UNDERTAKE EMPLOYEE SEPARATION

UNIT CODE: HRM/OS/BUS/CR/011/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to undertake employee separation from an organization. It includes identify ingemployees exiting the service, processing employees benefits and claims and conducting exit interviews.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	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.
	Bold and italicized terms are elaborated in the Range
1. Identify employees exiting the service	1.1 Familiarize with the ***types of separation*** from organizations terms of service for each employee.
	1.2 Familiarize with the terms of service for each employee.
	1.3 Determine the employees whose terms of employments are coming to an end according to organization records.
	1.4 Employees opting to exiting the service are documented as per the organization policies.
	1.5 Notices of exit issued to the identified employees as per the organization procedures.
	1.6 Document those who have exited due to ***natural causes***
	1.7 Reports prepare reports as per the organization policies.
2. Process employees benefits and claims	2.1 ***Retirement documents*** are received from the employees issued with notices in line with work place policies.
	2.2 Pension forms are filled as per the work place polices.

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	2.3 Documents are submitted to the pension scheme administrators as per the SOPs. 2.4 Termination letters are issued as per the SOPs. 2.5 Retirement documents are received from the next of kin of employees who exited due to natural causes as per the SOPs. 2.6 Pension forms are filled as per the SOPs. 2.7 Documents are submitted to the pension scheme administrators as per the SOPs. 2.8 Pension benefits and claims are paid as per the organization procedures.
3. Conduct exit interviews	3.1 Types of *exit interview* are identified as per the SOPs. 3.2 Importance of exit interviews is highlighted as per the SOPs. 3.3 Separation tools are developed according to organization procedures. 3.4 Exit interviews are carried out as per the organization procedures. 3.5 Exit interviews data are analysed as per the organization policies. 3.6 Exit interview reports are prepared as per the organization procedures. 3.7 Exit interviews outcomes are utilized based on the organization policies.

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. Types of separation may include but not limited to:	• Retirement (Compulsory and voluntary) • Resignation • Layoffs

Variable	Range
	• Retrenchment • Dismissals • Medical separation
2. Natural causes may include but not limited to:	• Death • Sickness • Disability
3. Exit interviews may include but not limited to:	• Retirement (Compulsory and voluntary) • Resignation • Layoffs
4. Retirement documents may include but not limited to:	• Identification • Employment contract • Bank details • Next of kin

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 skills
- Interviewing techniques
- Communication

Required Knowledge
The individual needs to demonstrate knowledge of:

- Employment related legislations
- Terms and conditions of employment
- Different types of termination of employment
- Communication

EVIDENCE GUIDE

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

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Filled pension forms. 1.2 Conduct exit interviews according 1.3 Kept exit records for auditing purposes. 1.4 Processed payments
2. Resource Implications for competence certification	The following resources MUST be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks.
3. Method of assessment	Competency may be assessed through: 3.1 Written questions 3.2 Oral questions 3.3 Observation 3.4 Projects 3.5 Review of portfolios 3.6 Third party workplace reports
4. Context for assessment	Assessment may be done in the workplace or in a simulated workplace setting (assessment centers).
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.