

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Inspect store location specifications
Code	105161L5
Range	This unit of competency (UoC) is applicable to staff responsible for estate management in the retail industry. It requires planning and technical competence, including judgement and analysis. It covers the abilities to inspect the location specifications of a new store in order to comply with the corporate requirements, store operation target and relevant legal requirements.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of retail property <ul style="list-style-type: none"> • Understand the organization's requirements for retail store location and property specifications, including: <ul style="list-style-type: none"> • Lighting, product display equipment, electrical installations and store decoration • Staff safety equipment • Planning for the usable area • Cold storage and warehousing facilities • Fire services equipment and emergency exits • Understand the required documents related to building specifications and structure and equipment safety, including: <ul style="list-style-type: none"> • Architectural drawings and store design diagrams • Inspection reports of building structure • Approval documents (e.g. occupation permit) • Understand legal requirements related to retail property, e.g.: <ul style="list-style-type: none"> • Commercial property and unauthorized buildings • Fire safety and ventilation system • Occupational health and safety • Regulation on authorized persons and registered contractors 2. Inspect store location specifications <ul style="list-style-type: none"> • Formulate the specifications and requirements for store location according to property management policy and store business needs of the organization, e.g.: <ul style="list-style-type: none"> • Site planning and design • Types of retail products • Installation of required equipment and facilities • Expected customer volume • Legal requirements on store environment and facilities • Master site assessment procedures for the store , including: <ul style="list-style-type: none"> • Formulating the checklist for assessment • Collecting architectural drawings and required documents, e.g. property inspection/investigation reports issued by qualified persons • Coordinating and arranging site inspection and assessment by relevant professionals or departments (e.g. surveyor, architect, designer, contractor, Government departments and estate management office) and ensure that all required items are thoroughly checked and comply with the requirements • Identifying the items which do not comply with the design or which deviate from the design • Identifying the items which require the views or follow-ups of competent persons/professionals • Record and report site inspection and assessment results according to the standard of the organization and trade <ul style="list-style-type: none"> • Preparing inspection reports • Proposing improvements and options • Submitting reports to related persons timely 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure that the location specifications of the new retail store comply with the business operation needs of the organization and legal requirements

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Analyze the operational needs of the organization and retail store, and formulate a comprehensive checklist for store location inspection according to relevant legal requirements; and• Inspect store location specifications and complete and submit the inspection report within specified time; propose adjustments and improvements according to store operation needs.
Remark	