

Specification of Competency Standards for Human Resource Management

Unit of Competency

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| Title | Develop policies and procedures to handle labour disputes, investigate employee grievance cases and resolve workplace conflicts |
| Code | 107073L5 |
| Range | Providing policies and procedures as guidance to manage industrial relationship. This applies to the development of policies and procedures with the support from senior management for handling all types of labour disputes and grievance cases in a compliant, fair, consistent and transparent manner. |
| Level | 5 |
| Credit | 5 |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> • Understand the purpose and value of managing industrial relations • Understand the common causes of labour disputes, employee grievance cases and workplace conflicts (e.g. poor communication or lack of constructive dialogue on the issues) • Understand different approaches (e.g. negotiation, mediation, litigation) to handle and settle labour disputes, employee grievance cases and workplace conflicts <p>2. Applications and Processes</p> <ul style="list-style-type: none"> • Develop policies to handle labour disputes, investigate employee grievance cases and resolve workplace conflicts following the guiding principles of equity, objectivity and consistency • Develop procedures to handle labour disputes, investigate employee grievance cases and resolve workplace conflicts through a consensus based process (e.g. discussion and negotiation, mediation) • Solicit support from senior management about the proposed policies and procedures to handle labour disputes, investigate employee grievance cases and resolve workplace conflicts • Monitor the adopted policies and procedures of handling labour disputes, investigating employee grievance cases and resolving workplace conflicts that are in compliance with employment related ordinances <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> • Promote teamwork and harmonious relationship between the organisation (i.e. employer) and employees, unions and regulatory bodies • Strengthen industrial relations and manage workplace conflicts by developing an effective mechanism to minimise labour disputes and resolve labour issues in a professional and timely manner |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of policies and procedures to handle labour disputes, investigate employee grievance cases and resolve workplace conflicts following the guiding principles of equity, objectivity and consistency. • Implementation of the relevant policies and procedures to manage workplace conflicts and maintain harmonious relationship between the organisation and its major stakeholders (e.g. employees, unions, regulatory bodies). |
| Remark | |