

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Formulate human resources management for projects
Code	LOSASM503B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of providing direction to develop human resources management project
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Know about project management and human resources management <ul style="list-style-type: none"> • Know about project management principles • Know about human resources management • Understand business operations of logistics related industries • Understand human resources policy and procedures of the company 2. Determine human resources requirements <ul style="list-style-type: none"> • Identify human resources requirements in consultation with project managers and other relevant personnel in accordance with required competencies of business projects • Conduct human resources requirement analysis for business projects • Conduct assessment for establishing a human resources plan for business projects • Formation of a project team with full time and/or temporary and/or part time committee members to participate the project • Assign responsibility for project activities and tasks • When required, select sub-contractors for business projects 3. Manage projects and staffing <ul style="list-style-type: none"> • Determine company structure for project operations to enhance competencies within projects • Conduct staff recruitment or reallocation of staff within the company to meet competency requirements of the projects • Apply human resources management (HRM) methods, techniques and tools to manage staffing to meet the project requirements • Utilise company HRM system and HRM processes across projects • Provide suitable training on individual responsibility and tasks requirement 4. Manage staff performance <ul style="list-style-type: none"> • Provide suitable training on individual responsibility and tasks requirement • Obtain agreement to performance measurement criteria with staff members for clarity of roles and responsibilities to facilitate performance assessment • Establish systems for ongoing staff training and development • Develop effective incentive plans to measure staff performance against agreed criteria • Encourage career progression • Establish proper communication channels and reporting mechanism for the team members to reflect their needs • Develop time bar and management of the punctuality of each stage 5. Provide leadership to project teams <ul style="list-style-type: none"> • Clear and sufficient authority and empowerment to ensure work can be done efficiently

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	<ul style="list-style-type: none"> • Clear and absolute time schedule of the completion of each stage of the project • Implement continuous improvement systems to enhance staff capabilities • Analyse individual and team performance and take necessary action where appropriate • Develop procedures for interpersonal communication, counselling and conflict resolution, and review results to maintain and promote a positive working environment • Manage intra-company and intra-project conflict to maximise achievement of project objectives • Collect project experience for future strategic planning and direction
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of determining human resource requirements for projects; • Capable of recruiting and allocating human resources to meet the project requirements; • Capable of managing staff performance; and • Capable of providing overall leadership for project management
Remark	