

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management

Title	Handle orders for jewellery/parts
Code	108851L3
Range	This unit of competency is applicable to practitioners responsible for operational management in the jewellery industry. Practitioners should be capable of understanding thoroughly the organization's procedure in handling orders and co-ordinating with the work of logistics and procurement, so as to handle the orders for jewellery/parts independently and effectively.
Level	3
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Know about the types of jewellery/parts and the organization's authority in handling orders</p> <ul style="list-style-type: none"> • Know how to identify various kinds of jewellery products/parts made of gold, diamond, jade and pearl • Understand the organization's authority or regulations in handling orders for jewellery <ul style="list-style-type: none"> ○ Sales representatives are responsible for approving vouchers of a certain amount ○ The manager of the sales department is responsible for approving and verifying vouchers over a certain amount but not more than a certain amount ○ The managing director is responsible for approving and verifying vouchers over a certain amount <p>2. Handle orders for jewellery/parts</p> <ul style="list-style-type: none"> • Independently and effectively handle orders for jewellery/parts <ul style="list-style-type: none"> ○ Know about the channels for receiving quotations and customers' purchase orders, including: <ul style="list-style-type: none"> ▪ Phone ▪ Fax ▪ Email ▪ Mobile apps, such as WhatsApp and WeChat ○ Receive quotations and customers' purchase orders, including: <ul style="list-style-type: none"> ▪ Fill in the order forms/order records ▪ Identify if the ordered products belong to new products, renewed products or standard products ○ Assess contracts, including: <ul style="list-style-type: none"> ▪ Contact customers to gather information on the requirement and specification of the products ▪ Make classification, including samples of the organization, samples from customers or the organization's amended samples on customers' requests ▪ Check whether the date of delivery and the quantity for delivery can meet customers' requirements ▪ Contact the manufacturing department or design department to discuss matters concerning production or amendment of samples ▪ Calculate and approve the selling price ▪ Inform customers of the selling price and the expected date of delivery ▪ Issue letter of confirmation for orders to be signed by consultant upon customers' consent as a kind of formal acknowledgement ○ Confirm orders, including: <ul style="list-style-type: none"> ▪ Check the letter of confirmation for orders

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	<ul style="list-style-type: none"> ▪ Compile the product serial number ▪ Begin the approving process ▪ Issue the manufacturing order to the manufacturing department ○ Effectively complete relevant procurement documents, including: <ul style="list-style-type: none"> ▪ Filing ▪ Rectify customers' procurement document ▪ Obtain customers' written approval ▪ Issue new letter of confirmation for order to be signed by consultant as a kind of formal acknowledgement <p>3. Professionalism</p> <ul style="list-style-type: none"> • Do not process or modify the orders irregularly without authorization • Ensure that the order for jewellery/parts is processed before the deadline
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Able to understand customers' requirements in the orders for jewellery, independently handle such orders according to the organization's procedure for handling orders and effectively complete the relevant procurement documents.
Remark	