

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Settle labour disputes in a company
Code	LOCUOM405B
Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to master negotiation skills based on the law and the knowledge of human resources management so as to narrow the differences between employers and employees, and settle labour disputes peacefully.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of labour disputes</p> <ul style="list-style-type: none"> • Understand the operation and market situation of the logistics industry • Understand the supply and demand, training and quality of the manpower in the logistics industry and relevant sectors • Understand the employment law, such as “Labour Relations Ordinance” and updated relevant regulatory requirement • Understand the coordination of human resources management and operating capability • Understand the concepts and theories of human resources management and industrial relations • Master the methodologies and techniques for analysing labour disputes, including their background and causes • Understand the terms and conditions of the employment contract • Understand the compensation and related scheme for different types of employment contracts • Understand the concepts of trade unions, workers’ campaigns and labour relations • Understand basic negotiation skills • Skills of collecting updated rules and regulations, unions’ activities and related information and share among the company • Establish proper employment history and record of individual • Understand the roles of the government in labour disputes and the way to solicit support • Understand the causes and impact of the labour disputes • Understand the impact of the labour disputes on the company’s services <p>2. Handle labour disputes</p> <ul style="list-style-type: none"> • Analyse possible development of the disputes and the consequences • Analyse the short- and long-term impact on the company if the disputes cannot be settled timely • Analyse the benefits or staff conflicts caused by the disputes • Understand the stance and the bottom line of the company management • Understand and analyse the conditions, demands and grievances of employees • Assess whether the claims of employees are reasonable, lawful and appropriate • Assess whether the claims of employees are based on the principle of fairness • State the position and limitations of employers and reflect the demands of employees to the management • Identify the common grounds that can be negotiated and agreed by both sides • Prepare short-term plans to minimise the impact on customers and other parties • Prepare relevant solutions • Apply negotiation skills in the talks with employees so as to arrive at a consensus

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	<ul style="list-style-type: none">• Solicit views or support from government departments or labour groups• Compile reports to illustrate and reflect on the labour disputes• Communicate with all departments to establish good working relationship and proper employee's history and record• Provide updated regulatory training to all level of supervision staff on handling dispute and avoiding conflict among the team
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">• Capable to analyse the differences between employers and employees and the impact on different parties with reference to individual cases;• Capable to facilitate the communication between the staff side and the management side so as to narrow their differences and identify the common grounds that can be negotiated and agreed by both sides; and• Capable to prepare effective solutions for settling labour disputes and compile reports to illustrate and reflect on the disputes
Remark	