

Specification of Competency Standards for the Jewellery Industry
Unit of Competency

1. Title	Handle orders for jewellery/parts
2. Code	JLZZOM303A
3. Range	This unit of competency is applicable in workplaces relevant to the operational management, logistics and procurement of the jewellery industry. Practitioners should be capable to understand thoroughly the organization's procedure in handling orders, so as to handle the orders for jewellery/parts independently and effectively.
4. Level	3
5. Credit	6
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the types of jewellery/parts and the organization's authority in handling orders</p> <ul style="list-style-type: none"> ◆ Know how to identify various kinds of jewellery products/parts made of gold, diamond, jade and pearl ◆ Understand the organization's authority or regulations in handling orders for jewellery <ul style="list-style-type: none"> • Sales representatives are responsible for approving vouchers of certain amount • The manager of the sales department is responsible for approving and verifying vouchers over a certain amount but not more than a certain amount • The managing director is responsible for approving and verifying vouchers over certain amount

	<p>6.2 Handle orders for jewellery/parts</p>	<ul style="list-style-type: none"> ◆ Independently and effectively handle orders for jewellery/parts <ul style="list-style-type: none"> • Receive quotations and customers' purchasing orders, including: <ul style="list-style-type: none"> ▸ Fill in the record of order forms/ phone orders ▸ Identify if the ordered products belong to new products, renewed products or standard products • Assess contracts, including: <ul style="list-style-type: none"> ▸ Contact customers to gather information on the requirement and specification of products ▸ Make classification, including samples of the organization, samples from customers or the organization's amended samples on customers' requests ▸ Check whether the date of delivery and the quantity for delivery can meet customers' requirements ▸ Contact the manufacturing department or design department to discuss matters concerning production or amendment of samples ▸ Calculate and approve selling price ▸ Inform customers of the selling price and the expected date of delivery ▸ Issue letter of confirmation for orders to be signed by consultant upon customers' consent as a kind of formal acknowledgement
--	--	---

	<ul style="list-style-type: none"> • Confirm orders, including: <ul style="list-style-type: none"> ▸ Check letter of confirmation for orders ▸ Compile product serial number ▸ Begin approving process ▸ Issue manufacturing order to manufacturing department • Effectively complete the relevant procurement documents, including: <ul style="list-style-type: none"> ▸ Filing ▸ Rectify customers' procurement document ▸ Obtain customers' written approval ▸ Issue new letter of confirmation for order to be signed by consultant as a kind of formal acknowledgement
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand customers' requirement in the orders for jewellery and can independently handle such orders according to the organization's procedure for handling orders, and can effectively complete the relevant procurement document.</p>
8. Remarks	<p>This unit of competency is applicable to practitioners performing duties relevant to the operational management, logistics and procurement of jewellery.</p>