

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Develop policies and procedures to handle disciplinary and grievance cases
Code	107061L5
Range	Developing policies and procedure to provide consistent guidance and support to both managers and employees to deal with difficulties arising in the employment relationship. This applies to the development of policies and procedures to handle all types of disciplinary and grievance cases.
Level	5
Credit	5
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 common causes of disciplinary and grievance cases</li> <li>• Understand different approaches (e.g. coaching, verbal warning) to handle disciplinary and grievance cases</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Comply with employment related ordinances in respective operating markets and jurisdictions to develop policies and procedures on handling disciplinary and grievance cases</li> <li>• Provide guidance to assist human resource (HR) professionals and managers to handle disciplinary and grievance cases in a fair and expeditious manner</li> <li>• Provide training and coaching to HR professionals and managers to adopt and implement the policies and procedures for handling disciplinary and grievance cases</li> <li>• Foster a culture of open communication and mutual respect across the organisation for implementation of the policies and procedures on employee disciplines and grievances</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Benchmark best practices of handling disciplinary and grievance cases in the market</li> <li>• Review and revise the policies and procedures on handling disciplinary and grievance cases on a regular basis</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Establishment of policies and procedures to handle disciplinary and grievance cases fairly and expeditiously.</li> <li>• Execution of two-way communication to help all employees understand the policies and procedures on handling employee disciplines and grievances.</li> <li>• Provision of guidance and assistance to HR professionals and managers to handle disciplinary and grievance cases in accordance with the relevant policies and procedures.</li> </ul>
Remark	