Unit of Competency

Functional Area: Information Technology

Title	Manage online commercial risks
Code	105103L4
Range	This unit of competency (UoC) is applicable to staff responsible for policy formulation in the retail industry. It requires some discretion and judgement. It covers the abilities to promptly and accurately perceive and properly handled the risks occurred in the organization's online commerce, in order to assist its retail business development.
Level	4
Credit	6 (for reference only)

Competency	Performance Requirements
	1. Knowledge of online commercial risks
	   • Understand the functions and operational procedures of the organization's online business platform
	   • Understand the causes of online commercial risks, e.g.:
	      • Wrong targets
	      • Technical failures
	      • Security vulnerabilities
	      • Occurrences of fraud
	   • Understand all kinds of online commercial risks, e.g.:
	      • Legal risks in conducting global trades
	      • Risks of contract breach for local and international trades due to the failure in complying with the requirements
	      • Internal risks in conducting e-transactions
	      • Risks caused by customers when conducting e- transactions
	      • Risks caused by computer software or hardware failures
	      • Risks caused by vulnerabilities/invasion of the security system
	   • Understand the protection and loopholes of various kinds of authentication
	   • Understand the regulations on e-commerce and website as stipulated by the government's ordinances
	2. Manage online commercial risks
	   • Assess the chance of the occurrence of online commercial risks and its impact on the business and even the overall image of the organization
	   • Operate according to the formulated risk management strategies, e.g.:
	      • Consult relevant personnel to prevent or minimize legal risks
	      • Consult relevant personnel to prevent online frauds
	      • Ensure the implementation of risk management procedures by relevant personnel, e.g.:
	         • Procedures and methods for detecting commercial risks
	         • Ways of handling general risks
	         • Contingency plan for emergencies
	         • Keep record of the risk cases handled and carry out other procedures to follow up
	   • Assess and review online commercial risk management, e.g.:
	      • Improve the risk management plan in response of the incidents causing damage to the organization
	      • Review the effectiveness of the existing online fraud control measures and make suggestions to improve the result
	      • Gather feedback from personnel responsible for online commercial risk management and from customers; review and improve the risk management strategies accordingly
	   • Make periodic summaries on the review of online commercial risk management, and make improvement suggestions
	3. Exhibit professionalism
	   • Strictly follow the established risk management strategies of the organization during the management of online commercial risks
	   • Protect the benefit of the organization and the customers during the management of online commercial risks

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Promptly and accurately perceive and properly handled the risks occurred in the organization's online commerce; and • Manage the organization's online commercial risks properly in order to assist its retail business development.
Remark	