Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Information Technology

Title	Repair IT equipment / systems
Code	111403L3
Range	This unit of competency (UoC) is applicable to staff responsible for IT equipment / systems in the retail industry. Practitioners have the ability to inspect and repair IT equipment / systems in operation sites regularly according to the established procedures of the organisation, and conduct instant check and repair when an emergency occurs in order to ensure normal operation of the organisation.
Level	3
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Understand the knowledge of IT equipment / systems
	
	• Know about the functions and features of the IT equipment / systems of the organisation
	• Possess basic knowledge of IT equipment / system repair, including:
	    o Functions, structure and operation mode of the IT equipment / systems
	    o Operation setting and interface of the IT equipment / systems
	    o Operating standards, equipment configuration, system support recommended by the manufacturer
	    o User guide or diagram of IT equipment / systems
	    o Appropriate repair tools and equipment
	• Understand repair techniques for all kinds of IT equipment / systems
	• Understand the troubleshooting devices and systems for IT equipment / systems
	
	2. Repair IT equipment / systems
	
	• Confirm with the higher level on details of repairs according to the established procedures of the organisation, and devise simple repair plans for complex repairs
	• Arrange repairs with staff of retail stores within the pre-set time limit according to corporate procedures
	• Conduct repairs according to corporate working guidelines and user manual, e.g.:
	    o Keep record or backup of the equipment / system applications
	    o Inspect the IT equipment / systems according to the manufacturer's operating guidelines
	    o Repair simple equipment / system problems, and seek help from the higher level or relevant experts when encountering complex problems
	    o Recover and re-install equipment / system configuration and operation setting
	    o Test the equipment / systems to ensure that the operation conforms to the operating specifications of the manufacturer
	• Accurately record and file the repair items for future reference
	
	3. Exhibit professionalism
	
	• Conduct repairs to ensure compliance with the manufacturer's and international standards
	• Follow the corporate guidelines to recover the equipment / systems within the pre-set time limit

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Conduct basic setup, installation, configuration, troubleshooting and inspection to IT equipment / systems in operation sites according to the code of practice of the

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	organisation to ensure normal operation of the equipment / systems that conforms to the operational needs of the organisation and the operating specifications of the manufacturer.
Remark	This UoC is adopted from 105092L3.