

Specification of Competency Standards for the Retail Industry
Units of Competency for ‘Store Operations’

1. Title	Manage the subordinate’s work performance
2. Code	111365L4
3. Range	This unit of competency (UoC) is applicable to staff responsible for staff management in the retail industry. Practitioners have the ability to use performance management skills to manage and monitor the subordinate’s work performance so as to meet the established performance standards and achieve effective human resources management.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of staff management</p> <ul style="list-style-type: none"> ◆ Understand the organisation’s human resources policies ◆ Understand the staff performance appraisal procedures and standards of the organisation, e.g.: <ul style="list-style-type: none"> • Collect performance data (e.g. sales amount) • Feedback from the higher level or staff • Evaluate past performance • Set the performance target mutually agreed • Appraise staff training results ◆ Understand staff performance target established by the organisation, including personal and team targets ◆ Know about personnel management skills, including: <ul style="list-style-type: none"> • Team cooperation • Staff reward • Communication skills • In-service training, counselling and coaching ◆ Understand ordinances and codes of practice related to employment relationship <p>6.2 Manage the subordinate’s work performance</p> <ul style="list-style-type: none"> ◆ Communicate with the subordinate to jointly determine individual concrete, measurable and achievable work targets and performance indicators according to the established performance standards of the organisation ◆ Regularly monitor and review the subordinate’s overall work performance ◆ Regularly provide the subordinate with comments on his/her work performance and point out areas that need to be improved ◆ Conduct an appraisal with the subordinate in a fair and objective manner according to the corporate policy and procedures for staff performance appraisal ◆ Complete an objective work performance appraisal report according to the established personnel management policies; file it and give a copy to the staff member <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Treat the subordinate’s work performance fairly and objectively ◆ Comply with the Equal Opportunities Ordinance and the Anti-discrimination Ordinance ◆ Maintain communication with staff or staff associations (e.g. trade union)
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Use communication skills to work out concrete and achievable performance targets with the subordinate according to the established performance standards of the organisation; and ◆ Monitor and evaluate the subordinate’s work performance and regularly provide the subordinate with comments on his/her work performance and point out areas that need to be improved so as to achieve effective human resources management.
8. Remark	This UoC is adopted from 105153L4.