

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Sales

Title	Develop human resources and sales team management strategies
Code	108837L6
Range	This unit of competency is applicable to management responsible for developing human resources and sales strategies in the jewellery industry. Practitioners should be capable of critically reviewing, integrating and expanding, and handling complex planning, designing and management duties related to services, operations or processes. The competency can be applied to daily human resources and sales team management of various organizations in the jewellery industry. It can also be applied to making human resources and sales team decisions by management, such as recruitment and training, in the jewellery industry, so as to achieve the most effective work results of the practitioner and the team.
Level	6
Credit	9
Competency	<p>Performance Requirements</p> <p>1. Understand human resources and sales team management strategies</p> <ul style="list-style-type: none"> • Understand the organizational structure of the organization and the functions of each department • Understand the overall operating principles and strategies of the organization • Understand the technical and competency requirements of each post • Understand the human resources policies of the organization, including: <ul style="list-style-type: none"> ○ Recruitment ○ Selection ○ Training • Understand the sales process of the jewellery industry and its characteristics, including: <ul style="list-style-type: none"> ○ Roster system ○ Overtime work ○ Working on holidays • Understand the sales structure and functions of the organization, including: <ul style="list-style-type: none"> ○ Sales area ○ Sales team • Review and integrate human resources management strategies: <ul style="list-style-type: none"> ○ Review and assess the organizational structure and functions of each department of the organization ○ Assess the technical and competency requirements of each post ○ Review the recruitment, selection and training strategies • Review and integrate sales team management strategies: <ul style="list-style-type: none"> ○ Review and integrate sales processes, including the roster system, overtime work and working on holidays arrangement ○ Assess the established remuneration policy of the organization for sales staff, including the salary and commission system, sales team rewards, training methods of sales staff, etc. • Handle performance appraisals and other issues: <ul style="list-style-type: none"> ○ Analyze and assess various performance appraisal methods and their pros and cons ○ Assess the mechanisms for resolving internal conflicts and procedures for making complaints and taking disciplinary actions ○ Legal regulation related to human resources <p>2. Develop human resources and sales team management strategies</p>

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	<ul style="list-style-type: none"> • Analyze human resources strategies, including internal staff turnover and supply and demand information about the manpower market, according to the development plan of the organization • Analyze and assess the impact of the development of human resources management of the organization, such as: <ul style="list-style-type: none"> ○ Job classification ○ Whether the number of positions needs to increase or decrease • Plan the model of the sales teams according to the human resources policy, such as: <ul style="list-style-type: none"> ○ By region ○ By team • Exercise analytical capability to plan and implement management strategies, such as recruiting sales staff, retaining employees, assigning jobs, internal training and promotion, and sales incentive schemes • Write reports to explain to management the human resources strategies and implementation of the related plans • Regularly analyze and review the performance with each sales team, and propose improvement suggestions to ensure that the sales targets set by the organization can be met <p>3. Professionalism</p> <ul style="list-style-type: none"> • Use professional knowledge and integrity to develop human resources and sales team management strategies, treating staff in a fair and impartial manner
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to develop human resources strategies in accordance with the development objectives and resources of the organization; • Ensure that the human resources strategies developed match the business development of the organization and avoid the occurrence of brain drain and manpower shortage; • Able to analyze and assess the demand for jewellery sales staff of the organization according to the sales, operation objectives and business development of the organization; and • Able to develop appropriate jewellery sales staff management strategies, including recruitment, training, management and performance appraisal, in accordance with the human resources management policies of the organization.
Remark	