

Specification of Competency Standards of the Beauty and Hairdressing Industry

Unit of Competency

Functional Area: Operational Management

Title	Apply General Business Regulations
Code	105414L2
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to understand general business regulations of Hong Kong, and apply them in daily working environment to gain customers' trust and protect the company's interest.
Level	2
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge of general business regulations <ul style="list-style-type: none"> • Understand general regulations of Hong Kong on making product sales and service contracts, e.g.: the Sale of Goods Ordinance, the Control of Exemption Clauses Ordinance, the Supply of Services (Implied Terms) Ordinance and the Unconscionable Contracts Ordinance • Know about regulations of Hong Kong relevant to promoting and marketing products and services, e.g.: the Trade Descriptions Ordinance, the Consumer Goods Safety Ordinance and the Pyramid Selling Prohibition Ordinance • Understand basic ordinances on business operation, e.g. the Business Registration Ordinance • Understand the provisions of the Code of Practice for the Hairdressing Industry supported by the Hong Kong Hair and Beauty Merchants Association • Understand serious consequences of breaching business regulations 2. Apply general business regulations <ul style="list-style-type: none"> • Comply with the provisions of relevant ordinances and codes of practice when selling hairdressing products and signing service contracts with customers, including: <ul style="list-style-type: none"> • Stating the date and period of contract as well as the rights and obligations of both sides • Stating product and service details as well as the charges details • Stating the handling and arrangement for non-compliance of contract • Comply with the relevant legal requirements when promoting and selling hairdressing products and services, including: <ul style="list-style-type: none"> • Stating clearly the effects, characteristics and prices of the service or product • Not misleading consumers by fraudulent means • Not forcing or baiting consumers to buy • Ensuring the hairdressing services and products comply with the safety standards • Comply with relevant requirements of the Business Registration Ordinance during daily operation • Maintain the sales-related information properly for future reference 3. Exhibit professionalism <ul style="list-style-type: none"> • Apply general business regulations in product sales or making service contracts to prevent any misleading or rule-breaking behavior
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Know about general regulations on product sales and promotion and making contracts, and adhere to the regulations in daily operation to gain customers' trust; and • Comply with relevant requirements of the Business Registration Ordinance during daily operation to protect the interest of the organization.
Remark	