

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Provide training and support to managers in handling employee personal and performance issues
Code	107063L5
Range	Providing practical skills and necessary support to managers in handling employee personal and performance issues. This applies to the provision of guidelines and training to managers to deal with difficulties arising in the employment relationship.
Level	5
Credit	6
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 types of employee personal and performance issues and their hidden / root causes</li> <li>• Understand possible consequences of mis-handling employee performance issues</li> <li>• Understand the key success factors of coaching managers effectively</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Advise managers on applying human resource (HR) policies, procedures and practices in a fair, consistent and timely manner</li> <li>• Provide guidelines and training to managers to handle employee personal and performance issues</li> <li>• Articulate with managers the responsibilities and level of authority as well as the skills to handle employee personal and performance issues</li> <li>• Follow up with managers and provide prompt assistance to them when necessary</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Benchmark best practices of coaching managers and performance management in the market</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Provision of guidelines and training to managers to handle employee personal and performance issues in accordance with the relevant HR policies, procedures and practices.</li> <li>• Execution of follow-up actions with managers for handling the employee personal and performance issues in a fair, consistent and timely manner.</li> </ul>
Remark	