

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review client relationships
Code	108157L5
Description	Review the relationships with clients of a fashion business. This applies to individuals who are required to evaluate client relationships and identify areas for improvement.
Level	5
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"> • review organisational client relationship strategy and objectives • identify the evaluation criteria for assessing client relationships • illustrate how to produce a review report • apply the specialised techniques for conducting data collection and analysing data <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • identify the client relationship strategy and objectives • set the criteria for evaluating the client relationship • establish a schedule for collecting data relevant to the client relationship • analyse the data and evaluate the client relationship against the criteria • report the analysis of client relationship and communicate with related parties • consult related parties to identify areas for improvement <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • engage different units of a fashion business in reviewing the client relationship and identify areas for improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Preparation of a review report for evaluating client relationships against the predetermined criteria based on the client relationship strategy and objectives.
Remark	