

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Sales

Title	Communicate with staff in different departments of the organization
Code	108832L4
Range	This unit of competency is applicable to practitioners with relevant job duties in the jewellery industry. Practitioners should possess basic interpersonal communication skills. With a thorough understanding of the operational procedures of the organization, practitioners should be capable of employing various communication methods flexibly to effectively communicate with staff in different departments of the organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Know about basic communication skills</p> <ul style="list-style-type: none"> • Capable of understanding various basic communication methods and their application skills, as well as their differences and characteristics, such as: <ul style="list-style-type: none"> ○ Fixed line telephone ○ Mobile phone ○ Fax ○ Online applications, such as email, Facebook, Twitter and photo wall ○ Mobile communication applications, such as WhatsApp and WeChat ○ Memorandum ○ Form ○ Official document • Capable of understanding the objectives, as well as the procedures, flow and skills of the meetings of the organization <p>2. Apply communication skills</p> <ul style="list-style-type: none"> • Capable of flexibly employing various communication methods, such as memorandum, email, form and other web/online applications, to communicate in written form with staff in different departments of the organization by means of these channels • Capable of flexibly employing meeting skills to take part in or conduct internal meetings to communicate with staff in different departments of the organization <p>3. Professionalism</p> <ul style="list-style-type: none"> • Employ basic communication methods and their skills to establish and maintain good relationships with staff in different departments of the organization to enhance efficiency at work
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Able to flexibly employ various communication methods and their skills to communicate with different staff in the organization to enhance efficiency at work.
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