

**Specification of Competency Standards**  
**for the Fashion Industry**  
**Unit of Competency**

Functional Area - Merchandising & Material Procurement

Title	Establish effective communication with suppliers and vendors
Code	108154L4
Description	Establish effective communications with suppliers / vendors for the supply of fashion products. This applies to individuals who are required to interact and communicate effectively with suppliers and vendors on a regular basis.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• identify organisational policies, procedures and processes relevant to the communications with suppliers and vendors</li> <li>• describe the roles of contact points in establishing effective communication</li> <li>• state the communication channels, tools and protocols generally adopted in the fashion industry</li> <li>• communicate with suppliers / vendors effectively by using fashion terminology</li> <li>• select appropriate techniques for recording communication outcomes</li> </ul> <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• establish points of contact between the organisation and the vendors / suppliers</li> <li>• identify routine communication channels and tools for effective communication</li> <li>• apply appropriate communication protocols with vendors / suppliers</li> <li>• convey information with the proper use of language and terminology to ensure accuracy</li> <li>• seek and respond to feedback to ensure effective communication and understanding</li> <li>• seek assistance from appropriate personnel to resolve any difficulties that arise in communication</li> <li>• document outcomes of communication and information received according to organisational procedures and maintain records</li> </ul> <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• proactively communicate with vendors / suppliers so as to ensure accurate information flow and avoid any possible misunderstanding</li> <li>• establish multiple points of contact with vendor / supplier so as to facilitate effective communication at all levels</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> <li>• Establishment of points of contacts and effective communication with suppliers / vendors so as to ensure supply of fashion products and achievement of business goals of the organisation.</li> </ul>
Remark	