

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Human Resource Management & Development

Title	Formulate staff working guidelines
Code	105013L4
Range	This unit of competency (UoC) is applicable to staff working in the human resources departments of the retail industry. It covers the abilities to make meticulous analysis and judgment, formulate and implement staff guidelines according to the established operating strategies of the organization to ensure smooth operation of its business.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in formulating staff working guidelines <ul style="list-style-type: none"> • Understand the professional attitude and conduct required of the retail practitioners, such as: <ul style="list-style-type: none"> • Being punctual and polite • Keeping both the personal appearance and the workplace tidy and clean • Possessing in-depth knowledge of related tasks • Observing industry-related legal requirements, standards and safety precautions • Providing quality services and recommending suitable products for customers in a trustworthy manner and with a customer-oriented service attitude • Understand recognized range of service provided by retail practitioners and its restrictions, such as: <ul style="list-style-type: none"> • Making no judgement on the efficacy of medical goods • Reminding the customers of the use of specific products 2. Formulate staff working guidelines <ul style="list-style-type: none"> • Formulate staff working guidelines according to the operating strategies and resources of the organization • Ensure that the staff of all levels clearly understand and strictly follow the staff working guidelines in daily operation • Update the staff guidelines according to changes in the industry and needs of the organization • Report to the higher level regularly on the implementation of the staff working guidelines and recommend improvements 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure that the established staff working guidelines are in compliance with the legal requirements
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate and implement staff working guidelines according to the operating strategies of the organization; and • Update the staff guidelines according to the changes in the industry and organization's requirements.
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