

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Develop a human resource development strategy
Code	110764L5
Range	This unit of competency involves careful analysis and judgment abilities. Practitioners should be able to analyse the company's development and staff's training needs, and develop a set of appropriate and effective human resources strategies that are in line with the company's business development.
Level	5
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of human resources development strategies <ul style="list-style-type: none"> • Understand the development trends in the travel industry • Understand the methods for evaluating human resources operations in corporations • Understand the legal requirements that affect human resources management in the travel industry 2. Develop policies for human resources management in various aspects of the travel industry <ul style="list-style-type: none"> • Analyse the supply and demand situation of human resources in the travel industry • Assess future compensation and benefits trends in the human resources market • Analyse whether the company's current human resources can meet its business needs, based on its short, medium and long-term development plans and operational strategies • Identify future expansion or austerity policies for the company, and assess the type and number of positions that will need to be added or reduced • Formulate an appropriate human resources strategy to meet the company's development needs according to its operational policy and development strategy • Assess the company's additional staffing needs, based on factors such as turnover, retirement, suspension, leave of absence, further education, etc. • Develop strategic human resources management policies, guidelines, procedures and systems • Develop fair compensation and effective employee incentive plans • Design appropriate compensation and commission policies • Review the company's recruitment policy and assess the effectiveness of its incentive system • Assess the company's staff training and development needs • Develop communication strategies to convey information on human resources policies, guidelines and procedures, including staff manuals, meetings and events, etc. • Regularly review the company's human resources systems, staffing allocation and other activities with its business and operating units, and update policies as necessary • Develop a career development plan 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 • Ensure all human resources strategies that are developed strictly comply with the requirements of the "Sex Discrimination Ordinance", the "Family Status Discrimination Ordinance" and the "Disability Discrimination Ordinance", etc.
Assessment Criteria	The integrated outcome requirement(s) of this unit of competency is/are:

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	<ul style="list-style-type: none">• Develop human resources development strategies according to the company's development and operating objectives; and• Update employee training content according to industry changes and regulatory requirements
Remark	