



HR QUALITY MARK (RULES & REGULATIONS)

2019

V2.0

THE HR QUALITY MARK



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1 Introduction

1.1 Objective

The objective of the HR Quality Mark is to encourage entities to invest in their human resource practices to attract, engage and retain a productive and talented workforce, thereby generating business returns.

The HR Quality Mark recognizes and acknowledges organisations for their HR competence and professionalism.

The aim of the HR Quality Mark is to recognise:

- Good practices that maximise employee engagement as part of the strategy and operations of the organisation.
- Organisations which invest in the ongoing learning and development of their employees to improve overall individual, team and organizational performance.
- HR performance and reward practices which add value to the organisation.
- HR practices that are meant to ensure equality, inclusion, fairness and the well-being of employees at the workplace.

1.2 Context

Many organisations are facing new challenges to gain competitive advantage due to an increase in economic growth and changes in the labour market. The competition for talent, the challenges and complexities to engage a skilled and multi-generational workforce are creating a new reality that HR professionals have to adapt to.

For this reason, the Foundation for Human Resources Development (FHRD)'s HR Quality Mark recognises the efforts and achievements of small, medium and large organisations in the field of HR.

1.3 Benefits

There is an increasingly greater need today to understand, monitor, track, and measure, how well people are being managed and developed. The HR Quality Mark Certification benefits organisations in the following manner:

- **External Recognition**
 - Your HR function will be recognised as a leader in HR practices among local and international organisations
 - The promotion of your organisation as an employer of choice at the HR Quality Mark event
- **Internal Recognition**
 - Elevates the status of the HR function within your organisation
 - Motivates your HR team to strive for excellence
- **Report**
 - Assessors will issue a comprehensive report identifying areas of strength and improvement.

1.4 Duration

The HR Quality Mark certification is applicable for a period of three years.

1.5 Designated Authority

This programme is administered by FHRD. FHRD reserves the right to review, revise, issue and publish updates to the official programme guidelines as may be required from time to time.

1.6 Applicable and Eligible Organisations

Organisations are eligible to apply for HR Quality Mark with at least 10 full-time employees registered with Jobsplus. Applicants must be fully compliant with all the statutory obligations. The organisation and its people must show they follow ethical standards in their line of business

2 The HR Quality Mark

2.1 HR Quality Mark Principles

The Quality Mark provides that impetus for organisations to invest in their own people. Applicants will acquire sectoral know-how and good practices and will be subject to external evaluation of their HR practices. This will enable them to gauge the strengths of their organisation's HR function and note the areas for improvement.

The aim of the FHRD Quality Mark is not to create competition between various organisations but to encourage all entities, irrespective of size and sector, to invest in their HR practices. There are no restrictions or rankings on how many entities can achieve this award, as long as the established criteria are satisfied.

2.2 HR Content Areas

Organisations will be assessed in the following seven HR content areas:

1. HR Policies and Practices
2. Recruitment, Selection and Talent Management
3. Compensation, Benefits and Total Rewards
4. Employment and Industrial Relations
5. Performance Management
6. HR Information Systems
7. People Training and Development

The HR Quality Mark (Guidelines for Organisation) provides further details on the above content areas.

3 The Application

3.1 The Process

In order to apply for the HR Quality Mark, interested organisations are to fill in an online application form

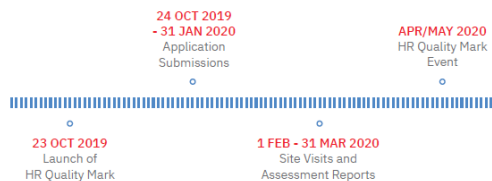
Applicants are also to send, via e-mail, proof of the organisation's size (A Jobsplus Dashboard Screenshot with the number of employees registered with the organisation will suffice) and the fee in line with Clause 2.

On receipt of all the above, two evaluators will visit the organisation. The evaluators are to submit a technical report to FHRD including their recommendations for improvement. Each participating organisation will receive the outcome of the assessment from FHRD.

It is envisaged that the HR Quality Mark will run on an annual basis. All documentation and fees are to reach FHRD by the end of January as a cut off period. Applications will be evaluated during the period February– March. An HR Quality Mark event will take place in April/May to celebrate those successful organisations deserving of this award.

A memento for the HR Quality Mark will be given to each successful organisation during the award ceremony.

3.2 HR Quality Mark Timeline



3.3 Eligible Criteria

- Successful organisations will be awarded the HR Quality Mark Certification if they obtained a rating above the minimum threshold set.
- Those organisations which did not reach the minimum threshold, will receive a report identifying the areas of strengths and those that need improvement. These organisations will be eligible to re-apply.
- In order to create a level playing field, small organisations will be entitled to positive discrimination in the form of a decreased minimum threshold.
- Evaluators will not be eligible if their organisation is participating and/or sponsoring the HR Quality Mark.

3.4 The HR Quality Mark logo

The HR Quality Mark logo (located on the front cover of the Rules and Regulations) is the official logo. Successful organisations are able to use the HR Quality Mark Logo for a period of three years on:

- All outgoing correspondence
- Recruitment advertising
- Press releases and social media websites

4 Information on Data Protection

4.1 Data Protection

FHRD is committed to ensure that your information is used responsibly and in accordance with the Data Protection Act (Cap. 586 of the Laws of Malta). The collection, use and processing of data from organisations shall comply with the following principles. Namely that data is:

- i. processed fairly and lawfully;
- ii. always processed in accordance with good practice;
- iii. only collected for specific, explicitly stated and legitimate purposes;
- iv. not processed for any purpose that is incompatible with that for which the information is collected;
- v. processed adequately and is relevant
- vi. processed correctly and is up to date;
- vii. subject to reasonable measures to complete, correct, block or erase data to the extent that such data is incomplete or incorrect
- viii. not kept for a period longer than is necessary, having regard to the purposes for which they are processed.

4.2 How your information will be used

The data you provide us about your organisation, including policy documents, incentives and records pertaining to your workforce and employment practices, shall be used for the following purposes:

- i. to assess your organisation's eligibility for the HR Quality Mark based on the principles and practices set forth
- ii. for research purposes such that FHRD can assess current practices in Malta and be able to tailor its services to the needs of both employers and employees.

We will not use the information you voluntarily provide us with for purposes other than those for which you were informed, without first providing you with an opportunity to agree or otherwise limit any use for other purposes to which you have consented. No reference shall be made to your organisation when referring to or quoting the data you supply, unless explicit written consent is obtained beforehand.

Any information or data obtained about the organisation's business during the course of evaluation shall be kept in confidence and shall not be used under any circumstances unless authorised by the organisation. All organisations' employee personal information shall be managed and stored in accordance with GDPR guidelines.

4.3 Contact us

For further details about the HR Quality Mark and issues related to this certification, you may contact the Foundation for Human Resources Development on: [Tel: 21313550](tel:21313550) or via email: qm@fhrd.org

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