

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Provide accurate and ongoing update of human resource (HR) metrics to management
Code	107052L4
Range	Translating data into HR metrics and providing business insights to management for organisational strategic planning and management. This applies to the provision of a wide range of HR metrics (e.g. turnover cost, cost per hire, talent retention rate, percentage of performance goals met or exceeded, return on investment) to management and relevant users.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the expectations of senior management to set parameters for tracking year-on-year trends and changes in the key variables</li> <li>• Understand the importance of analysing HR metrics</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Provide regular training or refresher sessions to both IT and end users on HR metrics</li> <li>• Gather relevant data or information from major stakeholders (e.g. department heads, managers)</li> <li>• Correct or remove inaccurate and obsolete data</li> <li>• Retrieve, organise, update, check and translate data into HR metrics</li> <li>• Update HR dashboards to communicate the data of selected HR metrics more effectively</li> <li>• Communicate management reports with major stakeholders (e.g. senior management, department heads)</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Proactively demonstrate quality HR service delivery through the selected HR metrics</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Execution of data management for data accuracy and making good use of required HR metrics.</li> <li>• Provision of accurate and ongoing update of HR metrics report to management.</li> </ul>
Remark	