Functional Area - Human Resource Management & Development

Title	Implement human resources policies
Code	111377L3
Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. Practitioners have the ability to handle recruitment, selection and staff complaints fairly and objectively according to the human resources policies of the organisation, so as to create good working environment and improve work efficiency of the staff.
Level	3
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Understand the knowledge of human resources
	
	• Understand the human resources policies, procedures and mechanism of the organisation, including:
	   o Staff recruitment and selection
	   o Staff deployment and attendance
	   o Staff discipline and regulations
	   o Staff complaints
	   o Retention of staff
	• Understand the skills and basic concept of personnel management
	• Understand the common sources and causes of resistance to the newly amended or new human resources policies
	• Understand the Labour Ordinance and related legal requirements of Hong Kong
	• Know about the penalties for violating the Employment Ordinance and regulations
	• Understand the abilities and skills for implementing human resources policies, e.g.:
	   o Expression and speaking skills
	   o Interpersonal skills
	   o Mediation skills
	
	2. Implement human resources policies
	
	• Formulate effective ways of implementing human resources policies, e.g.:
	   o Formulate implementation procedures, and compile manuals or hand-outs for the new policies
	   o Use effective channels to convey and explain the human resources system of the organisation to the staff, e.g.:
	      ▪ Training or induction programme
	      ▪ Briefing
	      ▪ Individual interview
	      ▪ Bulletin board
	      ▪ The Intranet
	   o Set up and adopt appropriate channels to collect staff opinions in order to understand their level of acceptance or response of the policies, e.g.
	      ▪ E-mail
	      ▪ Suggestion box
	      ▪ Online survey
	      ▪ Conduct interviews as soon as possible with employees who have tendered resignation in order to understand their reasons to resign and take follow-up actions, e.g. to retain them
	   o Have the employees signed to confirm that they understood and received documents related to the human resources policies

Functional Area - Human Resource Management & Development

	• Make use of communication and interpersonal skills to perform day-to-day personnel management tasks fairly according to the human resources management policies of the organisation and related legal requirements, e.g.:
	     o Implement recruitment procedures
	     o Arrange staff training
	     o Implement disciplinary procedures
	     o Handle staff complaints
	     o Deploy staff
	     o Conduct performance appraisals
	     o Organise and arrange staff activities to enhance staff commitment to work and their sense of belonging to the organisation
	 • Monitor and assess what possible resistance and reactions may be encountered in the implementation of the amended or new human resources policies, and propose appropriate amendment to the higher level when necessary
	 • Monitor and review the effectiveness of the implementation procedures regularly, and make amendments in accordance with the organisation's needs and legislation update
	
	 3. Exhibit professionalism
	
	 • Implement human resources policies fairly and objectively
	 • Understand the changing trends in human resources management and workplace issues proactively

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Follow the established human resources policies of the organisation and related legal requirements and make use of various personnel management skills to perform personnel management tasks effectively in order to maintain staff relations; and • Monitor and review the applicability and legality of the human resources policies of the organisation, and propose improvements in accordance with the organisation needs and legal requirements.
Remark	This UoC is adopted from 105008L3.