

# Specification of Competency Standards of the Insurance Industry

## Unit of Competency

### Functional Area: Operational Support & Services

Title	Maintain staff personal files
Code	105472L2
Range	This unit of competency is applicable to those who are carrying out daily operations. It involves maintenance of up-to-date staff records to support day-to-day functions.
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"><li>1. Possess knowledge in customer record management<ul style="list-style-type: none"><li>• Know how to operate a HR computerized system</li><li>• Understand the compliance requirements, e.g. Personal Data (Privacy) Ordinance, on data management</li></ul></li><li>2. Manage customer records<ul style="list-style-type: none"><li>• Update and document staff data</li><li>• Provide relevant staff statistics upon requests</li></ul></li><li>3. Comply with regulatory requirements and code of practice to handle and maintain HR records<ul style="list-style-type: none"><li>• Maintain up-to-date staff data</li><li>• Handle staff records in accordance with regulatory requirements.</li></ul></li></ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Able to update and document staff personal records timely and accurately;</li><li>• Able to comply with regulatory requirements and code of practice to handle and maintain staff records.</li></ul>
Remark	The unit of competency is applicable to general insurance, life insurers and brokers.