Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Human Resources Management

Title	Develop staff reward and punishment management
Code	107271L5
Description	Develop appropriate reward and punishment system to improve the enthusiasm and efficiency of all staff.
Level	5
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Understand the concept and principle of reward and punishment management of employees • Master the personnel management and staff salaries and welfare policies • Understand the different ranks within the corporate with different compensation and welfare calculation methods and basic criteria • Understand the corporate reward and punishment including basic salary, commission, reward allowance, bonus, performance bonus, etc. 2. Master the major workflow of corporate employee reward and punishment system management • Management level has to check the real situation and then implement reward and punishment system. 3. Establish staff reward and punishment system guidelines • Management level has to meet the actual situation to implement the reward and punishment scheme clearly and equally • Prior to punishing employees, give employees the opportunity to explain • Eliminate the complaining attitude of employees after being punished • Improve staff bad habits 4. Exhibit professionalism • Ensure that the development of staff reward and punishment management system could be fair and impartial treatment of the staff, and to retain high-quality staff.
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Understand the concept and principle of staff reward and punishment system management. • Master the major workflow process of the corporate staff reward and punishment system. • Develop staff reward and punishment system standards and improve their management capacity
Remark	