

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Customer Services

Title	Comply with professional ethics and employee code of practice
Code	107125L2
Description	Recognize the professional ethics, the staff code of practice and the Hong Kong Employment Ordinance. Perform duty according to the corporate standard in daily work.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the professional ethics and staff code of practice</p> <ul style="list-style-type: none"> • Understand the requirements of professional ethics and staff code of practice including: <ul style="list-style-type: none"> ○ Personal character ○ Equal opportunity ○ Respect for privacy ○ Strict keep business secrets • Understand the importance to corporate by respecting ethical and employee codes to practice • Understand the importance to corporate image by respecting ethical and employee codes to practice • Understand the Hong Kong Employment Ordinance <p>2. Comply with professional ethics and employee code of practice</p> <ul style="list-style-type: none"> • Ensure that personal behavior conforms to the established employee code of practice • Ensure that individual behavior meets the basic requirements of professional ethics • Maintain a fair and positive attitude in daily work • Able to align with the overall retail operations to help corporate business development • Comply with the Hong Kong Employment Ordinance <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Not make damage to the interests of corporate and customers behavior in any case.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Follow with corporate guidance to assist in the business development.
Remark	