

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

1. Title	Handle general customers' complaints
2. Code	JLZZSA205A
3. Range	This unit of competency is applicable in jewellery outlets or relevant workplaces. Practitioners should be capable to know the techniques and procedures in handling customers' complaints. They should also be able to effectively handle customers' general complaints according to the established procedure of the organization under instruction.
4. Level	2
5. Credit	3
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about the organization's procedure in handling customers' complaints</p> <ul style="list-style-type: none"> <li>◆ Know about the organization's established instruction and guidelines in handling customers' complaints: <ul style="list-style-type: none"> <li>• Understand the nature and causes of complaints</li> <li>• The people authorized by the organization to settle customers' complaints and their authority</li> <li>• The organization's established procedure in settling complaints</li> <li>• The organization's procedure in referring cases to the appropriate person to settle</li> <li>• The organization's procedure in recording the steps and actions taken when settling complaints</li> </ul> </li> </ul> <p>6.2 Handle general customers' complaints</p> <ul style="list-style-type: none"> <li>◆ Capable to handle customers' complaints in accordance with the organization's established procedure and the incident itself</li> </ul>

	<ul style="list-style-type: none"> <li>◆ Capable to identify, investigate and verify the nature and causes of complaints according to the organization’s established procedure, including: <ul style="list-style-type: none"> <li>• Complaints on services or products</li> <li>• The time or situation of the incident</li> <li>• The location or situation of the incident</li> <li>• The staff contacted at that time</li> <li>• Other detailed information concerning the incident or the situation</li> </ul> </li> <li>◆ Capable to determine appropriate measures to settle the incident in accordance with the organization’s policy, guidelines, rules, procedures and other factors relevant for consideration</li> <li>◆ Capable to refer the cases to the appropriate person to settle if the condition so warrants</li> <li>◆ Capable to make clear and accurate record as to the steps and actions taken when settling the cases</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to understand thoroughly the techniques and procedure in handling customers’ complaints, so as to effectively settle customers’ general complaints under instruction according to the organization’s established guidelines.</p>
8. Remarks	<p>This unit of competency is applicable to general jewellery practitioners.</p>