

Specification of Competency Standards of the Beauty and Hairdressing Industry

**Unit of Competency**

**Functional Area: Operational Management**

Title	Apply Job Ethics and Staff Code of Practice
Code	105410L1
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to understand job ethics, have basic knowledge of Employment Ordinance of Hong Kong and comply with the organizational staff code of practice, so as to act according to the operation of the organization.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of job ethics and staff code of practice <ul style="list-style-type: none"> <li>• Understand the requirements on job ethics, e.g.: <ul style="list-style-type: none"> <li>• Personal conduct</li> <li>• Code of conduct</li> <li>• Respecting personal or customer privacy</li> <li>• Correct ideas and concepts of commercial behavior</li> </ul> </li> <li>• Understand the content of staff code of practice established by the organization, e.g.: <ul style="list-style-type: none"> <li>• Equal opportunities</li> <li>• Be responsible and work hard</li> <li>• Strictly keeping the trade secret of the company</li> </ul> </li> <li>• Know about the importance of complying with job ethics and staff code of practice for the organization and its professional image</li> <li>• Understand the benefit of adhering to public morality and moral character and the consequences of violating the rules</li> <li>• Know about the Employment Ordinance of Hong Kong</li> </ul> </li> <li>2. Apply job ethics and staff code of practice <ul style="list-style-type: none"> <li>• Ensure that personal behavior complies with the organizational staff code of practice</li> <li>• Adhere to the job ethics at all times and make every effort to serve customers with dedication</li> <li>• Perform routines in a fair and proactive manner, be in line with the overall business operation and assist in business development of the organization</li> <li>• Not to act against the benefit of the organization or customers in any circumstances</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Comply with the provisions of the Employment Ordinance of Hong Kong</li> <li>• Serve the organization and customers with dedication</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Apply corporate guidelines and code of ethics of the industry when performing routines so as to project the professional image of the organization and assist in its business development; and</li> <li>• Know about the provisions of the Employment Ordinance of Hong Kong to protect the benefit of the organization and staff.</li> </ul>
Remark	