

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Specific Product Knowledge**

Title	Tune electronic products
Code	105720L2
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of electronic products in the retail industry. It covers the abilities to use basic knowledge of electronic products to perform simple setting or tuning for electronic products for display or sale according to user manuals of products or user manuals provided by suppliers; or perform basic tuning for electronic products upon request of customers who bought the products. This UoC is not applicable to complex and professional technical settings.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of tuning electronic products <ul style="list-style-type: none"> <li>• Understand the noting points for tuning electronic products</li> <li>• Know about the electronic products sold by the organization, including: <ul style="list-style-type: none"> <li>• Specifications and functions of different products</li> <li>• Characteristics of design and techniques of different products</li> <li>• Setting and operation of different products</li> <li>• Content of user manuals for different products</li> </ul> </li> <li>• Understand the legal requirements and regulations for occupational safety and health, e.g. Electronic Products Safety Ordinance</li> </ul> </li> <li>2. Tune electronic products <ul style="list-style-type: none"> <li>• Perform simple setting and tuning for an electronic product according to the organization's working guidelines and user manual, e.g.: <ul style="list-style-type: none"> <li>• Electronic product for display and sale <ul style="list-style-type: none"> <li>• Highlight the unique functions of the product</li> <li>• Match the promotion theme</li> <li>• Upon request of the higher level or supplier</li> </ul> </li> <li>• Electronic product bought by customers <ul style="list-style-type: none"> <li>• Meet customer's specific and personal needs, e.g. interface, language</li> <li>• Test whether the product functions and setting operate normally after tuning</li> <li>• Re-package the product</li> </ul> </li> </ul> </li> <li>• Set the electronic product at normal operation mode according to the guidelines for safe use</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Strictly comply with corporate guidelines and the user manual when tuning electronic products</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>• Tune and set the required functions of the electronic products for display and sale according to corporate guidelines and user manual in response to customers' requirements and the purposes of product display and promotion.</li> </ul>
Remark	