

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Human Resource Management & Development**

Title	Handle general labour disputes
Code	105015L4
Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. It covers the abilities to perform non-routine tasks in which careful judgement and analysis are required, and to use good personnel management skills to handle general labour disputes properly.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of human resources management</p> <ul style="list-style-type: none"> <li>• Master the policy and guidelines of the organization in handling labour disputes</li> <li>• Understand ordinances related to employment relationship and related statutory bodies, such as: <ul style="list-style-type: none"> <li>• Structure of the Labour Department and relevant ordinances <ul style="list-style-type: none"> <li>• Labour Relations Ordinance</li> <li>• Employment Ordinance</li> <li>• Employees' Compensation Ordinance</li> <li>• Occupational Safety and Health Ordinance</li> <li>• Prevention of Bribery Ordinance</li> </ul> </li> <li>• Mandatory Provident Fund Schemes Authority and relevant ordinances</li> <li>• Office of the Privacy Commissioner for Personal Data and relevant ordinances</li> <li>• Equal Opportunities Commission and relevant ordinances <ul style="list-style-type: none"> <li>• Organization background and terms of reference</li> <li>• Sex Discrimination Ordinance</li> <li>• Disability Discrimination Ordinance</li> </ul> </li> <li>• Independent Commission Against Malpractice and relevant ordinances</li> </ul> </li> <li>• Understand the penalty on violating ordinances and regulations on employment relationship</li> </ul> <p>2. Handle staff disputes</p> <ul style="list-style-type: none"> <li>• Use good personnel management skills to establish effective communication channels to reduce unnecessary labour disputes and legal proceedings</li> <li>• Comply with and quote relevant legal provisions during human resources management routines to handle general labour disputes, such as: <ul style="list-style-type: none"> <li>• Employment relationship</li> <li>• Calculation and payment of wages and commissions</li> <li>• Forfeiture of payment</li> <li>• Deployment arrangement</li> <li>• Immediate dismissal</li> <li>• Severance payment, long service payment</li> <li>• Mandatory provident fund contributions</li> </ul> </li> <li>• Handle injuries at work correctly according to legal requirements <ul style="list-style-type: none"> <li>• Report accidents punctually</li> <li>• Pay the instalments and relevant medical expenses</li> <li>• Medical clearance and handling procedures</li> </ul> </li> <li>• Report to the higher level and seek legal professional help according to the established procedures and guidelines of the organization once the labour dispute involves legal proceedings</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Ensure compliance with relevant legal requirements when handling general labour disputes</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Master ordinances related to employment relationship and use good personnel management skills to handle general labour disputes; and</li> <li>• Disseminate information and regulations on employment relationship and give clear guidelines and direction to employees through effective communication channels.</li> </ul>
Remark	