1. Title	Self-quality management
2. Code	105039L1
3. Range	This unit of competency (UoC) is applicable to all staff in the retail industry, particularly those who have frequent contact with customers. It covers the abilities to manage self-quality properly in order to build a good image of retail practitioner in daily work.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of self-quality management ♦ Understand personal strengths and weaknesses ♦ Understand personal character and traits related to work, such as: • Dominant type • Outgoing type • Cautious type • Moderate type ♦ Understand the content of self-quality management, including: • Time management • Emotion management • Learning management • Health management • Ethical management ♦ Know about the specific performance related to self-management ability, such as: • Discipline • Patience • Courtesy ♦ Understand the importance of self-quality management to the actual retail work and customer service 6.2 Self-quality management ♦ Master self-personality traits and apply them properly to work, including: • Personal character strengths • Personal interests and abilities • Personal work values ♦ Build a good self-image, including: • Identifying self-values • Having real and specific targets for work ♦ Make good use of the good personal qualities in daily work, e.g.: • Explore and make good use of one's own talents and strengths • Be optimistic and value one's personal distinctiveness • Be willing to try and creative

	• Fill oneself with positive elements, e.g. be loyal, enterprising and humble • Be aware of negative and passive elements, e.g. not to be pessimistic, hypocritical, lazy and greedy ♦ Always practise good self-management, including conducting self-evaluation ♦ Apply self-management in actual working environment 6.3 Exhibit professionalism ♦ Match the image of the organization and commodities when practising self-quality management, with the target of providing quality customer service
7. Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: (i) Practise good self-quality management and build a good image of retail practitioner.
8. Remark	