

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Store Operations

Title	Commit to the work of the retail team
Code	111347L2
Range	This unit of competency (UoC) is applicable to staff working in retail stores. Practitioners have the ability to commit to the retail team of the organisation and work actively under daily working environment to help build the team spirit.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of retail team</p> <ul style="list-style-type: none"> • Understand the organisation's requirements for staff as members of the retail team, e.g.: <ul style="list-style-type: none"> ○ Work diligently ○ Follow the instructions of the higher level ○ Get along with colleagues ○ Bring out the team spirit • Understand the major obstacles for blending in the retail team, e.g.: <ul style="list-style-type: none"> ○ Discriminating others (racial or disability discrimination) ○ Bullying ○ Harassment (sexual harassment) ○ Adopt an uncooperative attitude toward colleagues and undermine team spirit • Understand relevant legislations and regulations imposed by the government and governing bodies, including: <ul style="list-style-type: none"> ○ Anti-discrimination Ordinance ○ Personal Data (Privacy) Ordinance ○ Disability Discrimination Ordinance ○ Race Discrimination Ordinance ○ Codes of Practice on Employment • Master the method and skills of communicating with the higher level and colleagues and treat others politely <p>2. Commit to the work of the retail team</p> <ul style="list-style-type: none"> • Commit to daily work of the retail team with a cooperative attitude, e.g.: <ul style="list-style-type: none"> ○ Follow the instructions of supervisor ○ Respect colleagues' opinions and doings ○ Consider the interests of the organisation first ○ Maintain a harmonious working atmosphere ○ Follow the organisation's codes of practice and guidelines • Comply with related legislations and guidelines of the organisation, including those of anti-discrimination, bullying and harassment • Actively respond to colleagues' requests by considering whether or not: <ul style="list-style-type: none"> ○ Your workload is allowable ○ Those are your job duties ○ The relationship of mutual cooperation could be maintained ○ It is helpful to the organisation • Solve problems of work with colleagues with a cooperative attitude and offer help • Explain to colleagues the reason for not offering immediate help • Seek for guidelines and help from the higher level as soon as possible when a dispute occurs in the team that is difficult to mediate • Take the initiative to improve your work performance, including:

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	<ul style="list-style-type: none"> ○ Learn from outstanding colleagues at work ○ Attend training courses that can provide retail knowledge and improve performance ○ Ask superiors and colleagues about their comments / opinions on your performance <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Commit to the work of the retail team, consider the interests of the team first and participate in building a harmonious working environment
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <p style="padding-left: 40px;">Blend in with the retail team of the organisation and actively commit to the work; and</p> <p style="padding-left: 40px;">Demonstrate the team spirit in order to improve the morale of colleagues in the retail store.</p>
Remark	This UoC is adopted from 105124L2.