

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Aftersales Repair

Title	Formulate Aftersales Service and Repair Skills Training Plans
Code	104939L5
Range	This unit of competency (UoC) is applicable in general repair shops and aftersales repair stations for timepieces. It covers the abilities to formulate aftersales service and repair skills training plans, so as to enhance the quality of aftersales service for timepiece products.
Level	5
Credit	9 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess the knowledge of aftersales service and repair of timepiece products <ul style="list-style-type: none"> • Understand the domestic and overseas aftersales services networks <ul style="list-style-type: none"> • Determine the locations of services centres based on geographical factors • Determination based on regional economic factors • Determination based on regional policies • Determination based on regional culture and education • Understand the Mainland's legislation on training and repair <ul style="list-style-type: none"> • Understand the Mainland's labour legislation • Understand the Mainland's training laws • Know the current development of training in the Mainland • Master domestic and overseas training on repair and maintenance <ul style="list-style-type: none"> • Know about the vocational training providers in different places • Know about the development of training on repair and maintenance provided by brand agents in the Mainland 2. Formulate aftersales service and repair skills training plans <ul style="list-style-type: none"> • Set up aftersales service networks, and make strategic decisions based on various factors <ul style="list-style-type: none"> • Regional economic and sales capability • Local government policy • Social and cultural background • Financial viability of the organization • Operation strategy of the organization, including: <ul style="list-style-type: none"> • Corporate brand image • Marketing strategy • Formulate internal repair training and development plans of the organization • Devise internal training and development plans based on the following factors <ul style="list-style-type: none"> • Workshop equipment • Number of students • Technical aspects/level • Operating policy • Financial budget • Formulate comprehensive domestic and overseas repair and training plans, and make strategic decisions based on various factors <ul style="list-style-type: none"> • Requirements in regional markets • Economic benefits of regional training • Training policy of local governments • Coordination and policy of vocational training providers in different places 3. Exhibit professionalism <ul style="list-style-type: none"> • The aftersales service and repair skills training plans formulated should match the development trend of the industry
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand clearly the operation of the domestic and overseas aftersales service networks for timepieces; and • Formulate a sound aftersales service training plan for timepieces, strengthen the aftersales service network and training of the organization, so as to enhance the quality of aftersales service.
Remark	