



HR QUALITY MARK (RULES & REGULATIONS)

2024

V12.0



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1 Introduction

1.1 Objective

The objective of the HR Quality Mark is to recognise organisations for their HR competence and professionalism.

The aim of the HR Quality Mark is to acknowledge:

- 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.

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

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 Malta Foundation for Human Resource 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**
 - The HR function will be recognised as a leader in HR practices among local and international organisations
 - Promotion of the organisation as an employer of choice
 - Enhance the Employer Branding of the organisation
- **Internal Recognition**
 - Elevates the status of the HR function within the organisation
 - Motivates the HR team to strive for excellence
- **Report**
 - HRQM Evaluators issue a brief report identifying areas of strength and improvement.

1.4 Duration

The HR Quality Mark certification is applicable for a period of three years from the date of issuance of the report, during which respective organisations must be fully paid FHRD members.

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

To be eligible to apply for the HR Quality Mark, organisations must have 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.

FHRD is pleased to accommodate HR audit submissions and remains dedicated to providing comprehensive support to organisations throughout this important process. HR audits are inherently complex and require significant time and attention to ensure a thorough and accurate evaluation. For this reason, while FHRD is committed to facilitating these submissions, requests will be reviewed and considered on a case-by-case basis, taking into account the specific circumstances of each audit and our available resources.

This approach allows FHRD to maintain the high standards of quality, precision, and professionalism that every HR audit requires, ensuring that all organisations receive the detailed and thoughtful analysis needed to meet their objectives.

We appreciate your understanding and collaboration as we work together to deliver this service effectively.

2.2 HR Content Areas

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

1. Strategy
2. Talent

3. Engagement
4. Career
5. Efficiency
6. Relations

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 as well as pay the respective FHRD Membership fee for the current year. If multiple legal entities are applying, please contact FHRD for guidance on how to handle the application(s.). <http://fhrd.org/hr-qualitymark>

Applicants are also to send, via e-mail, proof of the organisation's headcount (A Jobsplus Dashboard Screenshot with the number of employees registered with the organisation will suffice) and all the other documents listed in Clause 4 as well as 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. The outcome of the evaluation process is final and cannot be appealed. It is important to note that evaluators will not evaluate any organisation during the intake when the organisation they work for is being evaluated for the HRQM.

It is envisaged that the HR Quality Mark will run at least once a year. All fees are to reach FHRD together with the application form.

An HR Quality Mark award ceremony will take place after every intake 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

Applications will be accepted every year between January and April/May.

As a guideline the HRQM report will be issued within 2 months from the application date

3.3 Achievement criteria

- Successful organisations will be awarded the HR Quality Mark Certification based on a marking system tied to a set of questions relating to the six content areas, with a pass mark of 75% in **each** Content area. The marking takes into account the overall conversation of each content area, the evidence produced to substantiate the organisation's case for each content area and, finally a set of specific questions directly related to each content area.
- All organisations will receive a report identifying their respective areas of strength and areas which need improvement.
- Organisations who fail in achieving the HR Quality Mark are eligible to re-apply when the next intake is launched.
 - If an organisation fails in more than one content area, that organisation will be required to re-apply for the whole audit as from the next intake.
 - If an organisation fails in only one content area, that organisation will be given the possibility to rectify within six months and will be re-assessed only on the one content area they failed in. They will not need to re-apply with the next intake. Organisations must inform FHRD about their request for re-assessment within one week from report date. An additional fee will apply for this re-assessment to take place.

- In order to create a level playing field, small and medium sized organisations will be entitled to positive discrimination in the form of a decreased minimum threshold.
- Evaluators will have to declare any conflict of interest with any organisation 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

Successful organisations will also be listed in a register on the FHRD website with their company logos.

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 Malta Foundation for Human Resources Development on: Tel: 21313550 or via email: qm@fhrd.org

FHRD

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