

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

Functional Area - Sales & Marketing

Title	Deliver products and services
Code	108202L2
Description	Deliver products and services to clients of a fashion business. This applies to individuals who are required to follow up client orders and ensure products and services have been delivered to clients in accordance with the agreed conditions.
Level	2
Credit	2
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>• understand the importance of after-sales service and the role of salespeople in the delivery of products and services in the fashion industry</li> <li>• understand international regulatory requirements, industry practices as well as organisational policies relating to the delivery of products and services</li> <li>• understand how to follow established procedures to deliver products and services to business clients and handle delivery-related problems</li> </ul> <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• check sales order details and availability of products and services</li> <li>• coordinate with related parties in arranging transportation (e.g. means of transport, route determination)</li> <li>• ensure products and services are well-prepared in accordance with sales order requirements and organisational policies</li> <li>• prepare delivery-related documents (e.g. packing list)</li> <li>• ensure products and services are properly delivered within the agreed timeframe</li> <li>• resolve all delivery-related problems and refer to relevant personnel when required (e.g. product return)</li> </ul> <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• ensure all information and records are accurate and complete</li> <li>• uphold organisational delivery policies and service standards</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>• Delivery of products and services to clients of a fashion business in accordance with the agreed conditions following established procedures.</li> </ul>
Remark	