

## UNDERTAKE EMPLOYEE SEPARATION

**UNIT CODE: BUS/OS/HRM/CR/09/5**

### **Unit Description**

This unit specifies the competencies required to undertake employee separation. It includes identifying separation methods, identifying employees exiting the service, identifying exit documents, issuing and receiving exit documents, processing retirement benefits and claims and conducting exit interviews.

### **ELEMENTS AND PERFORMANCE CRITERIA**

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
1. Identify separation methods	1.1 Exit from the service is defined 1.2 <b><i>Types of exit</i></b> from the service are identified 1.3 Types of exit from the service are analysed

<p>2. Identify exit documents</p>	<p>2.1 Familiarize with the legislation, regulations and policies governing exit from the service</p> <p><b>2.2</b> Familiarize with <i>exit process</i></p> <p>2.3 Familiarize with the organization manual and guidelines on exit from the service process which are available</p> <p>2.4 Initiate development of the organization manuals and guidelines on exit from the service process in line with the SOPs</p> <p>2.5 Assemble exit documents in line with organization guidelines.</p>
<p>3. Identify employees exiting the service</p>	<p>3.1 Familiarize with the terms of service for each employee</p> <p>3.2 Determine the employees whose terms of employments are coming to an end including <i>termination</i> according to organization records</p> <p>3.3 Document employees opting to exit from the service in line with the SOPs</p> <p>3.4 Document employees who have exited due to <i>natural cause</i> in line with the SOPs</p>

<p>4. Issue and receive exit documents</p>	<p>4.1 Notify employees identified for exit in line with the SOPs</p> <p>4.2 Termination letters are issued to affected employees in line with the SOPs</p> <p>4.3 <i>Exit from service documents</i> to be completed are provided to the notified employees in line with the SOPs.</p> <p>4.4 Completed exit forms from service documents are collected from the employees in line with the SOPs</p> <p>4.5 Exit from service documents are received from the next of kin of employees who exited due to natural causes</p>
<p>5. Process retirement benefits and claims</p>	<p>5.1 Pension forms are filled by pensions officer</p> <p>5.2 The pension documents are submitted to the pension scheme administrators in line with the SOPs</p> <p>5.3 Pension benefits and claims are paid.</p>
<p>6. Process severance pay benefits and claims</p>	<p>6.1 Gratuity forms are filled by pensions officer</p> <p>6.2 The gratuity documents are submitted to the scheme administrators in line with the SOPs</p> <p>6.3 Benefits and claims are paid.</p>

7. Conduct exit interviews .	7.1 Familiarize with exit interview procedures 7.2 Types of exit interviews are identified 7.3 Importance of exit interviews are identified 7.4 Types of exit interviews tools are identified 7.5 Exit interviews tools to be used are identified 7.6 Exit interviews tools are administered 7.7 Data from exit interviews is documented 7.8 Exit interview reports are prepared
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### **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.

<b>Variable</b>	<b>Range</b>
Types of exit May include but not limited to:	1.1 Retirement 1.2 Expiry of contract 1.3 Layoff

Exit process May include but not limited to	1.1 1.2 1.3	Application Notification Documentation
Termination May include but not limited to	1.1 1.2	Dismissal Resignation
Natural causes May include but not limited to	1.1 1.2 1.3	Age Death Sickness
<i>Exit from service documents</i> May include but not limited to	1.1 1.2 1.3	Employment contract Pension scheme forms Contribution tabulation

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Interpersonal relations
- Negotiation
- Computer application
- Report writing
- Interviewing techniques
- Communication
- Data analysis
- Problem solving
- Time management
- Interpersonal relations

- Crisis management
- Negotiation
- Operations of the organization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

- Legislations
- Terms and conditions of service
- Types of termination of service
- Communication
- SOPs application
- HR manuals and guidelines

**EVIDENCE GUIDE**

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the individual demonstrated:</p> <ul style="list-style-type: none"> <li>1.1 Ability to fill pension forms</li> <li>1.2 Ability to administer exit interviews according to SOP’s and organization procedures</li> <li>1.3 Ability to keep exit records for auditing purposes</li> <li>1.4 Ability to process pension documents</li> <li>1.5 Knowledge/ of legislation and regulations governing separation</li> </ul>
<p>1. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> <li>2.1 Resources and documentation used in the workplace</li> <li>2.2 Pension documents</li> <li>2.3 Workplace policies and procedures</li> </ul>

	2.4 Organization work plans
3. Method of assessment	Competency may be assessed through: 3.1 Evaluation of the duly filled exit forms 3.2 Review of pension records 3.3 Observation of administration of exit interviews
4 Context for assessment	Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
5 Guiding information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended