

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Store Operations

Title	Implement procedures for the sale of age restricted goods
Code	105117L1
Range	This unit of competency (UoC) is applicable to staff working in retail stores. It covers the abilities to strictly implement procedures for selling age restricted goods in daily retail working environment so as to comply with legal and regulatory requirements.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of age restricted goods <ul style="list-style-type: none"> <li>• Understand the types of age restricted goods sold by the organization, e.g.: <ul style="list-style-type: none"> <li>• Air guns and bullets</li> <li>• Alcoholic goods</li> <li>• Tobacco goods</li> <li>• Indecent goods</li> <li>• Gambling goods</li> </ul> </li> <li>• Understand the legislations and regulations of the government and governing bodies on age restricted goods, e.g.: <ul style="list-style-type: none"> <li>• Control of Obscene and Indecent Articles Ordinance</li> <li>• Prevention of Child Pornography Ordinance</li> <li>• Prohibition of distributing obscene articles to juveniles</li> <li>• According to the Dutiable Commodities (Liquor) Regulations, retail stores are not allowed to sell liquors to persons under the age of 18</li> <li>• Regulation on sales of tobacco products in the Smoking (Public Health) Ordinance</li> </ul> </li> </ul> </li> <li>2. Implement procedures for the sale of age restricted goods <ul style="list-style-type: none"> <li>• Understand the serious consequences on the organization for selling age restricted goods by mistake</li> <li>• Keep in mind the categories of the age restricted goods and where they are put in the retail store</li> <li>• The warning signs are placed at conspicuous spots of the retail store</li> <li>• warnings are shown on the packs of age restricted goods</li> <li>• Strictly follow the procedures of the organization and legal requirements for selling age restricted goods <ul style="list-style-type: none"> <li>• Ask the customer for age proof if necessary</li> <li>• Politely refuse to sell the age restricted goods if the customer does not meet the age requirement</li> <li>• Explain clearly to the customer the reason for not selling the age restricted goods</li> <li>• Immediately seek help from colleagues or the higher level if the customer is uncooperative</li> </ul> </li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Ensure compliance with the legislations of the government and governing bodies when selling age restricted goods</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> <li>• Strictly implement the procedures for the sale of age restricted goods in order not to violate the law and be legally liable.</li> </ul>
Remark	