

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Review the human resources policy
Code	110765L6
Range	This unit of competency involves critical analysis and judgment abilities. Practitioners should be able to review and improve a human resources development plan according to the company's development objectives and available resources, so as to enhance the staff's skills and knowledge and facilitate the company's business development.
Level	6
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of human resources policy reviews <ul style="list-style-type: none"> • Understand the travel industry and its human resources needs • Understand the company's development strategy • Understand the legal requirements that affect human resources management in the travel industry • Understand the methods for conducting human resources reviews 2. Review the policies for human resources development <ul style="list-style-type: none"> • Assess the foreseeable human resources and technical requirements in relation to the development trends of the travel industry • Ensure that competitive human resources, remuneration and commission policies are in place • Closely monitor and review employee turnover and take remedial measures • Assess the level of competence of employees according to the functional needs of various departments • Reorganise and revise training plans according to training results • Adjust the human resources development strategies in response to feedback and the changing market environment • Report to a superior regularly and propose improvements to the human resources development plan 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Ensure that the company's human resources policies are effective in meeting the human resources needs of all business units • Ensure that the company's human resources policies are in line with regulatory requirements
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Establish and use an effective communication mechanism to collect data from various departments to facilitate long-term human resources planning; and • Develop long-term human resources development plans according to the company's development objectives and resources, provide useful skills and knowledge training to staff, enhance staff quality and professionalism, and promote the company's business development
Remark	