

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Technology Support

Title	Apply basic technological knowledge related to sales
Code	108964L2
Range	This unit of competency is applicable to practitioners working in the jewellery industry with job duties related to sales (including jewellery retail outlets and wholesale/export), marketing, operation management and technology support. Under clear instruction, practitioners should be capable of using information technology (IT) equipment/systems and data entry systems properly at the workplaces, and performing sales duties in accordance with the established work procedures of the organization and the guidelines of the instrument manufacturers.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Know about the IT equipment/systems related to the retail industry and export-related duties</p> <ul style="list-style-type: none"> • Know about the IT equipment/systems used by the organization, including their functions, features, support, proper operation and routine maintenance methods • Know about the policies of the organization regarding IT equipment/systems • Know about the importance of using IT equipment/systems properly, such as: <ul style="list-style-type: none"> ○ Accurate inventory records ○ Proper outlet and system security ○ Avoid human errors ○ Know about the reasonable collection and handling methods of personal privacy under Hong Kong laws • Know about the functions, support, features and operation of the IT equipment/systems commonly used in the retail industry and export-related work, such as: <ul style="list-style-type: none"> ○ Cash register ○ Barcode scanner/Card reader ○ Radio frequency identification system ○ Sales and inventory system of the store (such as point of sale) ○ Fineness testing instrument for the metal on the jewellery ○ Weight measuring instrument for diamonds and gemstones ○ Professional digital camera for shooting jewellery • Know about the Occupational Safety and Health Ordinance and special requirements in relation to the use of special function IT equipment/systems <p>2. Operate IT equipment/systems in retail outlets</p> <ul style="list-style-type: none"> • Use the relevant IT equipment/systems properly in daily work to finish the assigned duties accurately and complete the transaction quickly and securely according to the established policies of the organization and the guidelines of the instrument manufacturers, such as: <ul style="list-style-type: none"> ○ Using various hardware, including barcode scanner/card reader and radio frequency identification system ○ Using intranet and data transfer system ○ Data backup ○ Data collection ○ Using communication applications on smartphones, including WhatsApp, WeChat, etc. ○ Using payment systems, including Alipay, PayPal, VISA, MasterCard, etc. • When there are problems with the IT equipment/systems, identify the problems and carry out simple repair work to ensure the normal operation of business according to the

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Technology Support

	<p>working guidelines; when serious problems occur, report to the superior immediately and seek technical support</p> <ul style="list-style-type: none"> • Provide appropriate assistance to the professional technicians during the maintenance of IT equipment/systems <p>3. Professionalism</p> <ul style="list-style-type: none"> • Strictly adhere to the established procedures and guidelines of the organization, and use the IT equipment/systems properly • Observe professional ethics when collecting customer data, and carry out reasonable and legitimate personal data collection • When dealing with data, ensure that employees use the company's operational data properly and prevent any deletion and modification of information, or any misconduct such as employee/outsider theft, and know how to store the data properly
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to use various IT equipment/systems properly in accordance with the established procedures of the organization and the guidelines of the instrument manufacturers; and • Carry out simple IT equipment/system repair work according to the working guidelines, and know how to report to the superior immediately and seek technical support from professionals when serious problems occur.
Remark	