

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

1. Title	Deploy staff
2. Code	111354L3
3. Range	This unit of competency (UoC) is applicable to personnel management staff in the retail industry. Practitioners have the ability to make recommendations to management level on staff deployment and implement them according to the change in organisation’s manpower structure, the performance and development aspiration of staff, so as to bring out their strengths and facilitate the development of the organisation.
4. Level	3
5. Credit	3 (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"> ◆ Understand basic human resources management concepts ◆ Understand the organisational structure and the area of work and duties of all ranks of the organisation, such as: <ul style="list-style-type: none"> • Cashier • Sales person • Promoter • Customer service officer • Tally clerk • Warehouse supervisor ◆ Understand the human resources management policies of the organisation, including: <ul style="list-style-type: none"> • Recruitment and appointment • Job nature analysis • Salary management • Performance management • Staff training ◆ Understand different forms and principles of staff deployment, including: promotion, secondment, posting, etc. ◆ Understand the benefits of internal selection and promotion, such as: <ul style="list-style-type: none"> • Enhancing staff’s learning and working initiative • Fostering staff’s sense of belonging to the organisation ◆ Understand the effects of staff deployment on the organisation on the operational cost, change in organisational structure, etc. <p>6.2 Deploy staff</p> <ul style="list-style-type: none"> ◆ Decide on manpower demand according to the current and long-term human resources policies of the organisation ◆ Make recommendations to the management level on staff deployment and implement them according to daily operational needs <ul style="list-style-type: none"> • Review the operational needs of the stores and staff’s abilities and strengths to decide on the number of staff to be deployed • Deploy staff to suitable positions so as to bring out their strengths • Make deployment or secondment or recruit temporary staff to meet seasonal, operational or urgent needs ◆ Deploy staff to suit the long-term human resources plan <ul style="list-style-type: none"> • Review regularly related factors of all kinds so as to assess future manpower demand, including: <ul style="list-style-type: none"> ○ Business performance of the organisation ○ Number of staff in stores ○ Staff’s skills ○ Staff wastage • Decide on the recruitment or deployment plan according to the human resources policies and earnings forecasts of the retail stores ◆ Review staff performance after deployment and the effect on the operation of the organisation <p>6.3 Exhibit professionalism</p>

	<ul style="list-style-type: none"> ◆ Ensure deployment of staff according to the principle of fairness and justice in order to avoid job mismatch ◆ Comply with ordinances related to equal opportunities and anti-discrimination ◆ Maintain communication with staff members or staff associations (e.g. staff unions)
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Master the organisational structure and the scope of work and duties of all ranks of the organisation; ◆ Make recommendations to the management level on staff deployment and implement them according to the current status and future business development as well as the manpower demand of the organisation, so as to bring out strengths of staff and facilitate the development of the organisation; and ◆ Monitor staff performance, provide guidance and training when necessary.
8. Remark	This UoC is adopted from 105133L3.