

MANAGE HUMAN RESOURCE OPERATIONS

UNIT CODE: 0413 551 19A

TVET CDACC UNIT CODE: BUS/OS/HRM/CR/02/6/MA

UNIT DESCRIPTION:

This unit specifies the competencies required to perform human resource operations. It involves managing staff leave, coordinating employee health and safety, handling disciplinary cases, maintain human resource records and manage Human Resource Information System (HRIS)

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENTS	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Manage staff leave	1.1 Leave sheet is issued as per HR Manual 1.2 <i>Leave approval</i> is verified as per HR Manual 1.3 Approved leave sheets are filed as per HR Manual
2.Coordinate employee health and safety	2.1 Health and safety policy are developed as per industry standards 2.2 Occupation health and safety committee is constituted as per OSHA 2.3 Risk areas and hazards are assessed as per occupation health and safety Act 2.4 Risk and hazard mitigation measures are identified based on risks and hazards identified 2.5 Implementation of risk mitigation is coordinated based on risks and hazards.
3. Handle disciplinary cases	3.1 Employees are sensitized on the disciplinary procedure as per HR Manual 3.2 Ad-hoc disciplinary committee is constituted based on disciplinary case

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	3.3 A report on disciplinary action is prepared based on disciplinary case 3.4 Recommendations are implemented based on disciplinary action report 5 Disciplinary actions are documented as per HR manual.
4. Maintain human resource records	4.1 Records are sorted and classified based on their nature 4.2 Records are indexed and stored based on their nature 4.3 Records back-up is created based on original records. 4.4 Records are appraised and obsolete records are archived based on record usage.
5. Manage Human Resource Information System (HRIS)	5.1 Human resource database is created as per organizational needs 5.2 Human resource processes are automated based on organization requirement 5.3 Human resource information system is maintained in line with human resource procedures 5.4 Human resource information system is reviewed in line with organization strategic plans.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Leave approval may include but not limited to:	1.1 Maternity 1.2 Paternity 1.3 Sick 1.4 Annual

Variable	Range
	1.5 Terminal 1.6 Study 1.7 Compassionate
2. Records may include but not limited to:	2.1 Training records 2.2 Benefits records 2.3 Employee records 2.4 Attendance records 2.5 Unemployment records 2.6 Payment records 2.7 Health and safety records

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Work place procedures
- Human resource procedures and manuals
- Management functions
- Work Planning and documentation
- Dispute resolution procedures
- Human resource legislations, policies and regulations
- ICT
- Interpersonal relations
- Emotional intelligence
- Leadership and management

Required Skills

The individual needs to demonstrate the following required skills:

- Communication
- Negotiation
- Decision making

- Conflict management and resolutions
- Leadership
- Time management
- Emotional intelligence
- Interpersonal relations
- Crisis management
- Listening
- Organizational
- Analytical skills
- Public relations
- Data analysis and presentation
- Operations of the organization
- Emerging issues.

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Verified leave approval as per HR Manual 1.2 Identified risk and hazard mitigation measures based on risks and hazards identified 1.3 Sorted and classified records based on their nature.
2. Resource Implications	The following resources must be provided: 2.1 Policies, guidelines and regulations Strategic plans 2.2 Organization structure, policies and procedures 2.3 Occupation health and safety guidelines
3. Methods of Assessment	Competency may be assessed through: 3.1 Practical Assessment 3.2 Projects

	3.3 Portfolio of evidence 3.4 Third party report 3.5 Written Test 3.6 Oral questions
4. Context of Assessment	4.1 Competency may be assessed in a workplace or simulated work environment.
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.