

Specification of Competency Standards for the Retail Industry
Units of Competency for ‘Human Resource Management & Development’

1. Title	Handle staff remuneration and benefits
2. Code	111384L4
3. Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. Practitioners have the ability to effectively handle the matters concerning staff remuneration and benefits in accordance with the human resources management system of the organisation and legal requirements so as to achieve personnel management.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements 6.1 Understand the knowledge of staff benefit policy ◆ Master the personnel management and the staff remuneration and benefit policies of the organisation ◆ Understand the methods and basic criteria of calculation for different ranks and different forms of remuneration in the organisation ◆ Understand the remuneration system, structure and adjustment mechanism of the organisation, including basic salary, commission, incentive allowance, bonus, performance bonus, etc. ◆ Master the staff benefit policy of the organisation, including: • Medical benefits • Dental benefits • Housing allowance • Education and training allowance • Retirement benefits ◆ Understand the legal requirements related to the existing staff remuneration and benefit system, e.g.: • Minimum wage • Labour insurance • Mandatory Provident Fund Schemes (MPF) ◆ Understand the basic elements of a staff remuneration and benefit system, including being fair, reasonable and competitive ◆ Know about good communication and negotiation skills ◆ Master newly amended legal requirements and the development trend of remuneration and benefits of the retail industry 6.2 Handle staff remuneration and benefits ◆ Let all the staff members clearly understand and easily access the detail information of the staff benefit policy through effective communication channels, e.g.: • Provide a clear and comprehensible staff benefit manual to new recruits • Release benefit information to the staff regularly, e.g. through the intranet • Post benefit information at workplace areas that can be easily seen • Develop ways and channels to collect staff feedback ◆ Implement the remuneration and commission system according to human resources management policies of the organisation and related legal requirements ◆ Handle the matters concerning the remuneration and benefits of individual employees according to the staff benefit system and procedures of the organisation, e.g.: • Process claims of all kinds of allowances, e.g. verification of eligibility, amount of allowance • Calculate and pay benefits, e.g. bonuses • Adjust the remuneration and benefit portfolio of individual employees if a dispute arises, arrange negotiation for the employee concerned and his/her supervisor or representative of the personnel department in order to reach a consensus and sign to confirm • Document and save related staff benefit information ◆ Recommend appropriate improvements to the staff benefit system in accordance with the human resource market situation so as to enhance the sense of belonging and work performance of the staff

	◆ Organise different types of staff activities (e.g. set up wellness centre) and events related to wellness (e.g. talks, workshops and health tests) to promote a health-conscious lifestyle to all staff and encourage them to take care of their physical and mental health in the long run in order to have good work performance 6.3 Exhibit professionalism ◆ Ensure that the staff remuneration and benefit system of the organisation is competitive in the human resource market and can retain competent personnel ◆ Understand the changing trends in retention and compensation management proactively
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: ◆ Handle the staff benefit matters impartially according to the remuneration and benefit system of the organisation and in compliance with the legal requirements; ◆ Use communication and negotiation skills effectively to negotiate with individual employees on the conditions of remuneration and benefits in accordance with the situation; and ◆ Recommend appropriate adjustments to the management on the remuneration and benefit system with respect to the market change and actual operational needs of the organisation so as to achieve personnel management.
8. Remark	This UoC is adopted from 105016L4.