productivity of the organisation • Conduct pilot tests before launch of new tool 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Regularly assess efficacy and benefits of the tools developed • Search for practical and cost-effective ways to develop performance support tools
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of assistance in application of performance support tools for standardisation of HR service processes and consistency in HR service delivery. • Execution of necessary adjustments on performance support tools.
Remark	