

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Human Resources Management relating to a Property

Title	Manage the manpower, training and performance appraisal within the property managed
Code	110589L4
Range	Works of human resources and training management, applicable to management of manpower planning, recruitment, training and evaluation
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand manpower planning, training and evaluation</p> <ul style="list-style-type: none"> <li>• Thoroughly understand Employment Ordinance and other employment-related legislations and codes of practice, such as minimum wage, employees' compensation, etc.</li> <li>• Thoroughly understand the methods to calculate manpower on duty and arrangement, the methods of recruitment and procedures</li> <li>• Thoroughly understand the training plans and methods to evaluate the effectiveness of training</li> </ul> <p>2. Perform human resources management</p> <ul style="list-style-type: none"> <li>• Be able to accurately calculate the regular and substitute manpower needs within the boundary of the management services</li> <li>• Be able to collect required data such as job analysis, job salary evaluation etc. for recruitment purposes</li> <li>• Be able to assist in arrangement of recruitment procedures such as preliminary screening, interview, review, etc., and assist in hiring and commencement arrangements as directed by superiors</li> <li>• Be able to perform human resources management in accordance with established procedures, including employee discipline and conduct, employee on-duty/work/vacation, compensation and benefits, employment contract management, hiring and termination/resignation arrangements, etc.</li> <li>• Be able to assist in handling labor disputes or other employment issues and report or seek directions from superiors</li> <li>• Be able to handle human resources related reports and records</li> </ul> <p>3. Perform training management</p> <ul style="list-style-type: none"> <li>• Be able to conduct "training needs analysis" and be familiar with the training needs of the positions and staff of the property</li> <li>• Be able to design training classes, content and conduct classroom training in response to training needs</li> <li>• Be able to assess the effectiveness of training by using appropriate methods and make detailed records</li> <li>• Be able to assess the performance of frontline employees, evaluate the differences before and after training, and make suggestions for improvement to superiors</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be familiar with the Employment Ordinance and other relevant legislations and codes of practice, methods and procedures for calculating manpower, recruiting staff, and methods to evaluate training programmes and the effectiveness of training;</li> </ul>

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Human Resources Management relating to a Property

	<ul style="list-style-type: none"><li>• Be able to use and synthesize human resources data to accurately calculate the required manpower, and be able to assist in recruitment, commencement, leaving and other arrangements, and assist in handling labor disputes or employment issues; and</li><li>• Be able to conduct "training needs analysis" to evaluate the performance of employees before and after training, and perform various types of management training and evaluate the effectiveness of training, and be able to make improvement suggestions to the superior according to the results.</li></ul>
Remark	