

**SKILLS FRAMEWORK FOR HUMAN RESOURCE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	General Human Resource Management					
TSC	Human Resource Systems Management					
TSC Description	Establish and manage effective and efficient human resource (HR) management systems					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HRS-HRM-2033-1.1	HRS-HRM-3033-1.1	HRS-HRM-4033-1.1	HRS-HRM-5033-1.1	
		Operate human resource (HR) management systems	Implement human resource (HR) management systems	Evaluate human resource (HR) management systems	Establish business needs and guidelines for human resource (HR) management systems	
Knowledge		<ul style="list-style-type: none"> Legal and ethical considerations related to HR information services Range of services offered by HR departments Features and characteristics of software-based HR management systems Privacy and confidentiality considerations that govern all HR transactions Systems used in processing HR documentation 	<ul style="list-style-type: none"> Policies, procedures and processes related to organisational HR function Privacy and confidentiality considerations that govern all HR transactions Steps to implement HR management systems Elements of software-based HR management systems Application of software-based HR management systems Impact of HR information services on employees and operational areas of the organisation 	<ul style="list-style-type: none"> Organisational HR management system requirements Measures of effectiveness and efficiency of HR management systems Industry practices on HR management systems Market trends related to HR management systems Elements of software evaluation 	<ul style="list-style-type: none"> Impact analysis of the HR management systems Cost analysis of the HR management systems Models and methods used in evaluating HR management software systems Emerging trends related to HR management systems 	
Abilities		<ul style="list-style-type: none"> Access HR systems to input required information Verify accuracy of information to be entered into HR management systems Input data into HR management systems according to policies and procedures Access systems to retrieve required information for report 	<ul style="list-style-type: none"> Challenge current processes and identify opportunities to enhance HR processes and practices by leveraging on technology solutions Gather user requirements to support the development and implementation of HR systems Manage HR systems implementation to 	<ul style="list-style-type: none"> Evaluate existing HR management systems to identify areas for improvement Analyse market trends related to HR management systems Evaluate software system options and vendors that cater to the identified HR management systems requirements Recommend HR 	<ul style="list-style-type: none"> Analyse the impact of HR management systems on the organisation Determine the uses of the HR management systems to support HR initiatives and programmes Project future needs of the HR management systems Establish guidelines and criteria for evaluating 	

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		<p>generation</p> <ul style="list-style-type: none"> • Review information to ensure accuracy, reliability and sufficiency of information relevant to its intended use • Identify errors in the HR systems • Recommend improvements for increasing effectiveness of the systems • Troubleshoot minor system issues 	<p>ensure project requirements are met</p> <ul style="list-style-type: none"> • Engage stakeholders to gain buy-in and support for the rollout of the HR management systems • Manage rollout plans to ensure organisational readiness for implementation • Evaluate implementation efforts to identify areas for improvement 	<p>management systems solutions aligned to organisational needs and objectives</p>	<p>HR management systems</p> <ul style="list-style-type: none"> • Review recommendations on HR management systems • Endorse HR management systems solutions that align to the organisational needs, objectives and budgets 	
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