

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Customer Services

Title	Comply with professional ethics and staff code of practice
Code	105073L1
Range	This unit of competency (UoC) is applicable to staff in retail workplace. It covers the abilities to know job ethics, staff code of practice and the Employment Ordinance of Hong Kong, and follow the code of conduct that conforms to the corporate image to perform routines in familiar working environment.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of professional ethics and staff code of practice <ul style="list-style-type: none"> • Understand the requirements for job ethics and staff code of practice, including: <ul style="list-style-type: none"> • Personal conduct • Equal opportunities • Respecting privacy • Strictly keeping trade secrets of the company • Understand the importance of complying with job ethics and staff code of practice to the organization • Understand the importance of complying with job ethics and staff code of practice to building the professional image of the organization • Understand the Employment Ordinance of Hong Kong 2. Comply with professional ethics and staff code of practice when performing routines <ul style="list-style-type: none"> • Ensure that the personal behaviour complies with the established staff code of practice • Ensure that the personal behaviour complies with the basic requirements for professional ethics • Perform routine operations in a fair and proactive manner • Be in line with the overall retail operation and support the business development of the organization • Comply with the provisions of the Employment Ordinance of Hong Kong 3. Exhibit professionalism <ul style="list-style-type: none"> • In no circumstances should act against the benefit of both the organization and the customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Comply with corporate guidelines when performing routines so as to project the corporate image and support the business development of the organization; and • Master the provisions of the Employment Ordinance of Hong Kong.
Remark	