資歷架構
Qualifications Framework

# SCS
# User Guide

A. What is Specification of Competency Standards (SCS)
B. SCS for Employers / HRM Professionals
C. SCS for Employees
D. SCS for Learners
E. SCS for Training Providers

**About HKQF**

In May 2008, the Government of the Hong Kong Special Administrative Region (HKSAR) launched the Qualifications Framework (QF). QF is a 7-level hierarchy covering qualifications in the academic, vocational and continuing education sectors. Qualifications recognised under the QF are quality-assured, credit-rated (level 4 or below) and level-rated in accordance with objective and well-defined standards.

# A. What is Specification of Competency Standards (SCS)

**Specification of Competency Standards (SCS)**

- SCS is a comprehensive set of competency standards specifying the performance requirements and outcome standards of different job functions at various levels required by an industry or a sector
- The competency standards are expressed in the form of Units of Competency (UoC)
- It is formulated by individual industry or sector through respective Industry Training Advisory Committees (ITACs) established by the Education Bureau of the HKSAR Government

**QF level**
**QF credit**

**Units of Competency (UoCs)**
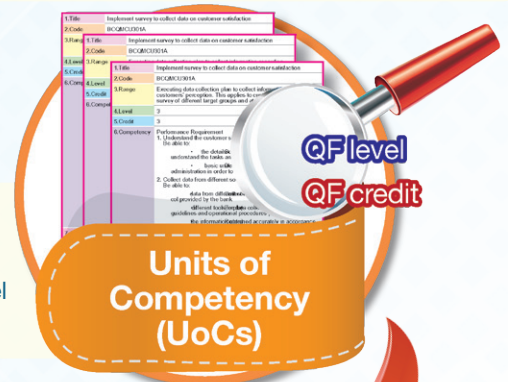
- A Unit of Competency (UoC) is the smallest unit that signifies a discrete task to be performed within a job function
- UoC may be grouped together to form a qualification at a particular QF level
- UoC has a standard format and consist of 8 components

## Major components of a Unit of Competency (UoC)

**A UoC from the SCS for Commercial / Corporate Banking** (May 2013)
Quality Management > Customer Retention / Loyalty

**1** **Title:** description of the task

**2** **Code:** unique identifier for easy reference

**3** **Range:** specifies the contexts and conditions under which the competencies apply

**4** **Level:** indicates the depth, complexity, and challenges of learning attained

**5** **Credit:** indicates the volume (or effort) of learning required to attain the competency

**6** **Competency requirements:** sets out in outcome terms the task or function and the competencies required to effectively perform the tasks or functions

**7** **Assessment Criteria:** identifies the activities or methods that can be undertaken by an individual to demonstrate his/her attainment of the competency

**8** **Remarks:** any additional information

| Component | Content |
|---|---|
| **1.Title** | Implement survey to collect data on customer satisfaction |
| **2.Code** | BCQMCU301A |
| **3.Range** | Executing data collection plan to collect information regarding customers' perception. This applies to customer satisfaction survey of different target groups and at different scales |
| **4.Level** | 3 |
| **5.Credit** | 3 |
| **6.Competency** | Performance Requirement<br>1.Understand the customer satisfaction survey<br>  Be able to:<br>  • Summarize the details of the data collection plan in order to understand the tasks and responsibilities<br>  • Demonstrate basic understanding in survey method and administration in order to carry out the tasks independently<br>(For details, please refer to the UoC.) |
| **7.Assessment Criteria** | The integral outcome requirements of this UoC are:<br>  • Execution of data collection activities in accordance with the plan to ensure accuracy and reliability of data collected. |
| **8.Remarks** | |

# List of SCS

## HKQF implementation covers over 50% of workforce

As of February 2016, there are 35 completed sets of SCS for 18 industries.

**Specification of Competency Standards (SCS)**

- Automotive
- Banking
- Beauty and Hairdressing
- Catering
- Electrical & Mechanical Services
- Elderly Care Service
- Fashion*

- Human Resource Management*
- Import and Export
- Information and Communications Technology
- Insurance
- Jewellery
- Logistics
- Manufacturing Technology (Tooling, Metals & Plastics)

- Printing & Publishing
- Property Management
- Retail
- Security*
- Testing, Inspection and Certification
- Watch and Clock

*SCS drafting in progress.

## Specification of Generic (Foundation) Competencies (SGC)

- Four sets of SGC have been completed for generic competencies including English, Chinese (including Putonghua), Information Technology and Numeracy at QF levels 1 to 4.

## B. SCS for Employers / HRM Professionals

By reference to the SCSs, employers or HRM professionals may draw up competency-based job specifications for:

**Recruitment & Selection\*** (Please see section C)

**Performance Management**

**In-house training** (Please see section E - SCS-based Courses)

*Employers may accept QF-recognised qualifications as fulfillment of entry requirements.
All QF-recognised qualifications can be found in the Qualifications Register (QR) (www.hkqr.gov.hk).

*Example of job specifications making reference to relevant UoCs*
   * Branch Operation Officer in banking industry

| Job position | Competency requirements (UoC titles and codes) | Job specifications |
|---|---|---|
| Branch Operation Officer | • Handle customer enquiry (BRSRSR401A)<br>• Monitor counter services in bank branches (BRSDSB401A)<br>• Perform cross-selling to help promote bank products & services in branches (BRSDSB303A)<br>• Process transactions related to interbank account services of customers or transactions of foreign exchange (BRSDSD304A)<br>• Provide support to marketing & promotion activities (BRSRSM403A) | • Handle enquiries and provide efficient & quality counter services to customers<br>• Process daily counter transactions in cash, cheque and foreign exchange<br>• Promote and cross-sell bank products & services to customers<br>• Balance daily cash with GL, maintain custody of local and foreign currency cash box<br>• Support Branch Manager in general aspects of branch operation |

# C. SCS for Employees

**Pursuing a programme of study**
*(Please refer to Section D)*

QF-recognised qualification

**Recognition of Prior Learning (RPL)**
- Recognition of competencies acquired from work experience for industry practitioners
- Clusters of UoCs

Employees can obtain QF-recognised qualifications through pursuing a programme of study or applying for the RPL.

RPL qualifications are developed on the basis of relevant UoCs clustered together in accordance with specific job roles and are awarded by way of a **"Statement of Attainment"**. As of February 2016, 14 industries are implementing the RPL mechanism.

*The 14 industries include : Printing & Publishing, Hairdressing, Watch & Clock, Property Management, Automotive, Jewellery, Logistics, Chinese Catering, Beauty, Retail, Import and Export, Elderly Care Service, Testing, Inspection & Certification, Electrical & Mechanical Services.*

**QF-recognised RPL qualification** (QR registration number: 15/000482/L2)
**Statement of Attainment** in Human Resource Management & Development (QF level 2)

Human Resource Management & Development (Level 2) in Retail industry

| | UoC Code | Title of unit of competency | Level |
|---|---|---|---|
| **RPL Cluster** | 104999L1 | Apply related occupational safety and health regulations | 1 |
| | 105000L2 | Record and verify staff attendance information | 2 |
| | 105001L2 | Handle staff records | 2 |
| | 105002L2 | Apply general labour regulations | 2 |
| | 105010L3 | Handle salary payment | 3 |

## *Examples of RPL qualifications being recognised for membership admission or job application*

**i.  Professional bodies or learned societies accepting RPL qualifications as an alternative criterion for membership admission requirements**

Such as:

- Hong Kong Logistics Association (HKLA)
- Institute of Print-media Professionals (IPP)
- The Hong Kong Institute of Housing (HKIH)
- The Institute of Purchasing & Supply of Hong Kong (IPSHK)
- The Institute of The Motor Industry Hong Kong (IMI)
- Chartered Institute of Housing (CIH) Asia Pacific Branch

### Customer Service Officer

**Job Responsibilities:-**
- Supervise the maintenance, security and cleaning services of properties
- Handle enquiries, complaints and emergency incidents
- Perform administrative duties

**Job Requirements:-**
- Holder of Diploma / Certificate / QF-recognized qualifications in Property Management or related disciplines
- Minimum 4 years of relevant experience in property management of which at least 2 years in supervisory level
- Good analytical, communication and leadership skills

# D. SCS for Learners

QF supports lifelong learning and progression of learners. The SCS helps learners to understand more on the competency standards and performance requirements of different jobs in respective industries. The UoCs stipulated in SCS are building blocks for setting out the competency requirements of different job roles or positions along the progression pathway for different job categories within an industry/sector.

## Example of progression pathway using UoCs as building blocks

Property / Housing / Area Manager

Assistant Property Manager / Senior Property Officer

Property Officer

Building Supervisor

Caretaker / Building Attendant

| Relevant UoCs | QF-recognised RPL qualification |
|---|---|
| PMZZEM401A | |
| PMZZEM402A | |
| PMZZEM406A | Security Operational Work (Level 4) |
| PMZZFM403A | |
| PMZZHR401A | |
| PMZZHR404A | |
| PMZZEM403A | |
| PMZZLW401A | |
| PMZZFN401A | |
| PMZZHR402A | |
| PMZZHR403A | |

# E. SCS for Training Providers

Education and training providers are encouraged to develop learning programmes based on SCS/SGC in accordance with the Qualifications Guidelines (QG) issued by EDB .

*SCS-based or SGC-based courses are outcome-based and have 3 major components:*

**1** *Award title*　　**2** *Level*　　**3** *QF Credit*

SCS-based qualifications (including RPL) may be accepted for credit exemption or course admission, and thus may facilitate Credit Accumulation and Transfer (CAT).

## SCS-based Course design

**1** *Award Title* — hierarchical level of the qualification and area of study

**2** *Level* — depth and complexity of learning leading to the qualification

**3** *Credit* — volume or size of learning

(1 credit = 10 notional learning hours, including class contact hours, self-study hours and assessment hours)

majority of the learning content (i.e. 60% of total QF credits or 72 QF credits, whichever is the lower) of SCS-based courses are drawn from the SCS

**1 Credit**

**10 Notional Learning Hours**
- attendance in classes
- on-line learning
- examination
- self-study
- practical learning

### Choice of Award Titles for Different Levels

| QF Level | | | | | | |
|---|---|---|---|---|---|---|
| **7** | Doctor 博士 | | | | | |
| **6** | Master 碩士 | Postgraduate Diploma 深造文憑 / Postgraduate Certificate 深造證書 | | | | |
| **5** | Bachelor 學士 | | Professional Diploma 專業文憑 / Professional Certificate 專業證書 | Advanced Diploma 高等文憑 / Advanced Certificate 高等證書 | Diploma 文憑 | Certificate 證書 |
| **4** | Associate 副學士 | Higher Diploma 高級文憑 / Higher Certificate 高級證書 | | | | |
| **3** | | | | | | |
| **2** | | | | | | Foundation Certificate 基礎證書 |
| **1** | | | | | | |

\* A Diploma must carry a learning size of 60 QF credits or more and at QF level 3 or above.

## An Example of SCS-based Course

**剪吹髮設計證書（資歷架構第2級）** （256小時）

課程內容：女裝修剪、男裝修剪的基本技巧和知識，形狀、紋理和重量之關係，固體形、邊沿層次形、漸增層次形及均等層次形的修剪技術，各種吹髮造型技巧；剪吹髮工具之配合及使用方法；分析頭髮結構，洗髮／頭髮護理的知識及技巧；顧客服務及接待技巧，產品品質概念，職業安全及衞生常識等。

## SCS-based Training Packages

- Teaching and learning materials developed with reference to SCS

- SCS-based Training Packages for different industries are available on the QF website (www.hkqf.gov.hk)

## Learning Programme Accreditation (LPA)

- All qualifications and their associated learning programmes to be recognised under QF have to be quality-assured and uploaded onto the Qualifications Register (QR)

- The Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) is empowered as the "Accreditation Authority" and the "QR Authority" under the Accreditation of Academic and Vocational Qualifications Ordinance, Cap.592 (Please refer to the website of HKCAAVQ for details of the accreditation procedures and criteria)

http://www.hkcaavq.edu.hk

## Stages for Learning Programme Accreditation by HKCAAVQ

**The operator has to go through:**
**Initial Evaluation (IE)**

- institutional capability to achieve its stated purposes
- adequate resources to develop, deliver, assess & quality assure its learning programmes

**+**

**The learning programme has to go through:**
**Learning Programme Accreditation (LPA)**

- an overall evaluation of the learning programme (including planning, curriculum, delivery arrangements, assessment methods, intended learning outcomes)
- ensure the learning programme is appropriate for the qualification as claimed

## Designated Support Scheme under QF Fund for Education & Training Providers

- $ **Accreditation grant for self-financing programmes**
- $ **Grant for programme area accreditation**
- $ **Subsidy for QR registration fees**
- $ **Development grant for SCS-based courses**

E. SCS for Training Providers

# Qualifications Register (QR)

A web-based database of quality-assured programmes & qualifications which are QF-recognised and accessible to all.



SCS-based learning courses

RPL qualifications

👆 **www.hkqr.gov.hk**

## Useful links

| QF | www.hkqf.gov.hk |
|---|---|
| QR | www.hkqr.gov.hk |
| **Learning Programme Accreditation by HKCAAVQ** | www.hkcaavq.edu.hk |