

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

1. Title	Handle general labour disputes
2. Code	111383L4
3. Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. Practitioners have the ability to use personnel management skills to handle general labour disputes.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of human resources management</p> <ul style="list-style-type: none"> <li>◆ Master the policy and guidelines of the organisation in handling labour disputes</li> <li>◆ Understand ordinances, regulations, and penalties related to employment relationship and related statutory bodies, such as: <ul style="list-style-type: none"> <li>• Structure of the Labour Department and relevant ordinances <ul style="list-style-type: none"> <li>○ Labour Relations Ordinance</li> <li>○ Employment Ordinance</li> <li>○ Employees’ Compensation Ordinance</li> <li>○ Occupational Safety and Health Ordinance</li> <li>○ Prevention of Bribery Ordinance</li> </ul> </li> <li>• Mandatory Provident Fund Schemes Authority and relevant ordinances</li> <li>• Office of the Privacy Commissioner for Personal Data and relevant ordinances</li> <li>• Equal Opportunities Commission and relevant ordinances <ul style="list-style-type: none"> <li>○ Organisation background and terms of reference</li> <li>○ Sex Discrimination Ordinance</li> <li>○ Disability Discrimination Ordinance</li> </ul> </li> <li>• Independent Commission Against Malpractice and relevant ordinances</li> </ul> </li> <li>◆</li> </ul> <p>6.2 Handle general labour disputes</p> <ul style="list-style-type: none"> <li>◆ Use personnel management skills (e.g. point out what team members have done well and provide specific examples in public meetings) to establish effective communication channels to reduce unnecessary labour disputes and legal proceedings</li> <li>◆ Comply with and quote relevant legal provisions during human resources management routines to handle general labour disputes, such as: <ul style="list-style-type: none"> <li>• Employment relationship</li> <li>• Calculation and payment of wages and commissions</li> <li>• Forfeiture of payment</li> <li>• Deployment arrangement</li> <li>• Immediate dismissal</li> <li>• Severance payment, long service payment</li> <li>• Mandatory provident fund contributions</li> </ul> </li> <li>◆ Handle injuries at work correctly according to legal requirements, such as: <ul style="list-style-type: none"> <li>• Report accidents punctually</li> <li>• Pay the instalments and relevant medical expenses</li> <li>• Medical clearance and handling procedures</li> </ul> </li> <li>◆ Report to the higher level and seek legal professional help according to the established procedures and guidelines of the organisation once the labour dispute involves legal proceedings</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>◆ Ensure compliance with relevant legal requirements when handling general labour disputes</li> <li>◆ Understand the changing trends in industrial relations proactively (e.g. collect information, attend seminars)</li> </ul>

7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>◆ Master ordinances related to employment relationship and use personnel management skills to handle general labour disputes; and</li> <li>◆ Disseminate information and regulations on employment relationship and give clear guidelines and direction to employees through effective communication channels.</li> </ul>
8. Remark	This UoC is adopted from 105015L4.