

Specification of Competency Standards for the Jewellery Industry
Unit of Competency

1. Title	Communicate with staff in different departments of the organization		
2. Code	JLZZSA401A		
3. Range	This unit of competency is applicable in jewellery companies or worksites. Practitioners should be capable to understand thoroughly the operational procedure of the organization and can communicate with staff in different departments.		
4. Level	4		
5. Credit	3		
6. Competency		<u>Performance Requirements</u>	
	6.1	Know about basic communication skills	<ul style="list-style-type: none"> ◆ Capable to understand different document formats and application skills as well as their differences and characteristics, such as: <ul style="list-style-type: none"> • E-mail • Memorandum • Form • Official document ◆ Capable to understand the procedure, flow, skill and objectives of the organization's meetings
	6.2	Apply communication skills	<ul style="list-style-type: none"> ◆ Capable to flexibly employ different document writing skills, such as memorandum, email and form, etc., and can communicate with staff in different departments by means of these channels ◆ Capable to flexibly employ meeting skills to take part in or conduct internal meetings, and to communicate with staff in different departments

7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to flexibly employ document writing skills in internal meetings, and can communicate with different staff in the organization to enhance efficiency at work.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the person concerned already possesses the capability to write different Chinese or English documents for the jewellery industry.</p>