

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

1. Title	Capable to use complicated English to handle business communication with customers
2. Code	JLZZSA303A
3. Range	This unit of competency is applicable in jewellery outlets or relevant workplaces. Practitioners should be capable to use complicated English to handle business communication with customers and understand customers' requirements to effectively perform relevant duties.
4. Level	3
5. Credit	9
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The frequently used English in the jewellery industry</p> <ul style="list-style-type: none"> <li>◆ Know about the frequently used English in the jewellery industry, such as: <ul style="list-style-type: none"> <li>• Export/import trading</li> <li>• Wholesale and retail business</li> <li>• Manufacturing and quality check</li> </ul> </li> <li>◆ Know about the English communication skills in the jewellery industry, such as: <ul style="list-style-type: none"> <li>• English communication skills in office</li> <li>• English communication skills in showroom</li> <li>• English communication skills in service station</li> </ul> </li> </ul> <p>6.2 Capable to use complicated English to handle business communication with customers</p> <ul style="list-style-type: none"> <li>◆ Know how to communicate with customers in English skillfully, such as: <ul style="list-style-type: none"> <li>• Handle export/import trading of jewellery products</li> <li>• Handle wholesale and retail business of jewellery products</li> <li>• Handle manufacturing and quality check of jewellery products</li> </ul> </li> </ul>

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Be proficient at the frequently used English when handling export/import trading, wholesale and retail businesses as well as manufacturing and quality check; also capable to use fluent English to handle effective business communication with customers so as to understand thoroughly the requirements of customers and perform relevant duties effectively.</p>
<p>8. Remarks</p>	<p>The credit value of this unit of competency is set on the presumption that the person concerned already possesses the capability to use simple English to handle business communication with customers.</p>