

**Specification of Competency Standards**  
**for the Retail Industry**  
**Unit of Competency**

Functional Area - Human Resource Management & Development

Title	Implement staff appraisal policy
Code	111379L3
Range	This unit of competency (UoC) is applicable to personnel management staff in the retail industry. Practitioners have the ability to implement the established staff appraisal policy and standards of the organisation objectively in order to achieve effective human resources management.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of staff appraisal</p> <ul style="list-style-type: none"> <li>• Understand the established policy, standards and mechanism of staff appraisal of the organisation</li> <li>• Understand the functional areas and acceptable level of performance for staff of different posts of the departments</li> <li>• Master the details of the performance appraisal system and standards of the organisation, including: <ul style="list-style-type: none"> <li>○ Form, method and procedure of appraisal</li> <li>○ Requirements on the appraiser</li> <li>○ Appraisal time</li> <li>○ Rating standards and definition</li> <li>○ Appeal mechanism for the appraisee</li> <li>○ Criteria for writing appraisal reports</li> </ul> </li> <li>• Understand the purpose and importance of performance appraisal, including: <ul style="list-style-type: none"> <li>○ Benefit of the organisation / department</li> <li>○ Benefit of the staff member</li> </ul> </li> <li>• Understand different types of performance appraisal</li> <li>• Understand the content of general performance appraisals, including: <ul style="list-style-type: none"> <li>○ Knowledge and professional ability</li> <li>○ Work efficiency</li> <li>○ Work performance</li> <li>○ Degree of diligence</li> <li>○ Work attitude and initiative</li> <li>○ Team relationship</li> <li>○ Personal conduct</li> </ul> </li> <li>• Understand the reward and penalty mechanism of the organisation</li> <li>• Understand the ordinances and regulations of the government and regulatory bodies for handling staff appraisal</li> </ul> <p>2. Implement staff appraisal policy</p> <ul style="list-style-type: none"> <li>• Select a suitable appraisal method according to the performance appraisal standards and procedures of the organisation</li> <li>• Communicate with the staff according to the work objectives, plans and standards of each department and build a consensus on and appraisal standards</li> <li>• Observe the performance of the staff continuously in daily operation</li> <li>• Conduct a fair and objective appraisal and write the appraisal report for the staff</li> <li>• Inform the staff concerned about the appraisal result through proper communication channel and make recommendations on improvement</li> <li>• Establish appeal mechanism for staff to make their appeals</li> <li>• Recommend suitable follow-up actions according to the appraisal result, such as:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Giving reward or penalty</li> <li>○ Counselling</li> <li>○ Training</li> <li>● File the appraisal report according to procedures</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Ensure that the principle of justice and fairness and relevant legal requirements are observed when implementing staff appraisal policy</li> <li>● Understand the changing trends in performance management proactively</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Implement the established staff appraisal policy and standards of the organisation objectively; and</li> <li>● Take suitable follow-up measures, e.g. giving reward or penalty, training, etc.</li> </ul>
Remark	<p>This UoC is adopted from 105011L3.</p>