Unit of Competency

Functional Area: Information Technology

Title	Operate IT equipment/systems for retail business
Code	105088L2
Range	This unit of competency (UoC) is applicable to staff in retail stores or related working locations. The practitioner should be able to correctly use the information equipment/systems and data input systems at the operation sites and carry out basic repair and maintenance under clear guidance according to the established working procedures of the organization and the equipment manufacturer guidelines.
Level	2
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of IT equipment/systems for the retail industry
	  • Possess knowledge of IT equipment/systems used by the organization, including their functions, characteristics, support, correct operation, daily maintenance, etc.
	  • Understand corporate policies related to IT equipment/systems
	  • Understand the importance of using IT equipment/systems correctly, e.g.:
	    • Correct sales invoice
	    • Accurate inventory records
	    • Proper shop security
	    • Avoid human errors
	    • Reduce the cost of human resources
	  • Know the functions, support and characteristics of information equipment/systems commonly used in the retail industry, e.g.:
	    • POS terminal
	    • Cashier register
	    • Barcode scanner/card reader
	    • Radio-frequency identification system(RFID)
	    • Handheld data terminal, etc.
	  • Know the occupational safety and health ordinances and special requirements for using IT equipment/systems with special functions
	2. Operate IT equipment/systems at retail stores
	  • Correctly use relevant IT equipment/systems during daily routines according to the established policies of the organization and the equipment manufacturer guidelines in order to accurately finish the tasks assigned and complete the transactions quickly, e.g.:
	    • All kinds of hardware, including barcode scanner/card reader and RFID
	    • Intranet and data transmission system
	    • Backup of information
	    • Data collection
	  • When a problem occurs in the IT equipment/system, locate the problem and perform simple repair according to the working guidelines to ensure normal business operation; immediately report to the higher level and seek technical support if the problem is serious
	  • Provide appropriate assistance to technical personnel during the repair of the IT equipment/system
	3. Exhibit professionalism
	  • Strictly adhere to the established procedures and guidelines of the organization in order to use the IT equipment/systems correctly
	  • Abide by the professional conduct when processing data and prevent any improper conduct such as deleting or altering information
	  • Ensure that the IT equipment/systems used conform to relevant legal requirements

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	  • Correctly use various types of IT equipment/systems according to the established procedures of the organization and the equipment manufacturer guidelines; and
	  • Perform simple repairs on IT equipment/systems according to the working guidelines; immediately report to the higher level and seek technical support from professionals if the problem is serious.

Remark	