

**Specification of Competency Standards**  
**for the Manufacturing Technology Industry**  
**Unit of Competency**

Functional Area - Operations Management

Title	Handle general labour disputes
Code	106457L4
Range	This unit of competency is applicable to the human resources department of the corporation of Manufacturing Technologies Industries. Practitioners should be capable to make clear guidelines and supervision, practise good personnel management and handle general labour disputes
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand relevant knowledge of handling general labour disputes</p> <ul style="list-style-type: none"> <li>• Understand the relevant employment-related legislation and statutory bodies, such as the Labour Department and the relevant legislation (such as the Labour Relations Ordinance, the Employment Ordinance, Occupational Safety and Health Regulations), the Mandatory Provident Fund Schemes Authority and the relevant legislation (such as Mandatory Provident Fund schemes Ordinance), Office of the Privacy Commissioner for Personal Data and related legislation (such as the Personal Data (Privacy) Ordinance), the Equal Opportunities Commission and the relevant ordinance (such as the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status discrimination Ordinance), ICAC and the relevant legislation (such as the Prevention of Bribery Ordinance)</li> <li>• Understand the relevant law and statutory agencies of the employment-related operating regions</li> <li>• Understand the arbitration procedures, approaches and related agencies</li> <li>• Understand the penalties of violating employment laws and regulations</li> </ul> <p>2. Handle general labour disputes</p> <ul style="list-style-type: none"> <li>• Master Good personnel management skills, set up different communication channels and reduce unnecessary labour disputes and legal proceedings</li> <li>• In the daily human resource management, follow and refer to the relevant laws and regulations, handle general labor disputes, such as relations between employers and employees, wages, commissions calculation and payment, payroll deductions, transfer arrangements, instant dismissal, severance pay, long service payments and MPF contributions</li> <li>• In accordance with relevant laws and regulations, and the Labour Relations Division or the relevant departments to deal with general labor disputes</li> <li>• Make good use of appropriate mediation and arbitration route</li> <li>• According to the law and regulations, correctly handle the work injuries, such as timely reporting of accidents, periodical payments and related medical costs, sick leave clearance and handling procedures</li> </ul> <p>3. Professional handling of general labour disputes</p> <ul style="list-style-type: none"> <li>• Follow the relevant legislation of employment relationship and give consideration to the interest of the corporation and staff when handling general labour disputes</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to master relevant legislation of employment relationship and give consideration to the interest of the corporation and staff when handling general labour disputes</li> </ul>

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