

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

Functional Area - Human Resources Management relating to a Property

Title	Plan the overall human resources management, training and performance appraisal scheme
Code	110590L5
Range	Works of human resources and training management, applicable to planning the overall human resources management, training and performance appraisal scheme
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in planning of human resources and training</p> <ul style="list-style-type: none"> • Be proficient in Employment Ordinances and other employment-related legislations and codes of practice • Be proficient in the focus and direction of planning on human resources and training management <p>2. Plan human resources and training management</p> <ul style="list-style-type: none"> • Be able to conduct job analysis and job salary evaluation, and write job description and job specification for each position of management service based on the information of job analysis • Be able to select and employ qualified management staff based on job descriptions and job specifications • Be able to set remuneration for each position based in management services based on the data of job salary evaluation • Be able to formulate appropriate terms of employment, contractual provisions and codes in accordance with legal requirements and company policies • Be able to assess the causes and main issues of labor disputes and handle them in accordance with the proper procedures to resolve disputes • Be able to monitor the performance of employees and implement a fair and objective reward and punishment system <p>3. Plan in overall on manpower, recruitment, evaluation and training management</p> <ul style="list-style-type: none"> • Be able to verify the results of the training needs analysis and formulate training plans for employees at all levels according to the training needs analysis • Be able to design appropriate training course content for employees according to the needs of employees and post • Be able to plan the specific arrangement, scale and duration (or date) of the training in response to the company's policies and resources • Be able to develop evaluation programmes to evaluate the effectiveness of training and its overall contribution to staff, work, property, clients and organisations • Be able to formulate guidelines for the performance appraisal of employees, fairly assess employees' work performance and the effectiveness of training, so as to improve the future training plans
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in Employment Ordinance and other employment-related legislations and codes of practice, and be proficient in the focus and direction for planning on human resources and training management;

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	<ul style="list-style-type: none">• Be able to manage and plan the department's overall human resources plan, formulate relevant standards and guidelines, and effectively handle labor disputes in accordance with the direction of industry, corporate development and legal requirements; and• Be able to analyse, plan and manage training according to training needs, formulate effective evaluation programs, evaluate the effectiveness of training and employee performance, and improve the overall planning effectively according to the company's policies and resources.
Remark	