

Specification of Competency Standards for the Jewellery Industry
Unit of Competency

1. Title	Capable to use complicated Putonghua to handle business communication with customers		
2. Code	JLZZSA304A		
3. Range	This unit of competency is applicable in jewellery outlets or relevant workplaces. Practitioners should be capable to use complicated Putonghua to handle business communication with customers and understand thoroughly the requirements of customers, so as to effectively perform relevant duties.		
4. Level	3		
5. Credit	9		
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 The commonly used Putonghua in the jewellery industry</p> <ul style="list-style-type: none"> ◆ Understand the commonly used Putonghua in the jewellery industry, such as: <ul style="list-style-type: none"> • Export/import trading • Wholesale and retail business • Manufacturing and quality check ◆ Master Putonghua communication skills in the jewellery industry, such as: <ul style="list-style-type: none"> • Putonghua communication skills in office • Putonghua communication skills in showroom • Putonghua communication skills in service station <p>6.2 Capable to use complicated Putonghua to handle business communication with customers</p> <ul style="list-style-type: none"> ◆ Know how to communicate with customers in Putonghua skillfully in circumstances such as: <ul style="list-style-type: none"> • Handle export/import trading of jewellery products • Handle wholesale and retail business of jewellery products • Handle manufacturing and quality check of jewellery products 		

<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 Putonghua in the jewellery industry with regard to export/import trading, wholesale and retail business as well as manufacturing and quality check; also capable to use fluent Putonghua to handle effective business communication with customers; possess thorough understanding on the requirements of customers and can 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 Putonghua to handle business communication with customers.</p>