

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Title	Formulate the handling procedures for tobacco
Code	105718L5
Range	This unit of competency (UoC) is applicable to management staff responsible for formulation of policies in the retail industry. It covers the abilities to plan, design and formulate policy procedures for which critical analysis and integration of information are required; formulate an appropriate set of handling procedures for the tobacco products sold by the organization, and make relevant staff clearly understand the procedures through effective communication channels and strictly follow them in daily work so as to protect the interests of consumers and the organization.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the handling procedures for tobacco</p> <ul style="list-style-type: none"> <li>• Understand the importance of a comprehensive set of handling procedures for tobacco products to the overall retail business of the organization</li> <li>• Understand the characteristics and required shelf life of the tobacco products sold by the organization, including : <ul style="list-style-type: none"> <li>• Types of tobacco products (cigar, cigarette and cut tobacco)</li> <li>• Brands (international or domestic) of tobacco products</li> <li>• Places of production of tobacco products</li> <li>• Strengths of tobacco products (e.g. full, medium, light and menthol)</li> <li>• Best-before date of different tobacco products</li> <li>• Requirements on tobacco product labels</li> </ul> </li> <li>• Understand the components of a complete set of handling procedures for tobacco products, including: <ul style="list-style-type: none"> <li>• Acceptance of goods (monitoring of suppliers is involved)</li> <li>• Storage (knowledge of warehouse environment is involved)</li> <li>• Processing (e.g. repacking)</li> <li>• Display and sale (to wholesalers and retailers)</li> <li>• Maintenance (regular checks on the quality of all the stocks and early prevention of moth damage of large scale)</li> <li>• Transportation (delivery)</li> </ul> </li> <li>• Understand the duties of staff and the skills required of them in different stages of the handling procedures for tobacco</li> <li>• Understand the legislations, regulations and guidelines of the Government and other regulators regarding tobacco products, including : <ul style="list-style-type: none"> <li>• Smoking (Public Health) (Amendments) Ordinance</li> <li>• Dutiable Commodities Ordinance enforced by the Customs and Excise Department, and etc.</li> </ul> </li> <li>• Understand the code of practice for handling tobacco products and recommending them to customers, including: <ul style="list-style-type: none"> <li>• Showing the specified words of the health warning on cigarette packs and packages</li> <li>• Differentiating between genuine and fake tobacco products in the procedures of acceptance, processing, sale and transportation and ensuring their quality (elimination of smuggled cigarettes)</li> </ul> </li> <li>• Master the potential issues in the formulated handling procedures for tobacco, and the relevant measures taken</li> <li>• Master the skills for communicating with the internal staff of the organization and external bodies/the Government</li> </ul>

**Unit of Competency**

**Functional Area: Specific Product Knowledge**

Competency	<p>2. Formulate the handling procedures for tobacco</p> <ul style="list-style-type: none"> <li>• Perform analysis and classification of the tobacco products and related accessories sold by the organization, including:             <ul style="list-style-type: none"> <li>• Differentiating different types of tobacco products, e.g. :                 <ul style="list-style-type: none"> <li>• Tobacco, rolled cigarette, cigar, electronic cigarette and cut tobacco</li> <li>• Accessories (e.g. cutter, humidor, pipe, astray, lighter, match and etc.), rolled cigarette filter and cigarette paper, cigarette maker and its accessories, packing machinery and etc.</li> </ul> </li> <li>• Recording and estimating the revenue proportions of different types of tobacco products and their profits</li> <li>• Estimating the manpower and material resources required for the formulation of the handling procedures for different types of tobacco products</li> </ul> </li> <li>• Formulate detailed handling procedures (steps) for the tobacco products sold by the organization, including:             <ul style="list-style-type: none"> <li>• Acceptance procedure</li> <li>• Storage procedure</li> <li>• Ordering/Replenishment procedure</li> <li>• Processing procedure</li> <li>• Display procedure</li> <li>• Transportation procedure</li> <li>• Special procedure (e.g. packing provided for specified tobacco)</li> </ul> </li> <li>• Draw up key indicators and noting points for the handling procedures of different types of tobacco, including:             <ul style="list-style-type: none"> <li>• Hidden risks in that particular procedure (e.g. moth damage)</li> <li>• Implementation of control measures (e.g. temperature and humidity control)</li> <li>• Details of monitoring work (e.g. item, method, time and person-in-charge)</li> <li>• Key indicators (e.g. technological innovation, reduction of hazards by lowering the tar content, health concern and contribution to society)</li> <li>• Corrective measures (e.g. immediate adjustment of temperature and humidity)</li> <li>• Fully considering relevant legal and regulatory requirements in the process</li> </ul> </li> <li>• Draw up the scope of work and related guidelines for the person-in-charge of the handling procedures for tobacco products, including:             <ul style="list-style-type: none"> <li>• Paying attention to personal hygiene</li> <li>• Checking tobacco products and accessories according to indicators</li> <li>• Completing the tasks for that particular procedure according to guidelines</li> <li>• Recording work process properly and saving files (e.g. vehicle log book or invoices used in delivery)</li> <li>• Procedures for reporting special conditions or emergencies to the higher level and the handling mechanism</li> </ul> </li> <li>• Release to relevant staff the established handling procedures for tobacco with explanations provided, and ensure their understanding and compliance</li> <li>• Continue to monitor the implementation of the handling procedures for different tobacco products in daily work or perform spot checks</li> <li>• Keep in touch with relevant Government departments and regulatory bodies and take note of their development and measures (e.g. the law enforcement criteria of the Hong Kong Council on Smoking and Health and the Tobacco Control Office of the Department of Health)</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Strictly follow related legislations and regulatory guidelines of the Government when formulating the handling procedures for tobacco</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Formulate an appropriate set of handling procedures for the tobacco products sold by the organization; and</li> <li>• Make relevant staff understand clearly the handling procedures for tobacco through effective communication channels and ensure their full compliance in daily work.</li> </ul>
Remark	