Functional Area - Information Technology

| Title | Set up IT equipment needed for retail operations |
|---|---|
| Code | 111411L4 |
| Range | This unit of competency (UoC) is applicable to staff responsible for IT support in the retail industry. Practitioners have the ability to identify the IT equipment needed for day-to-day retail store operations, and seek the management's approval to acquire relevant equipment in order assist the business development. |
| Level | 4 |
| Credit | 3 （For Reference Only） |
| Competency | Performance Requirements<br>1. Understand the knowledge of IT equipment<br><br><ul><li>Understand the operation strategies and business development plan of the organisation</li><li>Understand the IT infrastructure and supporting facilities of the online and offline retail stores</li><li>Master the business scope, objectives, direction and development plan of the retail stores (e.g. flagship store, specialty store, branch)</li><li>Understand the types, technology and functions of IT equipment for day-to-day retail store operations, e.g.:<ul><li>Point of sale (POS) (e.g. invoice, settlement, inventory)</li><li>Digital display</li><li>Internet and network (e.g. broadband, website and wireless access point)</li><li>Security system (e.g. RFID reader, CCTV, IP camera)</li></ul></li><li>Understand common types of hardware and software in the retail industry and their characteristics and functions</li><li>Know about corporate procedures for submitting proposals</li><li>Know about IT project management techniques</li></ul><br>2. Set up IT equipment needed for retail operations<br><br><ul><li>Identify IT equipment needed for day-to-day retail operations according to factors such as business scope, objectives, etc. of the retail stores, including:<ul><li>Type and quality of equipment</li><li>System functions and coverage</li><li>Deployment schedule</li><li>Financial budget</li><li>End user / department</li></ul></li><li>Assess the factors affecting the existing retail operation equipment, e.g.:<ul><li>New technology development</li><li>Implementation of relevant ordinances and codes</li><li>Business development plan</li></ul></li><li>Analyse and formulate proposals and implementation plans for the improvement of retail operation equipment, timely and accurately reflect them to the management and seek for approval to implement the improvement plan</li></ul><br>3. Exhibit professionalism<br><br><ul><li>Ensure that the proposed retail operation equipment meet the actual needs of retail stores and the organisation</li><li>Ensure that the IT equipment used comply with the legal requirements e.g. the Copyright Ordinance</li></ul> |

# Specification of Competency Standards
# for the Retail Industry
# Unit of Competency

Functional Area - Information Technology

| | |
|---|---|
| Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to:<br><br>• Accurately analyse and assess the functions, types, systems, etc. of the retail operation equipment needed for day-to-day operations according to the business scope and policies of the respective online or offline retail stores; and<br>• Formulate comprehensive proposals and implementation plans for the improvement of retail operation equipment and reflect them to the management in order to assist the organisation to development its business. |
| Remark | This UoC is adopted from 105099L4 |