

**Specification of Competency Standards for the Retail Industry
Units of Competency for 'Information Technology'**

1. Title	Operate IT equipment / systems for retail business
2. Code	111398L2
3. Range	This unit of competency (UoC) is applicable to staff in retail stores or related working locations. Practitioners have the ability to use the IT equipment / systems and data input systems at the operation sites and carry out basic repair and maintenance under clear guidance according to the established working procedures of the organisation and the equipment manufacturer guidelines.
4. Level	2
5. Credit	3 (for reference only)
3 Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of IT equipment / systems for the retail industry</p> <ul style="list-style-type: none"> ◆ Possess knowledge of IT equipment / systems used by the organisation, including their functions, characteristics, support, correct operation, daily maintenance, etc. ◆ Understand corporate policies related to IT equipment / systems ◆ Understand the importance of using IT equipment / systems in accordance with the organisation's established work procedures and equipment manufacturer's guidelines, e.g.: <ul style="list-style-type: none"> • Sales invoice • Inventory records • Shop security • Avoid human errors • Reduce the cost of human resources ◆ Know the functions, support and characteristics of IT equipment / systems commonly used in the retail industry, e.g.: <ul style="list-style-type: none"> • POS terminal • Cashier register • Barcode scanner/card reader • Radio-frequency identification system (RFID) • Handheld data terminal ◆ Know the occupational safety and health ordinances and special requirements for using IT equipment / systems with special functions <p>6.2 Operate IT equipment / systems for retail business</p> <ul style="list-style-type: none"> ◆ Use relevant IT equipment / systems during daily routines according to the established policies of the organisation and the equipment manufacturer guidelines in order to finish the tasks assigned and complete the transactions, e.g.: <ul style="list-style-type: none"> • All kinds of hardware, including barcode scanner/card reader and RFID • Intranet and data transmission system • Backup of information • Data collection ◆ When a problem occurs in the IT equipment / system, locate the problem and perform simple repair according to the working guidelines to ensure normal business operation; immediately report to the higher level and seek technical support if the problem is serious ◆ Provide appropriate assistance to technical personnel during the repair of the IT equipment / system <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Adhere to the established procedures and guidelines of the organisation in order to use the IT equipment / systems correctly ◆ Abide by the professional conduct when processing data and prevent any improper conduct such as deleting or altering information ◆ Ensure that the IT equipment / systems used conform to relevant legal requirements

7 Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">◆ Correctly use various types of IT equipment / systems according to the established procedures of the organisation and the equipment manufacturer guidelines; and◆ Perform simple repairs on IT equipment / systems according to the working guidelines; immediately report to the higher level and seek technical support from professionals if the problem is serious.
8 Remark	This UoC is adopted from 105088L2