

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Perform human resources functions
Code	110762L3
Range	This unit of competency involves organisational and communication skills. Practitioners should be able to understand the company's human resources policy and overall human resources status, effectively perform human resources duties, and improve employee morale and performance.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of performing human resources duties <ul style="list-style-type: none"> • Understand the company's overall operational policy and strategy • Understand the technical and competency requirements of each position • Understand the company's organisational structure and the functions of each department 2. Implement human resources policies <ul style="list-style-type: none"> • Communicate and explain the company's human resources policies to employees through appropriate channels • Conduct daily personnel management fairly in accordance with the company's human resources management policies and relevant laws and regulations, etc., while applying good communication and interpersonal skills, including <ul style="list-style-type: none"> ○ Implement recruitment procedures ○ Arrange employee training ○ Enforce disciplinary procedures ○ Manage employee grievances ○ Deploy employees ○ Conduct performance appraisals • Organise and arrange staff activities that enhance staff's engagement in work and their sense of belonging to the company • Maintain positive staff's team spirit, set up appropriate channels for staff's feedback in order to understand their degree of acceptance of or feedback on policies • Monitor and assess possible resistance to the implementation of revised human resources policies, and make appropriate recommendations to superiors as necessary • Regularly monitor and evaluate the effectiveness of the implementation of procedures and make revisions according to the company's needs and changes in legislation 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that the company's human resources strategies can retain talent, so as to avoid brain drain and labour shortages • Implement human resources policies fairly and objectively • Ensure strict compliance with the statutory requirements of the "Sex Discrimination Ordinance", the "Family Status Discrimination Ordinance" and the "Disability Discrimination Ordinance", etc. while implementing human resources strategies
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Implement human resources strategies according to company's development goals and resources; and

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	<ul style="list-style-type: none">• Coordinate with the company's business development to ensure that the human resources strategies can retain talent, so as to avoid brain drain and labour shortages
Remark	