資歷架構
Qualifications Framework

Fashion Industry

Specification of Competency Standards

Version 2

March 2021

This Specification of Competency Standards is developed under the direction of the Fashion Industry Training Advisory Committee with support from the Qualifications Framework Secretariat. The copyright belongs to the Government of the Hong Kong Special Administrative Region.

Table of Contents

		Page
Preface		1 - 1
Chapter 1	**Environmental Scan of the Hong Kong Fashion Industry**	
	Introduction	1 - 2
	PEST Scan	1 - 6
	Implications for Manpower Requirements	1 - 13
Chapter 2	**The Hong Kong Qualifications Framework**	
	The Need for Qualifications Framework	2 - 1
	QF Level	2 - 1
	QF Credit	2 - 1
Chapter 3	**Development and Application of the Specification of Competency Standards**	
	Functional Areas of the Hong Kong Fashion Industry	3 - 1
	The Approach	3 - 5
	The Application	3 - 9
Chapter 4	**Units of Competency**	
	Distribution of Units of Competency (UoCs) at Each Functional Area and QF Level	4 - 1
	List of Units of Competency for the Fashion Industry	4 - 2
Chapter 5	**Content of the Units of Competencies**	
	Design	5 - 1
	Product Development	5 - 39
	Merchandising and Material Procurement	5 - 68
	Sales and Marketing	5 - 114
	Quality System and Sustainability	5 - 158
	Technical Support	5 - 219
	Material Development	5 - 241
	Production Planning and Control	5 - 277
	Laundry Services	5 - 301
	Auxiliary Skill	5 - 364
	Personnel Management	5 - 376

Table of Contents

Appendix

Appendix I	Fashion Industry Training Advisory Committee ·····	6 - 1
Appendix II	Fashion Industry Specification of Competency Standards Drafting Subcommittee ·····	6 - 2
Appendix III	Generic Level Descriptors under the Qualification Framework ·····	6 - 3
Appendix IV	References for Chapter 1 ·····	6 - 10

Preface

Hong Kong is a metropolis where international fashion companies agglomerate. With successive waves of economic restructuring and development, the Hong Kong fashion industry has transformed into a prominent, high value-added and competitive global player driven by knowledge, design, and technology which has been excelling in fashion design, brand management, offshore production management and global distribution business.

To cope with the changes in the Hong Kong fashion industry, the manpower requirements are also moving towards the high-quality end. There has been a constant need for manpower upgrade and competency enhancement to enhance the competitiveness and vitality of the industry. The Fashion Industry Training Advisory Committee (Fashion ITAC; Appendix I) was established in July 2015 by the Education Bureau (EDB) to draw up competency standards (Specification of Competency Standards (SCS)) for key functional areas of the industry. With their extensive industry networks and market-leading insights, the Fashion ITAC and SCS Drafting Subcommittee (Appendix II) have guided the research to determine the latest manpower or competency requirements, validated the survey and fieldwork data, and advised the approach in developing the SCS.

With reference to the Qualifications Framework (QF) advanced by the EDB, the SCS aims to provide industry practitioners working at different levels with opportunities to recognise their qualifications and upgrade their skills through lifelong learning. The ultimate aim is to boost a steady development of the industry through promoting training and human resource development and cultivating a competent and competitive workforce.

Chapter 1 Environmental Scan of the Hong Kong Fashion Industry

This chapter will provide an overview of the fashion industry and examine its present conditions from the political, economic, social and technological perspectives. Through a review of the development path, the manpower implications for the present and emerging job roles in the Hong Kong fashion industry will be drawn.

1.1 Introduction

Defining the Industry

The fashion industry covers the entire supply chain of fashion products. It includes the manufacture of textiles, clothing and allied products from the fibre stage, through production to the distribution and aftercare. In the Hong Kong context, the fashion industry comprises companies in the manufacture, trading, retail and aftercare of textile, clothing, fur and footwear products. (The term "fashion products" used in the SCS refers to the textiles, clothing and allied products.)

The Development Path

The development of the Hong Kong fashion industry dates back to the 1960s when the economy began to develop its manufacturing industries. It absorbed a large pool of immigrants making low cost basic garments for export markets in the US and Europe. Most companies engaged in the so-called original equipment manufacturing (OEM), under which products ordered were designed mainly by customers who usually owned a brand name. The Hong Kong OEM companies only focused on the manufacturing process and low-cost was a key determinant of success. In the 1970s, the fashion industry grew to be the world's leading garment producer and exporter. Experiencing the rising cost of manufacturing in Hong Kong and quota restrictions, many OEM companies began to move their factories offshore in the 1980s. This then resulted in the shift of its role from a manufacturing base to a sourcing and servicing hub. This role has remained significant since the beginning of the new Millennium, but the industry has been consistently changing so as to cope with the new challenges in the global environment.

The industry is outward-looking. Over the years, its development has been affected by the changes in the global economy and market environment. The opening up of China,

handover of Hong Kong to China, quota phase-out, trade policies of major markets, trade relationships in the international arena, fast fashion and the digital generation are some of the issues that determined the changes in the Hong Kong fashion industry.

The Industry Structure

Hong Kong's establishments in the fashion industry comprise mainly manufacturing, import and export trading, wholesale, retail and laundry services sectors. In 2018, as shown in Table 1, there were a total of 38,009 establishments in the fashion industry, of which import and export trading and retail were key sectors.

Table 1: Number and Percentage of Establishments in the Hong Kong Fashion Industry

Hong Kong Fashion Industry Sector	**No. of Establishments**		**Percentage of Establishments**	
	2000	**2018**	**2000**	**2018**
Manufacturing	4,291	1,019	9%	3%
Import and Export Trade	27,420	21,460	55%	56%
Wholesale	3,470	1,750	7%	5%
Retail	13,140	12,550	27%	33%
Laundry Services*	1,120	1,230	2%	3%
TOTAL	49,441	38,009	100%	100%

Source: HKSAR Census and Statistics Department

* refers to *Laundry and dry-cleaning services* in the statistical reports

Manufacturing and trading sectors

A majority of OEM companies have set up offshore production facilities in an attempt to reduce operating costs. Many companies previously engaged in manufacturing activities in Hong Kong have moved away from all the manufacturing processes, leaving only non-manufacturing activities such as marketing, order processing, materials sourcing, quality control, packaging, and logistics to be undertaken by the local offices. Some others have moved into the business of original design manufacturing (ODM). With the strengthened product design and development function, they are able to provide enhanced design service to their customers.

According to the classification of Hong Kong Census and Statistics Department, these companies are grouped under a trading category, although they perform more than the traditional trading function. This new type of trading firm serves as a local base for new

factories, mostly in Mainland China. These factories are wholly or partly owned by the Hong Kong fashion companies and their associated trading firms. The change of business nature of a significant portion of Hong Kong manufacturers has resulted in the contraction of the manufacturing sector.

There was an expansion of the trading sector which was mainly composed of local offices that have manufacturing facilities elsewhere, trading agents and foreign buying offices in the 1990s. In recent years, traditional markets, such as the US, the EU and Japan, have rendered clothing exporters from developing countries more preferential market access, which has in turn impaired the competitiveness of Hong Kong and Mainland manufacturers. Along with rising labour costs, RMB floating and stricter environmental regulations on the Chinese Mainland, an increasing number of Hong Kong fashion companies have further relocated their production to countries like Bangladesh, Vietnam, Cambodia, South America and Africa. This move has weakened Hong Kong's role as a base from which local offices support manufacturing operations in China. In addition, as other production locations mature, they are able to take up non-manufacturing activities that used to be performed by the Hong Kong trading sector. From 2000 to 2018, there was a 22% decline of establishments in this trading sector. However, this sector still remained the largest in the Hong Kong fashion industry, accounting for 56% of the total number of establishments in 2018. While a few companies have grown to a very big scale, the majority are small-to-medium-size enterprises (SMEs).

Wholesale and retail sectors

There is a small wholesale sector in Hong Kong which accounted for 5% of the total number of establishments in 2018. They buy textile, accessory and clothing products from manufacturers and resell to the retail operators. Many of them are located in the traditional wholesale area around Sham Shui Po and Lai Chi Kok.

The retail sector is the second largest sector in the industry. Some well-known OEM companies have entered into the original brand manufacturing business (OBM) and established their retail network both locally and in overseas markets. In the local retail market, fashion products are mainly distributed through specialty stores, department stores and discounters. Hong Kong has long been a free port, gaining the reputation of a shopping paradise. People from Hong Kong and overseas can have a wide selection of fashion products of local and foreign origins at duty-free prices in numerous convenient locations within the city. The Hong Kong retailers have also benefited from the increasing number and consumption of Mainland tourists.

An increasing number of store-based retailers is developing online sales channels to take advantage of booming cross-border e-commerce, which is threatening retail sales through physical stores in Hong Kong. The online channel is expected to increase its penetration rate in Hong Kong, as consumers are competent in using the internet and smartphones for both searching product information and shopping.

Laundry services sector

The laundry services sector provides the caring services of fashion products to both household and business users. It is a local business mainly targeting the domestic market. According to the Hong Kong Census and Statistics Department, the sector is mainly composed of establishments providing laundering, dry-cleaning and pressing services for clothing, fur, towel, bedsheet, tablecloth, carpet and other textiles, by mechanical equipment, by hand or by self-service coin-operated machines. In 2018, the sector accounted for 3% of the total number of establishments.

The laundry services companies in Hong Kong are varying in size and market. They range from the small but self-contained family-run laundry shops on side streets, to laundry chains with centralised laundry facilities, and to the large laundry factories. They provide cleaning services to both households and companies mainly in the catering, hospitality, health and social care services industries. The laundry services sector also covers the in-house laundries operated by organisations, like the Hospital Authority and hotels. Since the new Millennium, the laundry services sector has seen a steady expansion with the rise of 24-hour self-service laundry stores being the main thrust. The sector has been offering new services to meet the changing needs and lifestyle of Hong Kong people and to address the growing societal concerns about environmental protection. Like other business sectors, the laundry services sector has been benefiting from the booming tourism industry and the concomitant demands for laundry services.

In the following section, an overview of the present status of the industry from political, economic, social and technological perspectives will be provided. It also explores the future trend of the industry and the implications for manpower requirements.

1.2 PEST Scan

Political-economic Dimension

Political stability and China's economic policies

After the handover of sovereignty of Hong Kong to China from the United Kingdom in 1997, Hong Kong was granted Special Administrative Region status, which provides constitutional guarantees for implementing the policy of "One Country, Two Systems". Hong Kong was allowed to retain its current political, social, commercial and legal systems. Under the Basic Law, Hong Kong continues to enjoy a high degree of autonomy, be a free port, a separate customs territory and an international financial centre. It can use the name 'Hong Kong, China', maintain and develop relations, and conclude and implement agreements with foreign states and regions and relevant international organisations in the different fields.

The growth of China's economy has provided ample opportunities to Hong Kong in different ways. The Hong Kong fashion industry has therefore been increasingly affected by its policies. The Individual Visit Scheme (IVS) and the Mainland-Hong Kong Closer Economic Partnership Arrangement (CEPA) are two examples demonstrating the positive effect of China's policy on Hong Kong's economy.

The Individual Visit Scheme (IVS) was introduced in July 2003 as a tourism liberalisation measure under CEPA which had a positive impact on the development of the retail business in Hong Kong. The Scheme has been expanded constantly and now covers 49 Mainland cities. Under the Scheme, Mainland residents with visas are allowed to stay in Hong Kong for not more than seven days each visit, and can come to Hong Kong for one or two visits within the visa validity period. The IVS has attracted more than 40 million Mainland Chinese visitors annually. According to the information from the Census and Statistics Department, Mainland Chinese visitors continued to be Hong Kong's largest source of tourists, hitting 51 million arrivals and accounting for 78.3% of the total in 2018. Of all Mainland arrivals, 31.3 million Mainland visitors came to Hong Kong under the IVS.

These visitors are keen on shopping for fashion, luxury goods and electronic products in Hong Kong, believing in the quality that Hong Kong's retail sector offers. This has transformed Hong Kong into a shopping paradise and marketing arena for prestigious consumer brands. Beyond doubt, Hong Kong's fashion retail business has benefited from the IVS. In the period from 2005 to 2018, the overall retail sales increased by

137%. Tourist accommodation and catering services are on the rise which have created an increasing demand for laundry services.

CEPA was implemented on 1 January 2004, providing access for Hong Kong products, service providers, and professionals to the Mainland market. It was further enhanced to cover more product and service categories that are subject to the zero-tariff. Under the Arrangement, fashion products of Hong Kong origin enjoy tariff-free access to the China market.

China's government proposed the concept of 'One Belt One Road' in 2013 and outlined the visions and action plan in 2015. The Belt and Road Initiative comprises the Silk Road Economic Belt and the 21st Century Maritime Silk Road. The former aims to establish a cohesive economic belt across Central Asia, West Asia, the Middle East and Europe with high-speed railway works, and the latter aims to link Southeast Asia, the Indian Ocean and Africa by various port works. Both infrastructure projects will enhance trade, cultural exchanges and economic development for countries along the Belt and Road. This may boost trade ties and facilitate economic cooperation among more than 100 countries, with over 60 along the belt and road that altogether occupy about 65% of the world population and contribute to 40% of the world gross domestic product (GDP). Although this strategic move is considered to be a bit remote, it is envisioned that the initiative can eventually shorten the transportation time among countries and Hong Kong can help to build a bridge between Mainland China and the rest of the world to enable the smooth and efficient flow of goods and services and of capital, playing a significant role as China's 'super-connector' in the Belt and Road Initiative.

China's leaders had promulgated the Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) in 2019 to foster the coordinated economic development in the region. The area covers 56,000 square kilometres and is a home to 69 million people that generate a total GDP of US$ 1.5 trillion. Through the complementary cooperation between Hong Kong, Macao and nine key cities in Guangdong Province, the GBA is strategically positioned to be a vibrant world-class city cluster, a globally influential international innovation and technology hub, and an important support pillar for the Belt and Road Initiative. Having a growing middle class, the GBA can provide an enormous and integrated market for Hong Kong businesses.

Business environment

Hong Kong has adopted a free economic policy with minimal government intervention. The free business environment is supported by an established rule of law, a well-educated and industrious workforce, a sophisticated commercial infrastructure and an excellent transportation network. The tax structure is simple and there are no import tariffs and duties on most of the goods. Hong Kong has a long history of being an international trader and an east-meets-west culture. After the opening up of China, it has become the premier gateway to the world's largest trading economy. Hong Kong's location makes it the logical first stop for overseas enterprises that want to reach the Mainland of China and for Mainland companies keen to go global. Therefore, it has attracted many multinational fashion companies to establish their headquarters in Hong Kong.

Major cross-border infrastructure projects are commissioned to enhance the connectivity between Hong Kong and the Greater Bay Area. The Hong Kong-Zhuhai-Macao Bridge and the Express Rail Link were opened in 2018. The GBA initiative can further enhance the roles of Hong Kong fashion industry as an international fashion sourcing centre and a fashion design hub. Capitalising on the improved infrastructure and connectivity, Hong Kong fashion professionals can extend their reach to provide the required services and cater for diverse customer needs.

International trade relationships

Over the years, there has been a formation of free trade agreements (FTAs) or trade blocs among groups of countries with an aim to eliminate trade barriers and foster economic development. Preferential Rules of Origin under various trade blocs could guide countries to discriminate against imports from different countries and regions. The trade agreements negotiated among countries are significant factors in determining the competitiveness of production locations. For example, one may expect the rise of Vietnam as an alternative to China after the granting of Normal Trade Relations (NTR) by the U.S., and the conclusion of EU-Vietnam Free Trade Agreement (EVFTA) and the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP).

Beyond the multilateral framework of world trade arrangements, trading partners around the world are actively seeking to forge FTAs in response to the growing protectionism and changing landscape of international trade. The CPTPP is offering exclusive market access among the 11 members in the absence of China. The latest version of the North American Free Trade Agreement (NAFTA 2.0), or the United States-Mexico-Canada

Agreement (USMCA), is having new provisions that are intended to incentivise greater North American production of fashion products and to limit the use of foreign inputs, including components made in Hong Kong and China. In effect, the existing fashion supply chains of Hong Kong and Mainland suppliers will be shaken. On the other hand, China has taken the lead in building a regional trade bloc under the proposed Regional Comprehensive Economic Partnership (RCEP) agreement among the 10 ASEAN member states and other six large economies in the Asia-Pacific region, namely Australia, China, India, Japan, South Korea and New Zealand. The RCEP may boost the integration of fashion supply chain in the region.

The outbreak of trade war between the U.S. and China in 2018 has clouded and cast uncertainties over the global fashion industry and its long-established supply chains. In view of the changing political-economic environment, fashion companies are bound to rethink about their strategies to move ahead. Some may try to explore new market opportunities while some others may shift the sourcing locations under the new policies or trade agreements.

Social Dimension

Fashion is a very personal expression of style in a society. The social factors may affect the preferences of customers and therefore their demand for fashion products and even the way they make their purchases and handle product care.

A growing population, rising disposable incomes and expanding middle classes are all driving growth in fashion products sales around the world. In 2018, global population growth amounted to around 82 million annually, or 1.09% per year. This expanding population will typically trigger higher fashion product sales in both global markets and the Hong Kong domestic market. With its reputation as a shopping paradise, Hong Kong is able to attract consumers both locally and from around the world. From the global perspective, there are emerging markets in the developing countries (like China, ASEAN) that are increasingly showing their willingness to purchase better quality and style of fashion goods. China, in particular, with its population of 1.4 billion, offers Hong Kong potentially the largest consumer market for fashion goods.

An ageing population has become a common phenomenon in many developed countries like Europe, Japan and the USA, leading to the emergence of a market segment called the ‘silver market’. The elderly comprise one of the world's fastest-growing consumer groups, supported by savings, social security benefits and pensions, and hence a strong

spending power. In Hong Kong, the ageing trend is revealed by the increase in median age to an estimate of 54.5 in 2066. It will create new market opportunities for the fashion industry. For example, some retail companies have tried to redefine their target market (e.g. from18-25 to 20-40). In other cases, the increasing government expenditures on the elderly care and hospital bed spaces will create demands for patient wear and hospital uniform as well as hygienic laundry services.

Due to the increase in income, people are becoming more interested in the quality of life. Fashion is much more than just necessary clothing to dress people, keep them warm, provide a suitable outfit for work, and so on. Consumers are increasingly concerned with brand image and fashion trend. They are more receptive to fast fashion brands which are trendy yet affordable. To meet the requirements of the fast fashion model, fashion retailers tend to continually shorten their cycle from the current 10-12 seasons a year to 24 or 36 seasons a year, so as to entice consumers with a constant flow of new products. Fast fashion has grown to take up a significant share in the fashion retail market. To cope with the fast fashion trend, Hong Kong fashion companies have to respond speedily, especially in product development.

The digital age has brought a new way of life to people. Consumers will spend increasingly more of their time looking at their computers and mobile devices, searching for information when making buying decisions, and using the internet to buy fashion goods. When compared with physical stores, more and more consumers prefer buying clothing products online because of the immense choice, ease of product comparison, cheaper prices, convenient online payment etc. Online sales are increasingly popular in major markets and clothing is among the most purchased items online. It is found that the fashion industry is one of the major beneficiaries of the online shopping boom around the world. The surge of online clothing sales has owed much to the new and innovative visualisation tools, the online shopping technologies like virtual fitting, video shopping and mobile snapshot for clothing, as well as the availability of customer reviews.

In 2018, China continued to be the world's biggest e-commerce market with sales amounting to US$ 1.33 trillion (according to China's National Bureau of Statistics). It was followed by Europe with online sales of €602 billion, or US$ 710.36 billion, expected in 2018 (according to the trade group Ecommerce Europe) and the USA with sales amounting to US$ 514.7 billion (according to the U.S. Department of Commerce) in the same year. There is a growing variety of online shopping sites, such as Taobao and Tmall in China, Amazon and eBay in the U.S., and ASOS Marketplace in the UK, plus the wide range of online shopping options offered by established brands and mobile retailing. Compared with the traditional way of shopping, consumers can buy and sell

anything at any time and from any place via computers and mobile devices (e.g., smartphones, e-readers, tablets, etc.). Online shoppers prefer to search and browse products through a large number of online channels (e.g., online catalogs, websites, search engines, etc.), compare products and prices, and conduct the purchase transactions by various methods of online payment. Consumers can make comments on products and share shopping experiences on the social networking sites at a very high speed. While online shopping may provide a huge opportunity for the fashion business, fashion companies would need to build up capability (like big data analysis and digital marketing) to participate in the online shopping platforms.

Responding to the increasing concern of consumers about sustainability, fashion companies are becoming more responsible for the environmental and social problems caused by the supply chain. The problems have been addressed by the enforcement of compliance regulations set by the buyers and more recently by a more holistic view covering the whole supply chain. Efforts have been made in every area to make the fashion industry more sustainable. They include the use of sustainable materials, eco-friendly finishing treatments, eco-efficient processing technologies, sustainable design and sourcing, and social compliance programmes. Whereas a number of Hong Kong companies consider that the growing demand for compliance and sustainability may be beyond the scope of their business models, others choose instead to make sustainability both a focus and a source of competitive edge.

Technological Dimension

New technologies have a profound impact on the way in which the industry manufactures, retails, and generally facilitates consumer purchases of fashion items. Key developments are found in the area of material advancement, sustainability, 3D technology, system tools in supply chains, big data analytics, automation and customisation.

New materials have always been a major area of technological development in the fashion industry. New materials, especially those which are manmade are developed to provide superior functions yet comfortable wearing experiences for consumers. Examples include materials for moisture management, insulation, flame resistance and liquid repellence. In addition, materials are made to be more sustainable so as reduce their impact on the environment. Recycled materials are used to produce textile yarns and fabrics, and environmentally friendly fabric finishing treatments have increased in importance. There has been further linking between textile materials and electronic

devices in recent years. Wearable electronics has emerged to be a growing technological area with its applications in healthcare, sports, and social communications.

Efforts have been made to ensure that production is more sustainable by reducing the use of water, energy and materials. Automation has emerged to be a recent trend of the industry. There has been growing adoption of automation and robotics technologies in many fashion companies. Such measures effectively reduce costs and increase the efficiency of production. The technology would not only help to resolve labour shortage problems, it could also serve to enhance the response to consumer demand as well as ensure the quality of products.

3D technology appears to be of considerable interest to the fashion industry. The use of the technology permits the visualisation of a fashion design, as well as the creation of a prototype for a fashion garment. The 3D prototyping software helps to save time and cost in product development by visualising the sewing up and fitting processes. Many technology vendors in the area of pattern making, grading, and marker planning have tried to incorporate 3D technology into their solution concepts. There is growing number of fashion companies exploring the application of 3D technology in sample development so as to speed up the product development process.

Another emerging 3D technology is 3D printing, which makes it possible to produce 3D printed garments directly from raw materials in a single manufacturing operation. The technology is revolutionary in the sense that the traditional textile and garment forming processes would become redundant. Although the technology has yet to become popular in the industry, it has provided very exciting opportunities for designers in creating their collections beyond the capability of human hands.

System tools are developed to enhance supply chain efficiency by reducing unnecessary tasks and automating others, like Product Lifecycle Management (PLM) and Enterprise Resource Planning (ERP). Through linkages between systems of different parties and sectors, the whole supply chain could be made more responsive to consumer demand. Radio Frequency Identification (RFID), and Electronic Data Interchange (EDI) are the technologies that have been in place for years to integrate and speed up the processes.

Technologies have been developed to improve the shopping experiences of consumers. Virtual try-on is a key development that many retailers have started to adopt, making the shopping experience more interactive and entertaining. Increasing numbers of shoppers look for more customised items, and this trend could be supported by related technologies like body scanners, as well as made-to-measure and small lot production systems.

Big data analytics appears to be an emerging technology along with the growing popularity of e-tailing. Traditionally, information analysts tended to work with small data samples because data processing was costly and time-consuming. Digitisation set the stage for a transformative change. From search queries and GPS signals to transaction records and social media updates, today's information society emits a big amount of data every day. Making use of big data tools and software, big data analytics is able to collect a high volume of data from different places, different systems and in different formats, and analyse them to find patterns and other useful business information. The information could then be used for predicting consumer preferences and making business decisions.

Innovation is perceived to be the key to future success in the fashion industry. Hong Kong fashion companies have adopted technologies in different ways and on different scales. Some companies have emphasised product innovation, whereas others have tried to innovate in processes. Large-scale manufacturers may look for process automation, and even the application of robots while SMEs may partner with suppliers in developing new products for niche market segments.

1.3 Implications for Manpower Requirements

Human resources underpin Hong Kong's economic success. In 2018, the size of the total labour force in Hong Kong was 3.97 million, 4.3% of whom were working in the fashion industry. The industry employed a total of 170,789 people, of which 4% worked in the manufacturing sector, 63% in the import and export trading sector, 3% in the wholesale sector, 27% in the retail sector, and 4% in the laundry services sector.

Table 2: Number and Percentage of Persons Engaged in the Hong Kong Fashion Industry

Hong Kong Fashion Industry Sector	**No. of Persons**		**Percentage of Persons**	
	2000	**2018**	**2000**	**2018**
Manufacturing	68,826	6,369	25%	4%
Import and Export Trade	143,550	106,760	53%	63%
Wholesale	12,340	5,550	5%	3%
Retail	40,930	46,090	15%	27%
Laundry Services*	5,050	6,020	2%	4%
TOTAL	270,696	170,789	100%	100%

Source: HKSAR Census and Statistics Department

* refers to *Laundry and dry-cleaning services* in the statistical reports

As shown in Table 2, there has been a general decline in the employment in the fashion industry from a total of 270,696 in 2000 to 170,789 in 2018. The decline was most obvious in the manufacturing sector, and moderate in the import and export trading and wholesale sectors. Retail and laundry services were the only sectors that had recorded an increasing trend over the period.

As a result of its economic development, Hong Kong is no longer a city with low-cost production advantages. The majority of fashion manufacturers have gradually relocated their production facilities to the Mainland as well as other places in Asia, which has caused a decrease of manpower locally. Currently, the employment figure in the manufacturing sector is relatively insignificant. The import and export trading sector is the most important sector of the industry, employing 106,760 persons in 2018. It reflects the focus of the Hong Kong fashion industry on the areas of sourcing and servicing over the years. The trading houses and buying offices in this sector used to perform the functions of middleman and production follow-up. However, trade conditions have become more favorable for some countries (other than China), and many of them have grown to be more mature and capable to take up the production-related services that used to be a core function of Hong Kong fashion companies. The function has been gradually shifted away from Hong Kong and it contributed to a major reason for the decreased employment figure in the import and export trading sector.

The continued growth in the number of visitors, especially those under the IVS, increased the retail sales in the past ten more years. It then created a great demand for manpower in the retail sector, which consistently faced the problem of labour shortage. As a result of its economic growth, China has turned into a consumption-driven country and emerged to be a huge market for retail business. Many Hong Kong OBM companies have been able to capitalise on this and to develop their retail business in this market. The development explains the rising manpower figure (an increase of 12.6% from the year 2000 to 2018) in this sector.

The growth of tourism together with the expanding health and social care services sector have resulted in the increasing demand for different types of laundry services. In the period from 2000 to 2018, the number of employees in the laundry services sector grew from 5,050 to 6, 020 which represented a 20% growth in employment size. It is noted that the employment growth shown in the official data is underestimated because it does not include the practitioners serving the in-house laundries of the hospitality and healthcare sectors. Along with this growing trend, the sector is also facing the problem of labour shortage especially at operation level. The problem is tackled by various methods such as recruitment of part-timers and adoption of automation.

The ever-changing environment has generated changing demand for manpower in the Hong Kong fashion industry. When garment production moved away from Hong Kong and nearby regions, the factory operation function became less significant. The production function that remains in Hong Kong is about production coordination and technical support to manufacturing facilities elsewhere. There has been increasing demand for manpower in the areas of technical support, implying technical competence. The move also explains the shrinking of merchandising job posts in recent years, although merchandising remains a major function in the industry. The value of Hong Kong fashion companies has shifted from production follow-up to design and product development. Design, or the product development capability of a fashion company, has therefore become a key success factor. Material development is required to enhance the product function and appearance. In the competitive fashion market, sales and marketing, which aims to establish relationships with customers and explore business opportunities, is of growing importance. Quality assurance continues to be a major function performed by Hong Kong fashion companies, with its role extended to cover compliance and sustainability. Laundry services, in comparison with other sectors of the industry, is inward looking. The expanding and changing demand of the domestic market has provided both opportunities and challenges to the sector. While the sector is suffering from labour shortage especially at operation level, it also faces the need for manpower at higher level and of more diversified nature (such as those with technical competence, management, business development and engineering).

In addition to these functions, many companies in the industry are looking for people with general qualities such as an understanding of the market and customers, creativity, strong technical skills and product knowledge, and the ability to work with new technology. E-tailing has had a tremendous effect on the way in which people buy fashion products and fashion companies do their business. New tasks and job functions like digital marketing may appear to replace the old ones. Those working in the industry now have to be prepared to work not only in different physical places but also in the digital environment.

To remain competitive, there has to be a pool of potential employees with competence that is required in the industry at present and in the future. The project “Specification of Competency Standards for the Fashion Industry in Hong Kong” is to investigate the needs of the industry and set standards of competency for functions that are or will be performed in its development path.

(Refer to Appendix IV for the Reference List)

Chapter 2 The Hong Kong Qualifications Framework

2.1 The Need for Qualifications Framework

The Education Bureau (EDB) officially launched the Qualifications Framework (QF) on 5 May 2008. The QF in Hong Kong aims to promote and support lifelong learning so as to continuously improve the quality, professionalism and competitiveness of the labour force in an increasingly globalised and knowledge-based economy. Qualifications recognised under the QF are quality assured and level-rated in accordance with objective and well-defined standards which can support the manpower development of the Hong Kong fashion industry.

2.2 QF Level

The QF in Hong Kong is a 7-level hierarchy, where level 1 is the lowest and level 7 the highest. Each qualification is assigned a level to indicate its position in the hierarchy relative to others. The level of a qualification is determined in accordance with a set of Generic Level Descriptors (GLD; Appendix III) which specifies, in four domains, the outcome standards expected of the qualifications at each level. The four domains are:

a. Knowledge and intellectual skills;
b. Process;
c. Autonomy and accountability; and
d. Communications, ICT and numeracy.

In this Specification of Competency Standards for the Fashion Industry in Hong Kong, the competency standards or Units of Competency (UoCs) are benchmarked to the QF levels in accordance with the GLD within the Qualifications Framework.

2.3 QF Credit

QF credit is a measure of the size or volume of learning. It provides a common currency in the QF which enables learners to know the effort and time expected of an average learner to complete the learning process successfully and attain the learning outcomes.

QF credit is expressed in notional learning time and 1 QF credit consists of 10 notional learning hours. It takes into account the total time likely to be spent by an average learner in all modes of learning to achieve the learning outcomes, including attendance in classes, tutorials, experiments in laboratories, practical learning in workshops, self-study in a library or at home, and also the assessments or examinations.

Chapter 3 Development and Application of the Specification of Competency Standards

The Specification of Competency Standards (SCS) is a collection of competencies, each of which establishes the benchmark and capability for applying a set of knowledge, skills and professional attributes to perform a task effectively in a given work environment. Developed with extensive industry consultation and consensus, SCS for the Fashion Industry in Hong Kong is representing the good practices and competency standards of the industry with clearly articulated performance requirements and outcome standards of different job functions at various QF levels. The competency standards are expressed in the form of Units of Competency (UoCs) which is the smallest unit that signifies a discrete task to be performed within a job function.

3.1 Functional Areas of the Hong Kong Fashion Industry

The SCS for the Fashion Industry in Hong Kong covers in total eleven functional areas which are shown in the functional map of Figure 1. In the following section, the definition of each functional area will be provided.

Figure 1: Functional Map

Design

Design is the creation of design ideas and specifications. It covers the research of trend, customer needs and requirements, development of design ideas, planning and development of design specifications that include written descriptions and drawings. The specifications aim to meet the design requirements.

Product Development

Product development is about design development which transforms the design specifications in 2D form into actual fashion products in 3D forms. It aims to evaluate if the product (prototype) can meet the design specifications and be technically feasible. It covers sourcing of materials and development of detailed information (e.g. Tech Pack, technical instruction) for sample making, coordination of the sample making process and costing.

Merchandising and Material Procurement

Merchandising coordinates with different parties in the supply chain for the supply of merchandise from its conceptualisation to the delivery to the customer. It covers planning, development, sourcing of materials and production, and shipment of fashion products.

Sales and Marketing

Sales and marketing connects with the customer and market for business development. It covers market research, sales analysis, market plan development and execution of marketing and sales activities which include communicating with clients, presentation of product lines, the setting of prices, promoting product lines and brand loyalty.

Quality System and Sustainability

A quality system is to ensure facilities whose performance could comply with the required standards. It covers quality planning, evaluation (testing and inspection), control, improvement and assurance. It also addresses sustainability issues that aim to enhance the performance of the fashion supply chain in terms of its impacts - both social and environmental.

Material Development

Material development involves experimentation with textile materials for improving the performance or aesthetics of fashion products. Related processes include the creation of new yarns, fabrics, trims or chemical treatment based on existing science and technology. The function covers generation of concepts, identification of trends and needs, interaction with users, buyers and suppliers, sample making and evaluation, and presentation of new materials.

Production Planning and Control (PPC)

Production deals with the manufacturing of fashion products that meet the given specifications. It covers the planning, preparing, coordinating and controlling of all manufacturing activities and the deployment of machinery.

Technical Support

Technical support is the technical service provided to support problem resolution, risk assessment or performance enhancement in the areas of clothing product development and production. It may involve product or factory evaluation and approval.

Laundry Services

Laundry services refers to the cleaning of fashion products for end users. It can be divided into two major branches: washing and dry-cleaning. Located at the end of the fashion product supply chain, the functional area of laundry services focuses on providing care and management to enhance fashion product longevity for consumers or corporate users.

Auxiliary Skill

Auxiliary skill comprises a set of technical competency in relation to the making up process of clothing products. It includes the key functions of sewing, cutting and pattern making.

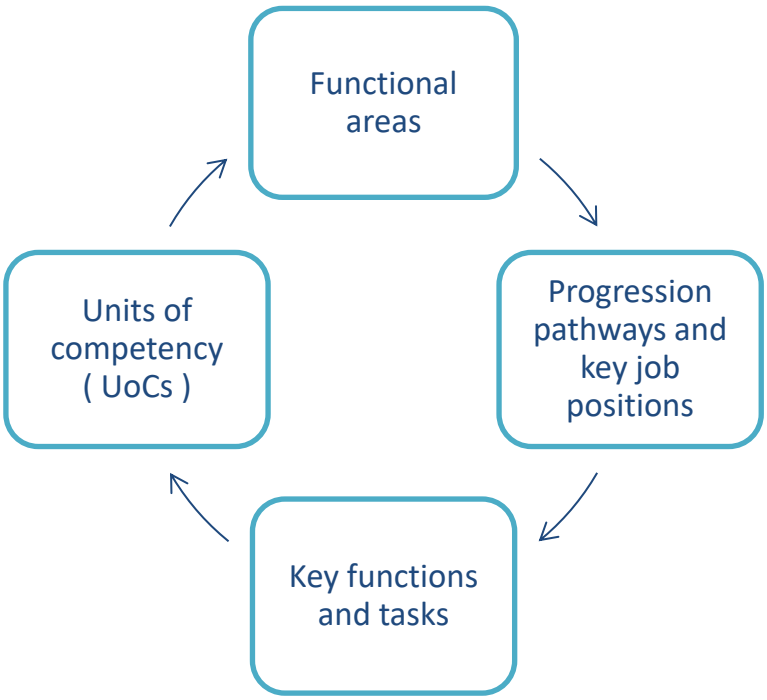
Personnel Management

Personnel management is about hiring, developing, maintaining and utilising people in a fashion organisation. It is a generic functional area which supports task accomplishment in other functional areas. It covers team building, supervision, training and development.

3.2 The Approach

The SCS aims to be practical and to provide benchmarks for industry-specific knowledge and professional skills required to perform the different job functions of the fashion industry. In order to understand the job functions, tasks, and associated competency requirements in the Hong Kong fashion industry, an industry-led exploratory approach of investigation (Figure 2) has been adopted.

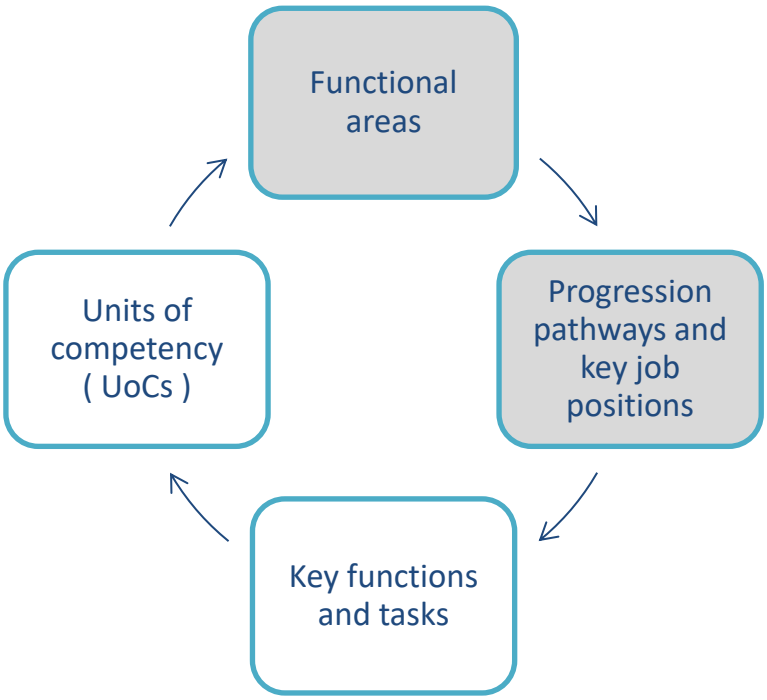
Figure 2: An Industry-led Exploratory Approach of Investigation



The exploration began with a preliminary research to identify different functional areas and key job positions in the Hong Kong fashion industry (Figure 3). Inputs from Fashion ITAC members together with interviews with industry leaders shed light on key

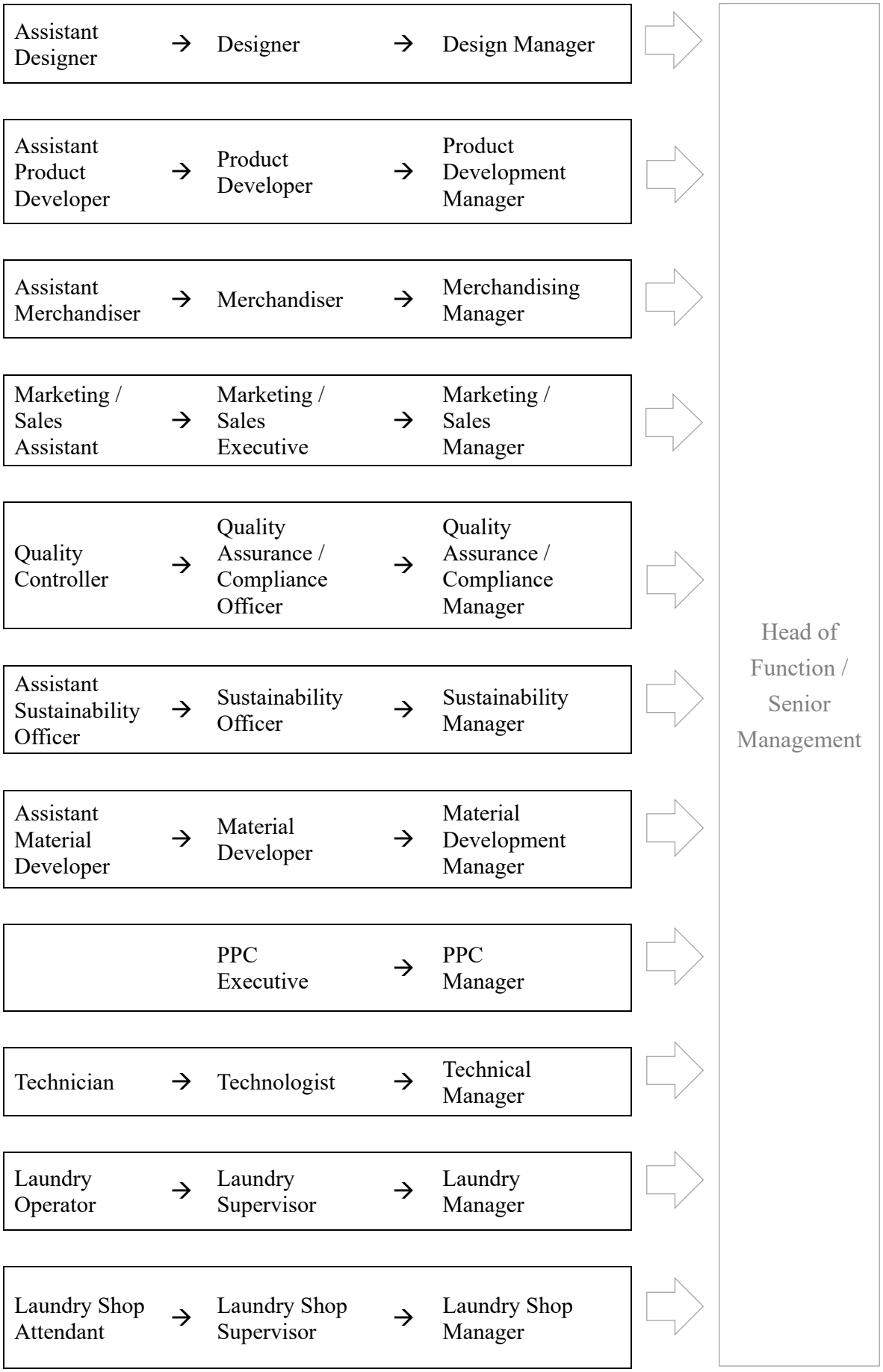
industry trends and functional areas. Desktop research and literature review were conducted to find the key job positions and delineate respective progression pathways for each functional area. Recruitment websites were monitored to understand the manpower demands of the industry and the available job titles and corresponding duties and responsibilities. Job specifications from fashion companies were also collected to complete the understanding of different job positions and typical progression pathways in the industry. Relevant reports and labour market statistics were reviewed to achieve a better understanding of the industry trends and job requirements.

Figure 3: Identification of Major Functional Areas and Career Paths



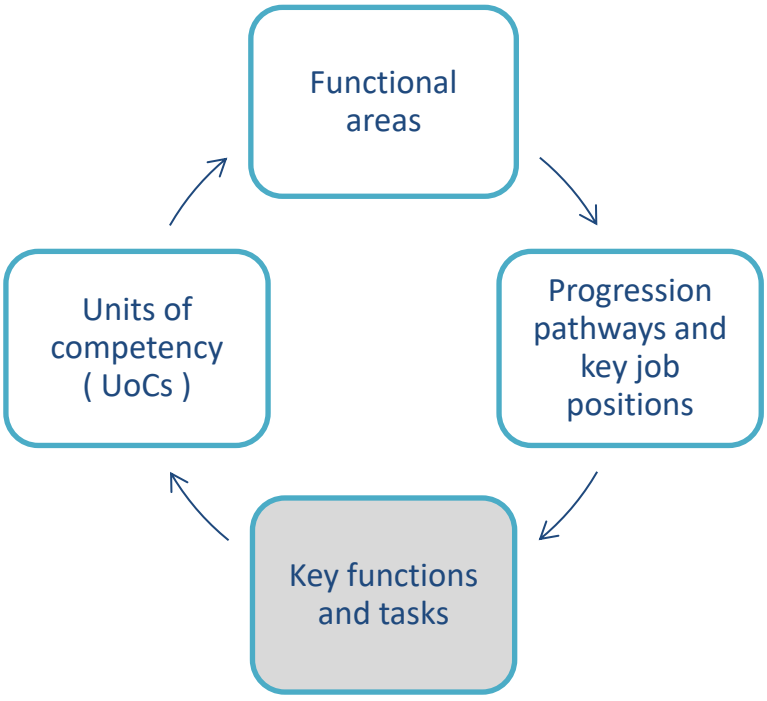
Preliminary data analysis revealed a wide variety of job profiles and career paths in the Hong Kong fashion industry, from being well-established to less-structured across large and small companies. To reconcile the differences, the Fashion ITAC recommended a more generic, 3-tier job hierarchy, i.e. entry-level, executive and managerial positions, to denote the typical progression pathway across different functional areas. As shown in Figure 4, a total of eleven progression pathways were identified across the functional areas.

Figure 4: Typical Progression Pathways in the Hong Kong Fashion Industry



On the basis of the preliminary research findings, further research focused on understanding the actual tasks in the key job positions identified. Fieldwork was conducted to observe how job position holders performed their work and investigate their work roles as well as the key tasks and functions performed (Figure 5). Guided by the fieldwork findings, a questionnaire was designed and a survey conducted using the same to ascertain and seek consensus on the range of tasks contained in the key job positions within each functional area. Expert opinions were sought and further analyses of job specifications conducted to complete the understanding of each job position. The resultant task lists were cross-referenced with competency standards for other industries and countries, and verified by the Fashion ITAC to confirm their relevancy. It is worthwhile to note that industry practitioners, as revealed by the research findings, may perform tasks across different functional areas to cope with the emerging needs and opportunities of the industry.

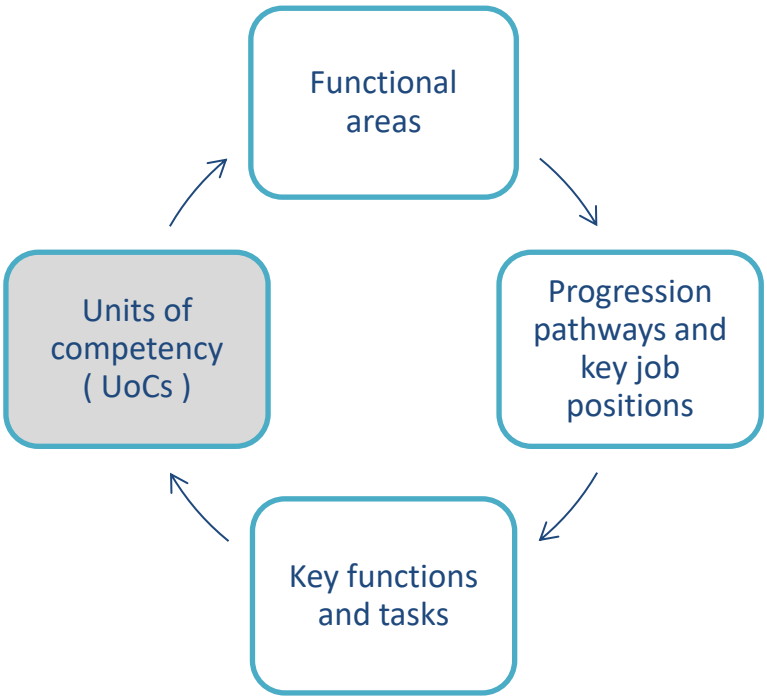
Figure 5: Generation of Task Lists



Focused analysis served to identify the competencies required and the associated outcome performance requirements for individual tasks on the task list. In the development of the UoCs lists and determination of the UoCs content (Figure 6), advice and feedback from ITAC members, industry practitioners and subject matter experts were sought with a view to ensure that the UoCs are self-contained and representative of the competency requirements. References have been made to scholarly work,

well-established competency models as well as competency standards for other industries and countries. The various SCS working group meetings helped to sharpen and verify the competency specifications for different functional areas. In the process, the UoCs content was progressively developed, iteratively refined and rationalised, and validated by industry stakeholders, including the Fashion ITAC members, leading industry players, recognised industry training providers, etc.

Figure 6: Determination of Competency Requirements



3.3 The Application

The SCS is intended for use by employers, employees, training providers, and other stakeholders of the Hong Kong fashion industry. It provides the competency standards for performing different work tasks and functions in the industry. The UoCs represent the competency building blocks stipulating the competency requirements of different job roles or positions across different functional areas in the industry. Depending on their own needs, industry practitioners and stakeholders can make use of the UoCs to build up their preferred competency portfolios.

Employers or HRM professionals, by reference to this SCS, can draw up competency-based job specifications for recruitment, performance management and in-house training. For instance, as shown in Tables 3 and 4, a fashion company can identify relevant UoCs from the SCS and indicate them in the job descriptions for the job positions of merchandiser and merchandising manager.

Employees can make reference to this SCS in conjunction with the competency-based job specifications of employers to build up their competency portfolios for progression through pursuing programme of study. For instance, a merchandiser can refer to the competency-based job specifications for a merchandising manager shown in Table 4 to understand the competencies required for career advancement and enrol in a relevant training programme to acquire them. Alternatively, they may apply for recognition of prior learning (RPL) which is a mechanism of recognising qualifications through assessing the work experience, knowledge and skills they have gained over the years.

Education and training providers can draw on this SCS to develop SCS-based programmes and courses for practitioners in the Hong Kong fashion industry. Each UoC is designated a QF level and an indicative credit size to denote the level of complexity and challenge as well as the volume of learning required in gaining the competency. For each UoC, demonstrable assessment criteria are provided for reference.

Table 3: Example of Job Descriptions for Merchandiser Making Reference to Relevant UoCs

Job position	Job Descriptions	Competency requirements (UoCs)
Merchandiser	Follow up orders with vendors, customers, and internal parties to ensure customer satisfaction	・Develop production specifications (108147L4) ・Coordinate pre-production activities (108150L3) ・Monitor production order (110225L4) ・Handle clients' enquiries (110228L3)
	Assist in the product development process to ensure that products meet customer requirements	・Identify requirements for material development (108113L4) ・Identify and source materials for sample development (108287L4) ・Coordinate new material development (108284L4) ・Identify client needs (110385L5) ・Identify requirements for sample (108116L4) ・Identify potential production risks (110383L5) ・Develop sample specifications (108285L4) ・Communicate sample specifications to related parties (108118L3) ・Coordinate sample making (108289L3) ・Coordinate sample evaluation (108291L4) ・Follow up on for sample adjustments (110220L3) ・Calculate costs (108293L4)
	Maintain strong business relationships with vendors for product development and production	・Develop and maintain relationships with suppliers and vendors (108152L5) ・Establish effective communication with suppliers and vendors (108154L4)

Remarks : 1) The example is just an illustration and different companies may have different practices.

2) It should be noted that UoCs across different functional areas can be used to stipulate the actual competency requirements.

Table 4: Example of Job Descriptions for Merchandising Manager Making Reference to Relevant UoCs

Job position	Job Descriptions	Competency requirements (UoCs)
Merchandising Manager	Establish and enhance long-term business relationships with customers	・Formulate a client relationship strategy (108203L6) ・Implement a client relationship strategy (108204L5) ・Build international business networks (108155L5) ・Build client relationships (108300L5) ・Maintain client relationships (108159L4) ・Review client relationships (108157L5) ・Establish effective communication with clients (110386L4) ・Identify client needs (110385L5)
	Manage entire order process to ensure customer satisfaction	・Plan merchandising process (108132L5) ・Control merchandising process (110222L4) ・Review merchandising process (108133L5) ・Negotiate order with supplier / vendor (108296L4) ・Quote price (108295L4) ・Allocate orders to vendors (108146L5) ・Finalise production (108148L4) ・Assess potential risks in the fashion supply chain (108145L6) ・Solve problems (fashion merchandising) (110221L5)
	Provide advice and suggestions on product and sourcing to meet customers' buying objectives	・Plan and conduct customer research (108282L4) ・Analyse and interpret customer research findings (110384L5) ・Plan and conduct fashion trend research (110377L4) ・Analyse and interpret fashion trend research findings (110374L5) ・Identify current fashion industry innovations and practices (108078L4) ・Formulate a sourcing strategy (108136L6) ・Implement a sourcing strategy (110223L5) ・Identify and select suppliers / vendors (108141L4) ・Identify client needs (110385L5) ・Propose new designs / products (108160L4)
	Supervise the team to enhance service performance	・Set up team (108272L5) ・Supervise team members (108275L4) ・Appraise performance of team members (110370L5) ・Build alignment among different team members to work towards a unified goal (108268L5) ・Improve team coordination and performance (108273L4) ・Provide work skill instruction (108274L4) ・Solve problems (fashion merchandising) (110221L5)
	Build and maintain a strong vendor network for product development and production	・Develop capability of suppliers and vendors (110226L5) ・Build inventory of qualified suppliers / vendors (108137L5) ・Review performance of suppliers / vendors (108139L5)

Remarks : *1) The example is just an illustration and different companies may have different practices.*

2) It should be noted that UoCs across different functional areas can be used to stipulate the actual competency requirements.

Chapter 4 Units of Competency

This Specification of Competency Standards consists of Units of Competency (UoCs) at different levels. The UoCs set the benchmarks for the industry-specific knowledge, skills and professional attributes required for performing different job functions in the Hong Kong fashion industry. For each UoC, the assessment guideline is stipulated for the outcome standards. The eight components below form the basic structure of the UoCs: *1. Title, 2. Code, 3. Range, 4. Level, 5. Credit, 6. Competency, 7. Assessment criteria, and 8. Remarks*.

4.1 Distribution of Units of Competency (UoCs) at Each Functional Area and QF Level

Functional Area	**QF level**							**Sub-Total** (No. of Common UoCs)
	1	**2**	**3**	**4**	**5**	**6**	**7**	
Design	0	1	5	22	16	1	0	45 (8)
Product Development	0	5	6	18	9	0	0	38 (18)
Merchandising & Material Procurement	0	1	8	26	20	5	0	60 (25)
Sales & Marketing	0	1	5	19	21	11	1	58 (14)
Quality System & Sustainability	0	0	4	12	33	7	2	58
Technical Support	0	5	8	6	8	0	0	27 (4)
Material Development	0	1	2	15	11	0	0	29 (7)
Production Planning and Control	0	1	2	8	12	1	0	24 (2)
Laundry Services	7	17	14	8	15	1	0	62 (4)
Auxiliary Skill	1	3	8	0	0	0	0	12 (1)
Personnel Management	0	0	0	5	8	0	0	13
Sub-Total [Include Common UoCs]	8	35	62	139	153	26	3	**Total** : 426
Sub-Total (After de-duplication of common UoCs)	8	32	57	116	133	25	3	**Total** : 374

Design

Unit of Competency	Code	Level	Credit	Page No.
Design process management				
Formulate strategic design direction	110206L6	6	4	5-1
Plan design project	108069L5	5	4	5-2
Review design project	108070L5	5	4	5-3
Set up design team	108071L5	5	3	5-4
Solve problems (fashion design)	110207L5	5	4	5-5
Create and maintain sample library	108073L4	4	3	5-6
Implement design project	108074L4	4	3	5-7
Communicate design issues	108075L3	3	3	5-8
Market and trend				
Analyse and interpret fashion trend research findings *	110374L5	5	4	5-254
Analyse and interpret market research findings *	110375L5	5	4	5-255
Analyse and interpret material trend research findings *	110376L5	5	3	5-256
Evaluate market opportunities for design work	108076L5	5	3	5-9
Identify client’s brand strategy	108077L4	4	3	5-10
Identify current fashion industry innovations and practices	108078L4	4	2	5-11
Identify potential market demand for design work	108079L4	4	3	5-12
Plan and conduct fashion trend research *	110377L4	4	3	5-258
Plan and conduct material trend research *	110378L4	4	2	5-261
Report research findings	110208L4	4	2	5-13
Design conceptualization				
Review design concepts	108081L5	5	3	5-14
Generate design concepts	108082L4	4	3	5-15
Identify design requirements	108083L4	4	3	5-16
Illustrate design concepts	108084L4	4	3	5-17
Design development				
Develop fashion design	110209L5	5	5	5-18
Develop fashion range	108086L5	5	5	5-19
Review fashion range	108087L5	5	3	5-20
Explore the use of colour for fashion range	108088L4	4	3	5-21
Identify and source materials for fashion design	108089L4	4	3	5-22
Present fashion range	108090L4	4	3	5-23

Remarks: * denotes Common UoC

Design

Unit of Competency	Code	Level	Credit	Page No.
Apply computer-aided design tools *	110379L3	3	2	5-237
Develop drawings to communicate ideas	110210L3	3	3	5-24
Design specification				
Specify fashion product construction details	108093L4	4	2	5-25
Specify fashion product design details	108094L4	4	2	5-26
Produce fashion trade drawings (production sketches)	110211L3	3	2	5-27
Apply system tool *	110380L2	2	2	5-240
Design and sample evaluation				
Evaluate commercial viability of fashion design	108096L5	5	3	5-28
Evaluate sample	108097L5	5	3	5-29
Evaluate technical viability of fashion design	108098L5	5	3	5-30
Estimate product costs *	108290L4	4	3	5-38
Finalise design	108099L4	4	2	5-31
Identify body fit	108100L4	4	3	5-32
Design presentation and promotion				
Plan a design presentation in a fashion show / showroom	108101L5	5	4	5-33
Organise design presentation in a fashion show	108102L4	4	5	5-34
Organise design presentation in a showroom	108103L4	4	3	5-35
Plan production of promotional materials	108104L4	4	2	5-36
Produce promotional materials	108105L3	3	2	5-37

Remarks: * denotes Common UoC

Product Development

Unit of Competency	Code	Level	Credit	Page No.
Product development process management				
Plan product development budgeting	110212L5	5	4	5-39
Plan product development process	110213L5	5	4	5-40
Review product development process	108108L5	5	4	5-41
Solve problems (fashion product development)	110214L5	5	4	5-42
Control product development process	110215L4	4	3	5-43
Market and trend				
Analyse and interpret fashion trend research findings *	110374L5	5	4	5-254
Analyse and interpret market research findings *	110375L5	5	4	5-255
Analyse and interpret material trend research findings *	110376L5	5	3	5-256
Plan and conduct fashion trend research *	110377L4	4	3	5-258
Plan and conduct market research *	110381L4	4	3	5-260
Plan and conduct material trend research *	110378L4	4	2	5-261
Material development				
Coordinate new material development *	108284L4	4	3	5-61
Develop material specifications	108111L4	4	3	5-44
Estimate cost for materials	108112L4	4	3	5-45
Identify requirements for material development	108113L4	4	3	5-46
Arrange materials for sample making *	108288L3	3	2	5-65
Coordination of sample making				
Coordinate to evaluate material performance for product development	108114L4	4	3	5-47
Develop sample specifications *	108285L4	4	3	5-63
Identify and select vendors for sample making	108115L4	4	4	5-48
Identify and source materials for sample development *	108287L4	4	4	5-64
Identify requirements for sample	108116L4	4	4	5-49
Monitor sample making progress	110216L4	4	3	5-50
Communicate sample specifications to related parties	108118L3	3	3	5-51
Coordinate sample making *	108289L3	3	3	5-66
Apply system tool *	110380L2	2	2	5-240
Arrange sample delivery	108119L2	2	2	5-52

Remarks: * denotes Common UoC

Product Development

Unit of Competency	Code	Level	Credit	Page No.
Maintain sample records	108120L2	2	2	5-53
Sample room operation				
Plan sample making	110217L4	4	4	5-54
Interpret sample specifications	110218L3	3	2	5-55
Produce fashion samples *	110382L3	3	6	5-364
Embellish fashion samples	108124L2	2	3	5-56
Prepare for sample making	110219L2	2	3	5-57
Sample evaluation				
Conduct cost analysis *	108294L5	5	4	5-60
Identify potential production risks *	110383L5	5	3	5-230
Coordinate sample evaluation *	108291L4	4	3	5-67
Estimate product costs *	108290L4	4	3	5-38
Plan for collection of cost data *	108292L4	4	3	5-59
Follow up on sample adjustments	110220L3	3	3	5-58

Remarks: * denotes Common UoC

Merchandising & Material Procurement

Unit of Competency	Code	Level	Credit	Page No.
Supply chain				
Establish supply chain processes	108128L6	6	4	5-68
Plan supply chains	108129L6	6	4	5-69
Review supply chains	108130L6	6	3	5-70
Work with supply chains	108131L4	4	4	5-71
Merchandising process management				
Plan merchandising process	108132L5	5	4	5-72
Review merchandising process	108133L5	5	4	5-73
Solve problems (fashion merchandising)	110221L5	5	4	5-74
Control merchandising process	110222L4	4	3	5-75
Market and trend				
Analyse and interpret customer research findings *	110384L5	5	4	5-106
Analyse and interpret fashion trend research findings *	110374L5	5	4	5-254
Analyse and interpret market research findings *	110375L5	5	4	5-255
Analyse and interpret material trend research findings *	110376L5	5	3	5-256
Plan and conduct customer research *	108282L4	4	3	5-104
Plan and conduct fashion trend research *	110377L4	4	3	5-258
Plan and conduct market research *	110381L4	4	3	5-260
Plan and conduct material trend research *	110378L4	4	2	5-261
Coordination of sample development				
Coordinate new material development *	108284L4	4	3	5-61
Coordinate sample evaluation *	108291L4	4	3	5-67
Develop sample specifications *	108285L4	4	3	5-63
Estimate product costs *	108290L4	4	3	5-38
Identify and source materials for sample development *	108287L4	4	4	5-64
Arrange materials for sample making *	108288L3	3	2	5-65
Coordinate sample making *	108289L3	3	3	5-66
Sourcing				
Formulate a sourcing strategy	108136L6	6	4	5-76
Build inventory of qualified suppliers / vendors	108137L5	5	3	5-77
Implement a sourcing strategy	110223L5	5	4	5-78
Review performance of suppliers / vendors	108139L5	5	3	5-79

Remarks: * denotes Common UoC

Merchandising & Material Procurement

Unit of Competency	Code	Level	Credit	Page No.
Finalise material purchasing	108140L4	4	2	5-80
Identify and select suppliers / vendors	108141L4	4	4	5-81
Identify and specify requirements for bulk materials (production)	108142L4	4	4	5-82
Monitor material order	110224L4	4	3	5-83
Check material order received	108144L2	2	2	5-84
Order processing				
Assess potential risks in the fashion supply chain	108145L6	6	3	5-85
Allocate orders to vendors	108146L5	5	3	5-86
Conduct cost analysis *	108294L5	5	4	5-60
Calculate costs *	108293L4	4	3	5-107
Develop production specifications	108147L4	4	3	5-87
Finalise production	108148L4	4	2	5-88
Monitor production order	110225L4	4	3	5-89
Negotiate order with supplier / vendor *	108296L4	4	3	5-109
Plan for collection of cost data *	108292L4	4	3	5-59
Quote price *	108295L4	4	3	5-108
Coordinate pre-production activities	108150L3	3	3	5-90
Handle trading and shipping documents	108151L3	3	3	5-91
Supplier and vendor relationship				
Develop and maintain relationships with suppliers and vendors	108152L5	5	3	5-92
Develop capability of suppliers and vendors	110226L5	5	4	5-93
Establish effective communication with suppliers and vendors	108154L4	4	3	5-95
Client service and relationship				
Build client relationships *	108300L5	5	4	5-113
Build international business networks	108155L5	5	3	5-96
Identify clients' needs *	110385L5	5	3	5-363
Review client relationships	108157L5	5	3	5-97
Review clients' feedback	108158L5	5	3	5-98
Track clients' business performance *	108298L5	5	4	5-110
Establish effective communication with clients *	110386L4	4	3	5-355
Maintain client relationships	108159L4	4	2	5-99
Propose new designs / products	108160L4	4	2	5-100

Remarks: * denotes Common UoC

Merchandising & Material Procurement

Unit of Competency	Code	Level	Credit	Page No.
Collect clients' feedback	110227L3	3	2	5-101
Follow up on clients' feedback	108162L3	3	3	5-102
Handle clients' enquiries	110228L3	3	2	5-103
Organise sales meetings with clients *	108299L3	3	2	5-112

Remarks: * denotes Common UoC

Sales & Marketing

Unit of Competency	Code	Level	Credit	Page No.
Market and business				
Forecast market and business needs	108164L6	6	4	5-114
Analyse and interpret consumer behaviour	108165L5	5	4	5-115
Analyse and interpret customer research findings *	110384L5	5	4	5-106
Analyse and interpret market research findings *	110375L5	5	4	5-255
Plan and conduct customer research *	108282L4	4	3	5-104
Plan and conduct market research *	110381L4	4	3	5-260
Collect consumer behaviour data	108166L3	3	2	5-116
Business planning and development				
Formulate a business strategy	108167L7	7	4	5-117
Develop and maintain business networks	108168L6	6	3	5-118
Develop business opportunities *	110387L6	6	3	5-360
Explore business opportunities	108170L6	6	4	5-119
Formulate a business plan	108171L6	6	4	5-120
Identify and implement business innovation	108172L6	6	3	5-121
Implement a business strategy	108173L6	6	4	5-122
Implement a business plan	108174L5	5	3	5-123
Monitor business performance	108175L5	5	3	5-124
Review business performance	108176L5	5	3	5-125
Select and use business technology	108177L5	5	3	5-126
Marketing				
Formulate a fashion brand strategy	108178L6	6	4	5-127
Formulate a fashion marketing strategy	108179L6	6	4	5-128
Develop and implement marketing activities	108180L5	5	3	5-129
Formulate a marketing plan	108181L5	5	3	5-130
Formulate a media plan for advertising	108182L5	5	3	5-131
Implement a fashion brand strategy	108183L5	5	4	5-132
Implement a fashion marketing strategy	108184L5	5	4	5-133
Implement a marketing plan	108185L4	4	3	5-134
Implement a media plan for advertising	108186L4	4	3	5-135
Lead and manage a marketing team	108187L4	4	3	5-136
Monitor marketing activities	108188L4	4	3	5-137
Promote products and services	110229L4	4	2	5-138

Remarks: * denotes Common UoC

Sales & Marketing

Unit of Competency	Code	Level	Credit	Page No.
Sales				
Formulate a fashion sales strategy	108190L6	6	4	5-139
Forecast sales performance	108191L5	5	4	5-140
Formulate a sales plan	108192L5	5	3	5-141
Implement a fashion sales strategy	108193L5	5	4	5-142
Finalise sales orders	108194L4	4	2	5-143
Identify sales prospects	108195L4	4	2	5-144
Implement a sales plan	108196L4	4	3	5-145
Lead and manage a sales team	108197L4	4	3	5-146
Negotiate order with supplier / vendor *	108296L4	4	3	5-109
Sell products at trade fairs or exhibitions	108198L4	4	3	5-147
Organise sales meetings with clients *	108299L3	3	2	5-112
Process payment documentation	108199L3	3	2	5-148
Process sales order	108200L3	3	2	5-149
Report on product sales	108201L3	3	2	5-150
Deliver products and services	108202L2	2	2	5-151
Pricing				
Conduct cost analysis *	108294L5	5	4	5-60
Calculate costs *	108293L4	4	3	5-107
Plan for collection of cost data *	108292L4	4	3	5-59
Quote price *	108295L4	4	3	5-108
Client relationship				
Formulate a client relationship strategy	108203L6	6	4	5-152
Build client relationships *	108300L5	5	4	5-113
Implement a client relationship strategy	108204L5	5	4	5-153
Solve problems (fashion sales and marketing)	110230L5	5	4	5-154
Track clients' business performance *	108298L5	5	4	5-110
Understand clients' business	108206L5	5	3	5-155
Establish effective communication with clients *	110386L4	4	3	5-355
Explore new clients	108207L4	4	3	5-156
Manage clients' accounts	108208L4	4	3	5-157

Remarks: * denotes Common UoC

Quality System & Sustainability

Unit of Competency	Code	Level	Credit	Page No.
Quality standard / system				
Formulate strategic objectives for quality	108209L7	7	3	5-158
Conduct risk assessment for quality assurance	108210L6	6	4	5-159
Plan quality system	110231L6	6	3	5-160
Review quality system	108212L6	6	3	5-161
Set quality assurance standards	108213L6	6	3	5-162
Set quality system	108214L6	6	2	5-163
Develop compliance requirements	108215L5	5	3	5-164
Develop a quality management plan	108216L5	5	3	5-165
Establish and maintain quality documentation system	108217L5	5	2	5-166
Identify and interpret quality assurance standards	108218L5	5	2	5-167
Implement quality system	108219L5	5	3	5-168
Plan quality assurance processes	108220L5	5	3	5-169
Review quality assurance processes	108221L5	5	3	5-170
Set material quality standards	108222L5	5	3	5-171
Set product quality standards	108223L5	5	3	5-172
Set quality assurance processes	108224L5	5	2	5-173
Set standard operating procedures	108225L5	5	2	5-174
Communicate with stakeholders about quality-related issues	108226L4	4	4	5-175
Implement quality assurance processes	108227L4	4	2	5-176
Implement a quality management plan	108228L4	4	3	5-177
Monitor the production processes to ensure conformance	108229L4	4	4	5-178
Product quality evaluation				
Review product quality reports	110232L5	5	3	5-179
Coordinate for testing	108231L4	4	2	5-180
Interpret test results	108232L4	4	3	5-181
Plan inspection process	108233L4	4	3	5-182
Conduct incoming material inspection	110233L3	3	2	5-183
Conduct product inspection	110234L3	3	2	5-184
Report inspection results	110235L3	3	2	5-185
Quality enhancement				
Facilitate breakthrough improvements	108237L6	6	4	5-186

Remarks: * denotes Common UoC

Quality System & Sustainability

Unit of Competency	Code	Level	Credit	Page No.
Apply cost-benefit analysis in work practices	108238L5	5	3	5-187
Apply design of experiments for quality improvement	108239L5	5	3	5-188
Apply lean approach to improve efficiency	108240L5	5	3	5-189
Apply planning tools for improvement projects	108241L5	5	3	5-190
Apply quality tools to troubleshoot issues related to quality	108242L5	5	3	5-191
Facilitate incremental improvements	108243L5	5	3	5-192
Set up quality improvement team	108244L5	5	3	5-193
Quality assurance training				
Design and implement training programmes for quality	108245L5	5	3	5-194
Plan and identify staff training and development for quality	108246L5	5	3	5-195
Review and reinforce training outcomes for quality	108247L5	5	3	5-196
Compliance audit				
Plan compliance audit	108248L5	5	4	5-197
Review compliance audit results	108249L5	5	4	5-199
Conduct external compliance audit	108250L4	4	3	5-200
Conduct internal compliance audit	108251L4	4	3	5-201
Report compliance audit results	108252L4	4	3	5-203
Sustainability				
Formulate strategic objectives for sustainability	108253L7	7	4	5-204
Facilitate sustainability improvements	108254L6	6	4	5-205
Analyse sustainability data	108255L5	5	3	5-206
Design sustainable products or processes	108256L5	5	4	5-207
Develop a sustainability management plan	108257L5	5	4	5-208
Identify and interpret sustainability standards	108258L5	5	3	5-209
Implement chemical management system	108259L5	5	3	5-210
Implement environmental management system	108260L5	5	3	5-212
Implement social responsibility management system	108261L5	5	3	5-213
Improve product life cycle for sustainability	108262L5	5	3	5-214
Review sustainability reports	108263L5	5	4	5-215
Implement a sustainability management plan	108264L4	4	4	5-216

Remarks: * denotes Common UoC

Quality System & Sustainability

Unit of Competency	Code	Level	Credit	Page No.
Report sustainability results	108265L4	4	3	5-217
Collect sustainability data	108266L3	3	2	5-218

Remarks: * denotes Common UoC

Technical Support

Unit of Competency	Code	Level	Credit	Page No.
Sample evaluation				
Approve sample	110236L4	4	3	5-219
Evaluate sample fit	110237L4	4	3	5-220
Evaluate the suitability of materials for fashion product	110238L4	4	3	5-221
Assess sample workmanship	110239L3	3	2	5-222
Interpret technical specifications	110240L3	3	2	5-223
Report sample evaluation results	110241L3	3	2	5-224
Check sample materials	110242L2	2	2	5-225
Check sample measurements	110243L2	2	2	5-226
Check sample style and construction	110244L2	2	2	5-227
Prepare for sample fitting	110245L2	2	1	5-228
Technical advice				
Evaluate factory capability and capacity	110246L5	5	3	5-229
Identify potential production risks *	110383L5	5	3	5-230
Provide product development related advice	110247L5	5	4	5-231
Provide production related advice	110248L5	5	4	5-232
Verify full-size measurements	110249L4	4	3	5-233
Communicate pre-production issues	110250L3	3	3	5-234
Technical specification				
Develop technical specifications	110251L4	4	3	5-235
Apply computer-aided design tools *	110379L3	3	2	5-237
Compile technical specifications	110252L3	3	2	5-238
Apply system tool *	110380L2	2	2	5-240
Standard setting				
Coordinate between departments *	110388L5	5	3	5-241
Develop guidelines for garment construction	110253L5	5	4	5-242
Develop guidelines for measurement	110254L5	5	4	5-243
Develop guidelines for the use of trim	110255L5	5	4	5-244
Develop grade rule	110256L4	4	4	5-245
Communicate established guidelines and standards	110257L3	3	3	5-246
Maintain records of guidelines and standards	110258L3	3	2	5-247

Remarks: * denotes Common UoC

Material Development

Unit of Competency	Code	Level	Credit	Page No.
Material development process management				
Coordinate between departments *	110388L5	5	3	5-241
Plan material development budgeting	110259L5	5	4	5-248
Plan material development process	110260L5	5	4	5-249
Review material development process	110261L5	5	4	5-250
Solve problems (material development)	110262L5	5	4	5-251
Control material development process	110263L4	4	3	5-252
Facilitate protection and use of intellectual property	110264L4	4	3	5-253
Market and trend				
Analyse and interpret fashion trend research findings *	110374L5	5	4	5-254
Analyse and interpret market research findings *	110375L5	5	4	5-255
Analyse and interpret material trend research findings *	110376L5	5	3	5-256
Explore development in material technology	110265L5	5	4	5-257
Plan and conduct fashion trend research *	110377L4	4	3	5-258
Plan and conduct market research *	110381L4	4	3	5-260
Plan and conduct material trend research *	110378L4	4	2	5-261
Concept generation				
Evaluate commercial viability of new materials	110266L5	5	3	5-262
Evaluate technical viability of new materials	110267L5	5	3	5-263
Generate ideas for material development	110268L4	4	3	5-264
Generate new material concepts	110269L4	4	3	5-265
Identify market opportunities for material development	110270L4	4	3	5-266
Present new material concepts	110271L4	4	3	5-267
Material development and presentation				
Develop new material specifications	110272L4	4	3	5-268
Evaluate performance of new materials	110273L4	4	3	5-269
Identify and select suppliers for material development	110274L4	4	4	5-270
Identify requirements for new materials	110275L4	4	3	5-271
Monitor development of material prototypes	110276L4	4	3	5-272
Present new materials	110277L4	4	3	5-273

Remarks: * denotes Common UoC

Material Development

Unit of Competency	Code	Level	Credit	Page No.
Collect feedback on new materials	110278L3	3	2	5-274
Develop material prototypes	110279L3	3	3	5-275
Prepare new materials for promotion	110280L2	2	2	5-276

Remarks: * denotes Common UoC

Production Planning and Control

Unit of Competency	Code	Level	Credit	Page No.
Planning				
Formulate a production strategy	110281L6	6	4	5-277
Estimate product demand	110282L5	5	3	5-278
Formulate a capacity requirements plan	110283L5	5	3	5-279
Formulate a master production schedule	110284L5	5	4	5-281
Formulate a material requirements plan	110285L5	5	3	5-282
Formulate a production plan	110286L5	5	3	5-283
Implement a production strategy	110287L5	5	4	5-284
Develop a production schedule	110288L4	4	3	5-285
Identify production resources requirements	110289L4	4	3	5-287
Implement a production plan	110290L4	4	3	5-288
Execution				
Allocate orders to factories	110291L5	5	3	5-289
Coordinate between departments *	110388L5	5	3	5-241
Solve problems (production planning and control)	110292L5	5	4	5-290
Allocate production capacity	110293L4	4	3	5-291
Allocate production materials	110294L4	4	3	5-292
Collect data for production planning and control	110295L3	3	2	5-293
Apply system tool *	110380L2	2	2	5-240
Control				
Review capacity utilisation	110296L5	5	3	5-294
Review material utilisation	110297L5	5	3	5-295
Review production performance	110298L5	5	3	5-296
Monitor capacity utilisation	110299L4	4	3	5-297
Monitor material utilisation	110300L4	4	3	5-298
Monitor production progress	110301L4	4	3	5-299
Report production progress	110302L3	3	2	5-300

Remarks: * denotes Common UoC

Laundry Services

Unit of Competency	Code	Level	Credit	Page No.
Production and support				
Set laundry machine control system	110303L4	4	3	5-301
Identify cleaning and finishing processes required	110304L4	4	3	5-302
Identify stain removal methods	110305L4	4	4	5-303
Apply continuous batch washing system	110306L3	3	4	5-304
Apply iron for ironing works	110307L3	3	3	5-305
Apply pressing machine for ironing works	110308L3	3	3	5-306
Classify items	110309L3	3	2	5-307
Perform complex garment alteration	110310L3	3	4	5-308
Perform stain removal	110311L3	3	3	5-309
Carry out hand-washing	110312L2	2	2	5-310
Carry out non-machine drying procedures	110313L2	2	2	5-311
Inspect results of cleaning and finishing	110314L2	2	3	5-312
Operate continuous batch washer	110315L2	2	3	5-313
Package and prepare items for storage and despatch	110316L2	2	2	5-314
Perform garment repair	110317L2	2	2	5-315
Perform simple garment alteration	110318L2	2	3	5-316
Pick and assemble items	110319L2	2	1	5-317
Prepare items for cleaning	110320L2	2	2	5-318
Receive and check items #	110321L2	2	1	5-319
Operate calender for ironing works	110322L1	1	2	5-320
Operate dry-cleaning machine	110323L1	1	2	5-321
Operate dryer	110324L1	1	2	5-322
Operate form finisher for ironing works	110325L1	1	2	5-323
Operate tunnel finisher for ironing works	110326L1	1	2	5-324
Operate washing machine	110327L1	1	2	5-325
Perform folding works	110328L1	1	1	5-326
Retail and sales				
Manage goods promotional activities ^	105055L4	4	6	5-327
Build and maintain customer relationships	110329L3	3	3	5-329

Remarks: * denotes Common UoC

# denotes Repeat

^ adopted from the Specification of Competency Standards for the Retail Industry (Version 1)

Laundry Services

Unit of Competency	Code	Level	Credit	Page No.
Implement laundry storage and organisation	110330L3	3	2	5-330
Implement workplace safety procedures	110331L3	3	3	5-331
Issue orders	110332L3	3	2	5-332
Process orders	110333L3	3	2	5-333
Provide support and advice to customers (including self-service laundry business)	110334L3	3	3	5-334
Apply the laundry retail sales system	110335L2	2	3	5-335
Collect customer feedback	110336L2	2	2	5-336
Handle order pickups	110337L2	2	2	5-337
Handle transaction payments	110338L2	2	3	5-338
Implement promotional activities	110339L2	2	2	5-339
Maintain workplace environment and facilities	110340L2	2	2	5-340
Perform retail sales system clearing ^	105119L2	2	3	5-341
Receive and check items #	110321L2	2	1	5-319
Operation management				
Control costs	110341L5	5	3	5-343
Coordinate between departments *	110388L5	5	3	5-241
Develop budgets	110342L5	5	4	5-344
Establish occupational safety and health guidelines	110343L5	5	3	5-345
Formulate a facility maintenance plan	110344L5	5	3	5-346
Formulate a laundry production plan	110345L5	5	3	5-347
Formulate a safety plan	110346L5	5	3	5-348
Improve process efficiency	110347L5	5	3	5-349
Review laundry production performance	110348L5	5	3	5-350
Review sales performance	110349L5	5	3	5-351
Review service performance	110350L5	5	3	5-352
Solve problems (laundry services)	110351L5	5	4	5-353
Develop a laundry production schedule	110352L4	4	3	5-354
Establish effective communication with clients *	110386L4	4	3	5-355
Handle customer complaints	110353L4	4	3	5-356
Monitor laundry production progress	110354L4	4	3	5-357

Remarks: * denotes Common UoC

# denotes Repeat

^ adopted from the Specification of Competency Standards for the Retail Industry (Version 1)

Laundry Services

Unit of Competency	Code	Level	Credit	Page No.
Implement facility maintenance	110355L3	3	3	5-358
Report laundry production progress	110356L3	3	2	5-359
Business development				
Develop business opportunities *	110387L6	6	3	5-360
Develop contracts	110357L5	5	3	5-361
Develop service proposals	110358L5	5	4	5-362
Identify clients' needs *	110385L5	5	3	5-363

Remarks: * denotes Common UoC

# denotes Repeat

^ adopted from the Specification of Competency Standards for the Retail Industry (Version 1)

Auxiliary Skill

Unit of Competency	Code	Level	Credit	Page No.
Sewing				
Produce fashion samples *	110382L3	3	6	5-364
Produce tailored garments	110359L3	3	9	5-365
Sew complex garments	110360L3	3	4	5-366
Sew simple garments	110361L2	2	3	5-367
Sew components	110362L1	1	3	5-368
Pattern and cutting				
Grade patterns	110363L3	3	3	5-369
Make markers	110364L3	3	3	5-370
Make patterns for complex garment style	110365L3	3	4	5-371
Measure, lay and cut materials for tailored garment	110366L3	3	5	5-372
Perform draping	110367L3	3	3	5-373
Lay and cut fabrics	110368L2	2	3	5-374
Make patterns for simple garment style	110369L2	2	3	5-375

Remarks: * denotes Common UoC

Personnel Management

Unit of Competency	Code	Level	Credit	Page No.
Appraise performance of team members	110370L5	5	2	5-376
Assign jobs to team	110371L5	5	3	5-378
Build alignment among different team members to work towards a unified goal	108268L5	5	2	5-379
Conduct training needs analysis ^	107008L5	5	5	5-380
Develop learning and development (L&D) programmes ^	107009L5	5	5	5-381
Plan and allocate resources	110372L5	5	3	5-382
Review training outcomes	108271L5	5	3	5-383
Set up team	108272L5	5	3	5-384
Improve team coordination and performance	108273L4	4	2	5-385
Organise and deliver learning and development (L&D) programmes ^	107010L4	4	5	5-386
Provide work skill instruction	108274L4	4	3	5-387
Supervise team members	108275L4	4	3	5-388
Track work progress of team	110373L4	4	3	5-389

Remarks: ^ adopted from the Specification of Competency Standards of the HRM Sector

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Formulate strategic design direction
Code	110206L6
Range	Formulate strategic design direction to improve competitive position of a fashion business. This applies to individuals who are required to formulate and promote a clear strategic direction related to the design function.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the underlying value of vision and mission of the organisation • interpret the trend of macro and micro marketing environments • critically review the services and product features of competitors • have in-depth knowledge of professional practice in formulating strategic design direction 2. Application and process Be able to: • collect and analyse information of markets and competition • determine the risks and opportunities by evaluating both macro and micro environmental factors • consolidate information and data to define current and future strategic positions • critically review past performance and set targets for market, product lines, images, etc. • plan for the strategic design direction by analysing the performance gap 3. Exhibit professionalism Be able to: • have insight into latest fashion market situation • align the vision and mission of the organisation with strategic design direction • ensure the strategic design direction is focusing on the target clients' or market needs and expectations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of strategic design direction by evaluating the market environments and competition to offer product uniqueness.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Plan design project
Code	108069L5
Range	Plan project for fashion design. This applies to individuals who are required to plan the fashion design projects.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the purpose, objectives and scope of a design project • familiarise with the planning of a design project • understand the constraints and limitations involved in the execution of a design project • understand roles and responsibilities of all parties involved in the design project 2. Application and process Be able to: • define the purpose and objectives of a design project • determine the resources and estimate budgets to execute a design project • liaise with related parties to confirm their capacities and contribution in a design project • determine the activities for executing a design project (e.g. submission of design concept, confirmation of colours, arrangement of sample review) • schedule the activities to set a timeline for executing a design project • develop plan for task allocation • determine contingency plan for handling activities that are behind schedule • consult related parties to confirm design project plan 3. Exhibit professionalism Be able to: • engage key parties and project members in the planning process so as to get their commitment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a design project plan, which provides guidelines for allocating resource and planning schedule, for achieving the project objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Review design project
Code	108070L5
Range	Review the design project against the evaluation criteria. This applies to individuals who are required to review the effectiveness and efficiency of design projects.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purpose, objectives and scope of a design project • understand the process and purposes of design project review • apply the specialised techniques for collecting and analysing performance data of a design project • state the criteria for evaluating a design project 2. Application and process Be able to: • compile data in relation to the design project delivery • set the evaluation criteria for assessing the design project (e.g. time, quality) • evaluate outputs of the design project against the criteria • compare the outputs with the plan and determine causes of inconsistencies • analyse the performance of related parties involved in the design project • identify areas for improvement that can be made to enhance the design project delivery • consult related parties to make recommendations for improving the design project • report the design project delivery and recommendations for future reference 3. Exhibit professionalism Be able to: • systematically analyse information to assess design project delivery and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing evaluation criteria for assessing the design project and preparing a review report for evaluating the performance of the design project outputs against criteria.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Set up design team
Code	108071L5
Range	Set up a design team for fashion projects. This applies to individuals who are required to establish a team to execute design projects.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • determine staffing requirements of the organisation in relation to design team formation • identify the job roles and responsibilities of the design team members • identify the attributes of team members required to execute design projects successfully • review key success factors of team formation (e.g. organisational culture, management style) • explain the importance of creative culture in the design team 2. Application and process Be able to: • identify functions and objectives of a design team • determine the criteria to recruit team members (e.g. character, ability) • assess and select the potential members against the selection criteria • establish a team structure to facilitate the effective performance of the team functions • assign roles and responsibilities to team members • develop job descriptions of team members • establish design team culture to foster creativity 3. Exhibit professionalism Be able to: • ensure mutual understanding of roles and expectations among team members • form a team with a level of diversity that inspires innovation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Setting up a design team with members of the required attributes to perform the team function.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Solve problems (fashion design)
Code	110207L5
Range	Solve problems in the fashion design process. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the problems related to fashion design • review the organisational policy in relation to solving fashion design problems • understand the functions and process of fashion design • apply logical thinking and soft skills to facilitate problem resolution 2. Application and process Be able to: • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate one to address the problem • consult external parties or stakeholders (e.g. suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to: • demonstrate creative thinking in solving fashion design problems
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the fashion design processes to achieve design uniqueness.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Create and maintain sample library
Code	108073L4
Range	Create and maintain records of different fashion samples. This applies to individuals who are required to plan and manage a sample library for reference purposes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the purpose and user requirements for a sample library • understand how to classify sample records • understand the coding and filing system for records • develop policies and procedures for storing and retrieving records in the library • understand the storage requirement for different types of samples 2. Application and process Be able to: • identify the purpose of a sample library and the user requirements • identify the types of samples to be recorded in the sample library • identify the storage required for the different types of samples • create coding and filing systems to keep records of samples • plan the layout of sample records according to the storage needs and user requirements • collect and classify sample records according to the coding and filing system • put the sample records in an appropriate place in the library • store the sample records in an appropriate condition so that they will not be damaged over a period of time • develop the procedures for storing and retrieving sample records • develop security and access policy for sample records • develop and update the sample records in the library 3. Exhibit professionalism Be able to: • classify and store the sample records in a way that the users can retrieve them easily • review the policies and procedures regularly so the resource is of optimal use for its intended users
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing a sample library for its intended purpose and with reference to the user requirements as well as developing policies and procedures for sample storage, retrieval and updates in the library.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Implement design project
Code	108074L4
Range	Implement design project according to the project plan. This applies to individuals who are required to execute design projects according to the project plan and objectives.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the purpose, objective and scope of a design project • outline the process of a design project • allocate resources for the execution of a design project • understand roles and responsibilities of all parties involved in a design process • familiarise with the application of project management tools and techniques commonly used in the fashion industry 2. Application and process Be able to: • identify the design project plan and its requirements (e.g. resources, schedule and milestones) • organise and execute design activities according to the planned schedule • allocate resources according to a planned budget • communicate design project details to related parties (e.g. meetings) to ensure efficiency, revisions agreed or problems solved in the project • apply project management tools and techniques to monitor progress and outputs of the design project • identify and deal with issues that jeopardise the schedule with a contingency plan • communicate the progress report to related parties on a regular basis 3. Exhibit professionalism Be able to: • ensure the project is executed according to the planned schedule • accurately communicate the details of a design project to related parties so as to enhance efficiency
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of the design project based on the design project plan to achieve the project objectives within the time frame.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Communicate design issues
Code	108075L3
Range	Communicate design issues to related parties in the design process. This applies to individuals who are required to effectively communicate key points, concerns and problems of fashion design with the related parties.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the objectives to communicate the design issues • understand the appropriate means of communication for a given target audience • describe the common issues in the design process • communicate design issues by using fashion terminology • employ appropriate means of communication 2. Application and process Be able to: • identify the design issues that have to be addressed and communicated • identify the target audience and means of communication for communicating the design issues • organise and present the key information in a way that can be easily understood by the target audience • ensure the key information is accurate and effectively communicated • respond to questions and feedback from related parties in relation to the design issues • determine the barriers to communication and offer solutions to improve • discuss design-related issues and concerns and record the outcomes 3. Exhibit professionalism Be able to: • communicate the design related issues and concerns in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective communication of design issues to related parties through a range of communication means so as to address key points, concerns and problems in the design process.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Evaluate market opportunities for design work
Code	108076L5
Range	Evaluate market opportunities for design work to determine their likely fit with organisational goals and capabilities. This applies to individuals who are required to assess available market opportunities for their viability and likely contribution to a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • analyse the values, business goals and capabilities of an organisation • examine the common approaches of evaluating market opportunities in the fashion industry • identify the promising market opportunities for the design work 2. Application and process Be able to: • analyse market opportunities for their likely fit with organisational goals and capabilities • discuss opportunities with related parties or supply chain partners to gain feedback when required • evaluate each opportunity to determine its potential risks and impact on current business and client base (e.g. conflicting production schedule) • determine and rank market opportunities according to their viability and likely contribution to the business • identify and record necessary changes to design work to take advantage of viable market opportunities (e.g. differentiation from competitors) 3. Exhibit professionalism Be able to: • accurately evaluate the costs, benefits, risks and opportunities so as to determine the viability of each market opportunity
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Evaluation of market opportunities for design work to determine their likely fit with organisational goals and capabilities as well as their viability and likely contribution to a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify client's brand strategy
Code	108077L4
Range	Identify the brand strategy of the client and its relationship with their fashion products. This applies to individuals who are required to understand how the clients define themselves and decide how fashion designs can fit the values and brand positioning of the clients.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand branding and the role of a brand for business performance • understand key elements of brand strategy • relate brand strategy to the product lines and services 2. Application and process Be able to: • determine characteristics of target customers of the client's brand • identify the client's brand vision which serves to reveal its promise to its customers • review products and services offered by the client and relate them to its brand positioning • explore the marketing efforts made by the client in promoting its brand image • determine what the client's brand strategy implies to the organisation 3. Exhibit professionalism Be able to: • show sensitivity towards the implications of business activities on brand building (e.g. green initiative, social responsibility)
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of the client's brand strategy and infusion of the strategic elements of client's brand in the design of fashion products and service offerings.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify current fashion industry innovations and practices
Code	108078L4
Range	Identify innovations and new practices relating to the fashion industry. This applies to individuals who are required to review the global fashion industry developments and determine the key trends that will have an impact on the current practices of a fashion business.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the technologies adopted in the fashion industry • evaluate the latest developments of the fashion industry and market (e.g. sustainability, circular supply chain) • outline the key sources of industry and technology trends information (e.g. WGSN) 2. Application and process Be able to: • identify the key industry organisations and information sources • review global industry trends relating to production, workflows and supply in the fashion industry • review key components of the supply chain relating to fashion sourcing, production and distribution • review digital processes and industry software programs relating to design, production, supply and distribution of fashion items • review drivers for the fashion industry (e.g. sustainability) • identify emerging trends of industry innovation and practice (e.g. robotics applications, circular economy) and assess their implications for own design and business processes 3. Exhibit professionalism Be able to: • keep regular updates on the latest developments in the global fashion industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of innovations and new practices relating to the fashion industry and determination of key trends that will have an impact on the current practices of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify potential market demand for design work
Code	108079L4
Range	Identify potential market demand for fashion design work through examining the market and industry trends. This applies to individuals who are required to analyse market and industry trends to explore and identify market needs and niches for fashion designs.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand how market and industry trends are related to fashion design • describe the information required for market potential analysis • evaluate the market and industry information (e.g. market research data) to identify market opportunities available for design offers 2. Application and process Be able to: • retrieve information that can provide an overview of market and industry trends (e.g. size of the market, economic trends, consumer and buyer behaviour of fashion products) • analyse market and industry information to locate potential market demand and opportunities available for design offers (e.g. new client sectors) • develop methods to interpret and relate newly identified market opportunities to own design offers 3. Exhibit professionalism Be able to: • keep pace with the market and industry changes • consider the brand image and corporate values at all times
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of potential market demand and opportunities for fashion design work through examining the ongoing market and industry trends.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Report research findings
Code	110208L4
Range	Report research findings and analysis outcomes to fulfil the information needs of different users of a fashion business. This applies to individuals who are required to communicate research findings and analysis outcomes to different parties of a fashion business.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the different formats and styles used when reporting research findings in the fashion industry • understand the information needs of different parties in a fashion business • select appropriate information technology for reporting research findings 2. Application and process Be able to: • organise and collate information (e.g. samples, photos, sketches) in logical order • communicate findings with appropriate media or illustrations • prepare a presentation (including visual and graphical illustrations) to summarise aspects of research in accordance with established procedure and format • tailor reports to external users (e.g. business clients) to share important insights about the findings when required 3. Exhibit professionalism Be able to: • accurately compile and logically communicate research findings in a professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Presentation of essential research findings and analysis outcomes to fulfil the information needs of different users of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Review design concepts
Code	108081L5
Range	Review design concept against original design requirements. This applies to individuals who are required to evaluate and assess design concepts and make suggestions for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the range of creative and practical criteria for evaluating design concepts • review the elements and principles of design and how they are used to create good designs in the fashion industry • apply a range of specialised techniques for evaluating different design concepts against key design requirements 2. Application and process Be able to: • identify the design requirements and the selected themes • review the visuals developed for expressing the design concepts (e.g. theme board, mood board) • evaluate design concepts against design requirements (e.g. consistency and aesthetic appeal) • solicit views of the client and others about the design concepts • propose modifications or refinements to the design concept when required 3. Exhibit professionalism Be able to: • have an understanding of fashion design and make critical evaluation based on interpretation of the artistic or abstract contents
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review and evaluation of design concepts against the key design requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Generate design concepts
Code	108082L4
Range	Generate fashion design concept based on the key design requirements identified in research or by a client. This applies to individuals who are required to prepare and produce initial design concepts for fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • illustrate the creative process for generating fashion design concepts • identify the sources of inspiration for design conceptualisation • understand how to consolidate design ideas into concepts that are appealing to the target customer • employ a range of specialised techniques for translating design requirements into design concepts for fashion products 2. Application and process Be able to: • identify key requirements for fashion design from research (e.g. research fashion trend, material trend) or a client (sometimes in form of design brief) • clarify and correctly interpret the key design requirements in the conceptualisation process • identify the theme that guides the design process • conduct further research for inspiration based on the selected theme • collect materials, images and others items for visualising the concept at a later stage • consolidate the design concept by adding imagination as well as consideration of the target customer 3. Exhibit professionalism Be able to: • ensure that creativity and commercial acceptance are balanced for generating a design concept
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Generation of design concepts for fashion products from key design requirements that can guide the ongoing design and product development.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify design requirements
Code	108083L4
Range	Identify key requirements (e.g. design brief) for fashion design. This applies to individuals who are required to set the design requirements for guiding the process of creating fashion design.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the use of design requirements for a design process • examine the key content of design requirements that is essential for guiding a design process • explain how design requirements are generated • identify the implications of design requirements for a design process • communicate the emerging fashion design requirements both verbally and non-verbally over an extended period 2. Application and process Be able to: • determine characteristics of the target customers • solicit design requirements from the client or determine key design requirements through research data analysis • clarify design requirements for missing or unclear information • assist in evaluating design requirements for implications inclusive of time, cost and quality • propose alternatives for design requirements when required • finalise the design requirements with essential details 3. Exhibit professionalism Be able to: • demonstrate a full understanding of fashion design to ensure correct interpretation of design requirements • work proactively and creatively with clients or designers to generate design requirements with adequate details to guide the design process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective identification of fashion design requirements with adequate details to guide the process of creating fashion design to ensure that customer needs and business goals are met.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Illustrate design concepts
Code	108084L4
Range	Illustrate design concepts through the creation of illustration boards. This applies to individuals who are required to transform abstract ideas into visuals that may be images or fashion illustrations.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the common approaches to illustrating design concepts • understand how illustration boards communicate the abstract ideas of a design concept • employ a range of specialised techniques (e.g. illustration, rendering, collaging) for producing illustration boards 2. Application and process Be able to: • select appropriate techniques and media to assist in the illustration process (e.g. theme board, sketchbook) • identify the theme and design concept • collect and collage design resources (e.g. fashion magazines, materials, colour palette) on concept boards to capture moods or themes for fashion design • apply illustration techniques to enhance the display and communication of design ideas when appropriate 3. Exhibit professionalism Be able to: • illustrate the design concepts in coherence with the identity of the client or characteristics of the target customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of illustration boards illustrating the design concepts and ideas for a particular season as well as for effectively facilitating the design process.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Develop fashion design
Code	110209L5
Range	Develop fashion design from design idea. This applies to individuals who are required to visualise design ideas in the form of fashion items.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the design requirements for developing a fashion design • understand the importance of clients' preferences for the fashion design • state the process of generating design ideas • apply a range of specialised techniques for visualising the fashion ideas (e.g. drawing) 2. Application and process Be able to: • identify the design theme and concept for the fashion designs • identify the specific functions or purposes of the fashion designs • determine the core design elements with due consideration of the designer's identity or selected concept and theme • incorporate the core design elements into the fashion designs by the use of silhouettes, style, details, colours or fabrics • illustrate or visualise the fashion designs in the form of fashion items (e.g. drawn sketches, draping mock-up) • seek feedback on the fashion designs from the client or related parties and make adjustments when required 3. Exhibit professionalism Be able to: • ensure an understanding of the client's requirements and the needs of the target customer • develop fashion designs that are both interesting and commercially viable within a timeframe
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of fashion designs in various forms to visualise the design ideas based on a selected theme or clients' requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Develop fashion range
Code	108086L5
Range	Develop a fashion range for a fashion line or collection of a particular season. This applies to individuals who are required to provide a breakdown of fashion product items to enable the look to be worn with sufficient combinations as well as to generate promising sales.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the typical process of fashion range development • explain the key dimensions of a fashion range • apply specialised techniques for developing an appropriate fashion range for the target market 2. Application and process Be able to: • interpret design concepts and details of the line or collection • interpret data from target market demographics (e.g. income level, age, clothing needs), trend research and sales analysis to establish guidelines for the selection of fabric, colour, size, etc. • create a range plan which may include a flat drawing of every product in the line, the proportion of different product types (e.g. top: bottom), fabrics and colourways for each product (sometimes also including sizes and prices) • collect and analyse views of related parties (e.g. merchandising personnel, client) on the range plan 3. Exhibit professionalism Be able to: • ensure the fashion range is developed by incorporating the core design concepts and the commercial considerations of the client base
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Creation of a fashion range for a line of a particular season based on the selected line concept and profiles of the target market.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Review fashion range
Code	108087L5
Range	Review fashion range for a particular season. This applies to individuals who are required to evaluate the fashion range in terms of its suitability for the target customer, its production feasibility and commercial potential.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • analyse factors determining a successful fashion range • understand how to develop a balanced fashion range • state the roles of different parties in evaluating the fashion range • apply the specialised techniques for collecting views from different parties and suggest corresponding modifications to the fashion range 2. Application and process Be able to: • organise a fashion range review meeting in which personnel from different units and departments (e.g. merchandising, sales, production) will evaluate the fashion range from different perspectives • evaluate the range by calculating garment cost, determining the ratio of product types (e.g. blouse, skirt), estimating sales, checking technical feasibility, determining acceptability by the customer in terms of price, style, colour, etc. • collect and integrate feedback for range modification • propose modifications to the fashion range by adding or dropping styles, changing size ratio, amending colour combinations, revising the fabric selection, and proposing garment prices (if applicable) 3. Exhibit professionalism Be able to: • ensure that cost, creativity and profitability are balanced to review fashion range • respect views on fashion range from different perspectives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review fashion range for a particular season of a fashion business by taking into account the factors of cost, sale, technical feasibility and customer acceptance.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Explore the use of colour for fashion range
Code	108088L4
Range	Explore the use of colour for developing a fashion range. This applies to individuals who are required to investigate the choice of colours and their grouping for a fashion range that can effectively bring out the design theme and concept.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the elements and principles of colour theory and their application in the design process • evaluate the colour trends and the cultural meanings of colour • state the impact of colour choices on themes and design directions • employ a range of specialised techniques for creating a colour palette and a colour chart for fashion design 2. Application and process Be able to: • examine design requirements of the fashion range • use appropriate tools, materials and equipment (e.g. digital equipment, fabrics, paper, cardboard) for experiments with colours and colour combinations • investigate how colours might be used to reflect the design themes and concepts • prepare colour palette and colour charts for design concepts by using industry standard (e.g. Pantone colour) according to colour mixing principles • assign colour groups or colour combinations to different styles of a fashion line collection 3. Exhibit professionalism Be able to: • experiment with different uses of colour and compare their impact on the whole fashion line
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Investigation of different uses of colour and identification of an effective colour combination to develop a fashion range for a particular season.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify and source materials for fashion design
Code	108089L4
Range	Identify and source fashion materials for inspiring design ideas or supporting the design development. This applies to individuals who are required to set the stage for sourcing fashion materials for the design process.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the features and sources of different types of materials for constructing fashion products • relate material features to fashion product end use • explain the role of materials in fashion design • understand the industrial practice and market supply of materials • have a general understanding of the principle of fashion design 2. Application and process Be able to: • determine the client or target customer needs for fashion design in a particular season • interpret research findings on the market, fashion and material trends • interpret key design requirements for the fashion design if any • connect with material suppliers for options that match the needs or requirements • collect material information (sometimes in the form of a catalogue) and samples from suppliers or established resources (e.g. fabric library) • acquire the materials from various available sources (e.g. local supplier) • present fashion materials to design personnel or a client for furthering the design process • provide advice to design personnel or a client on the potential risks that may incur in the selection of certain material types (e.g long delivery time, inconsistent quality performance, unaffordable high price) 3. Exhibit professionalism Be able to: • have insight into latest material trends in terms of design, technology, price and market supply
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identifying and sourcing fashion materials for the design and compilation of relevant information for inspiration and selection.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Present fashion range
Code	108090L4
Range	Present the fashion range to a group of target audience that may include clients and personnel from different units. This applies to individuals who are required to communicate details of the fashion range to seek acceptance for development.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • differentiate the different means and styles of fashion range presentation • explain the importance of identifying the needs of the target audience of the presentation • explain the core content of and requirements for developing fashion range • select appropriate techniques for presenting fashion range 2. Application and process Be able to: • select appropriate means and styles of fashion range presentation according to client's preference • identify the needs of the target audience in the fashion range presentation • develop the presentation plan for the fashion range (e.g. sample development, artwork design, collection of fabric swatches, layout of illustrations) • collaborate with related parties in preparing an effective presentation • organise the presentation in a systematic and aesthetic manner that encourages acceptance 3. Exhibit professionalism Be able to: • ensure that aesthetic and business elements are balanced in the presentation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective presentation of the fashion range to a target audience to provide details of the design for decision-making purposes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Develop drawings to communicate ideas
Code	110210L3
Range	Develop drawings to present and communicate a fashion design idea or a style. This applies to individuals who are required to produce sketches, line drawings and fashion illustrations to communicate and express the essence, mood and details of a fashion design.
Level	3
Credit	3

Competency	Performance Requirements
	1. Knowledge in the subject area
	Be able to:
	• state the common drawing tools and media for fashion design
	• understand different types and formats of fashion drawings (e.g. sketches, working drawings, illustrations)
	• use a range of techniques for drawing lines freehand or with software to create shapes and draw fashion figures and silhouettes to illustrate the overall look and spirit of design
	
	2. Application and process
	Be able to:
	• use appropriate tools and media for fashion drawing (e.g. hand-drawing tools, computer-aided design (CAD) software)
	• produce visual compositions to direct viewers' attention to the intended focus of the design through
	  ○ applying standards and rules in figure drawings (e.g. fashion proportions, representation of fashion faces and hairstyles)
	  ○ using suitable line quality, gestures and poses in drawing clothed fashion figures
	  ○ organising the overall layout and balance of the composition in fashion drawings (e.g. stylisation, selective emphasis, exaggerated proportions)
	• maintain consistency and aesthetic appeal when drawing individual garments for a line collection
	• produce appropriate type of drawing that fit for a design purpose (e.g. sketch for design idea)
	
	3. Exhibit professionalism
	Be able to:
	• develop drawings that can accurately project the design ideas yet maintain the artistic quality

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective presentation and communication of fashion design ideas and styles through appropriate use of fashion drawings.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Specify fashion product construction details
Code	108093L4
Range	Specify construction details of a fashion product as part of the design specification. This applies to individuals who are required to develop design specifications for communicating and elaborating the construction details of fashion products.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the requirements and format for specifying fashion product construction • understand the methods used to produce fashion products • determine product construction based on design requirements • communicate and elaborate fashion product construction details effectively by using technical terminology 2. Application and process Be able to: • identify design requirements for the fashion product • specify the construction details in term of measurements, seams and stitches • specify the requirements of component formation (e.g. semi-concealed zip setting, 2x2 rib hem) • specify the requirements for material cutting (e.g. bias cut, match print pattern) • prepare and append the illustration or similar for construction detail reference when required • present product construction details to related parties (e.g. technical department, vendor) and seek their comments 3. Exhibit professionalism Be able to: • ensure the construction details are clear and precise enough to facilitate the making of a fashion product
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development and specification of construction details of a fashion product based on the design requirements
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Specify fashion product design details
Code	108094L4
Range	Describe design details of a fashion product as a part of the design specification. This applies to individuals who are required to develop design specifications for communicating and elaborating the design details of fashion products.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the requirements and format for specifying fashion design details • state the different types of fashion products and components • describe design details in textual form by using fashion terminology 2. Application and process Be able to: • identify design requirements for the fashion product • interpret design details and requirements of the fashion product • describe fashion product type (e.g. knitted polo shirt) • describe shape of fashion product and its components (e.g. A-line, V-neck. Patch pocket) • specify material composition and construction (e.g. 100% cotton twill) • specify desired treatment and finishing (e.g. stone wash effect) • indicate the position of components, materials and graphic artwork • present product design details to related parties (e.g. technical department, vendor) and seek for comments 3. Exhibit professionalism Be able to: • ensure the design details are clear and precise enough to elaborate the fashion design requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development and specification of design details of fashion product based on the design requirements
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Produce fashion trade drawings (production sketches)
Code	110211L3
Range	Produce a fashion trade drawing (production sketch) as part of the design specification.This applies to individuals who are required to develop a sketch to illustrate and clarify the design details and construction of fashion product.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand requirements for and purpose of trade drawing • interpret design requirements • use a range of drawing tools and equipment for illustrating fashion trade drawing • employ a range of fashion trade drawing techniques 2. Application and process Be able to: • identify design requirements for the fashion product • comprehend the design drawing (e.g. sketches, line drawing) or reference sample to identify design and construction details • select any template or previous trade drawing record for reference • draw different views of product shape (e.g. front view, back view) and details in proportion • draw the product design details (e.g. component shape, materials, embellishment effect and position) • draw the product construction details (e.g. stitching, seams, grainline direction) • mark measurements to indicate the size or position of components • present fashion trade drawing in required format 3. Exhibit professionalism Be able to • ensure the trade drawing can precisely illustrate the design requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of fashion trade drawing with design and construction details based on the given design requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Evaluate commercial viability of fashion design
Code	108096L5
Range	Evaluate viability of new fashion design from commercial perspective. This applies to individuals who are required to have a preliminary assessment of the market acceptance for a new fashion design and its commercial value for meeting the sales / business target.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the sales / business target of the fashion business • identify business practices, past products and records of commercial success • identify target market needs, expectations and preferences for fashion design • understand the methods of test marketing and others in evaluating market acceptance of fashion products • relate commercial value of a fashion design to the sales / business target 2. Application and process Be able to: • identify the target customer and sales / business target • determine the evaluation activities that may include a review of past sales / customer feedback records, customer survey, test marketing • coordinate the evaluation activities with related parties (e.g. sales, vendor) • arrange the preparation of test fashion items for commercial evaluation • review evaluation results to determine commercial value or viability of fashion design and make adjustment when required 3. Exhibit professionalism Be able to: • ensure that artistic and commercial considerations are balanced in the evaluation • minimise commercial risk of launching a new fashion design
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Balancing the artistic and commercial considerations in the evaluation as well as minimising commercial risk of launching a new fashion design.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Evaluate sample
Code	108097L5
Range	Evaluate sample against the fashion product requirements. This applies to individuals who are required to assess the fashion sample based on the requirements and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the purposes of different types of sample • examine the requirements for different types of sample • understand how to evaluate samples based on the requirements • communicate the requirements and comments effectively by using fashion terminology 2. Application and process Be able to: • identify the requirements for and purposes of the sample • determine evaluation criteria based on the requirements for and purposes of the sample • assess the sample against evaluation criteria (e.g. appearance, construction, measurement, fit, material performance, graphic layout) • work with related parties to identify areas for improving samples • record and document sample evaluation information and comments • dispatch sample evaluation reports to related parties and communicate the comments 3. Exhibit professionalism Be able to: • efficiently evaluate the sample within a given timeframe and identify areas for improvement.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reports on sample evaluation based on sample requirements
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Evaluate technical viability of fashion design
Code	108098L5
Range	Evaluate the viability of new fashion design from a technical perspective. This applies to individuals who are required to have a preliminary assessment of the feasibility of constructing a new design in accordance with its intended purpose and required performance.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the types of technical factors that should be considered in constructing a fashion product • review the methods and activities for evaluating the technical viability of new fashion designs • understand the common technical issues related to fashion design 2. Application and process Be able to: • identify the design requirements and intended product end use • determine the evaluation activities that may include testing of mock-ups and consultation on construction issues • coordinate the evaluation activities with related parties (e.g. testing lab, vendor) • arrange the preparation of specimens for technical evaluation (e.g. component mock-up, draping) • review evaluation results to determine viability of fashion design and make adjustments when required 3. Exhibit professionalism Be able to: • ensure that aesthetic and technical considerations are balanced in the evaluation • think creatively to address technical issues so as to realise a new fashion design idea
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of an evaluation plan for determining viability of fashion design as well as interpretation of evaluation reports and recommendations for enhancing and improving fashion design technically.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Finalise design
Code	108099L4
Range	Finalise the fashion line or fashion design after the review or sales meeting. This applies to individuals who are required to establish and document the final decision on details of a fashion line or designs after review by related parties or clients.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the purpose of review and sales meeting • understand how to interpret different views on fashion designs • examine the details that need to be finalised for fashion design • understand how to make design adjustments and conclude a final design to accommodate expectations from different perspectives 2. Application and process Be able to: • identify views from various parties or the client on the proposed fashion designs or fashion line in a review or sales meeting • make adjustments according to the agreed changes • document the changes to be made to the design and disseminate the information for confirmation • develop the final version of the fashion designs or line for further processing 3. Exhibit professionalism Be able to: • accommodate views of different parties without losing the core elements of the fashion designs • interpret views of different parties accurately and make adjustments in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Finalising fashion designs in accordance with the views from various parties or the client and documenting the final designs after adjustments.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Identify body fit
Code	108100L4
Range	Identify body fit in terms of body shape and measurements. This applies to individuals who are required to identify body shape and measurements through the analysis of fit models or others.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify different types of fit models (e.g. life model, custom dress form) • understand the sizing system for fashion products • understand fit model analysis process and techniques • employ a range of specialised techniques for taking body measurements • analyse the fit model for body shape and size measurement of target customers • relate body shape and size measurement to fashion design and development 2. Application and process Be able to: • identify key features of body shape and size of target customers • obtain tools and equipment and prepare the fit model for measurement • determine the size measurements and present in the required format • determine the body features of the fit model and identify areas that need to be addressed in creating designs for the target customer 3. Exhibit professionalism Be able to: • demonstrate a well-rounded knowledge of body fit and recognise its effect on fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identifying body fit of the target customer (in terms of body shape and measurement) by analysing the fit model and relevant information provided by the client for design and development purposes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Plan a design presentation in a fashion show / showroom
Code	108101L5
Range	Plan to present designs in a fashion show or showroom. This applies to individuals who are required to plan the design presentation so as to demonstrate the latest fashion products in a fashion show or showroom.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purpose, objective and scope of a design presentation • describe any constraints and limitations to execute a design presentation • identify roles and responsibilities of all parties involved in a design presentation • outline the operational procedure and required resources for a design presentation • differentiate various types of design presentations • apply a range of techniques involved in planning, organising and communicating information to meet performance requirements 2. Application and process Be able to: • determine the type and theme of design presentation to be applied (e.g. in-house showroom, online showroom, outdoor fashion show, exhibition) • determine the resources and estimate the budgets to execute the design presentation (e.g. fashion show venue and setting) • determine the activities for executing the design presentation • schedule the activities to set the timeline for executing the design presentation • communicate the plan to related parties for their commitment • liaise with related parties to confirm their capacities and contribution in the design presentation • develop a plan for task allocation 3. Exhibit professionalism Be able to: • work collaboratively with all parties involved in a design presentation • engage parties involved in the planning process so as to ensure their commitment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulating a plan for a design presentation in fashion show / showroom of fashion business in accordance with the requirements and time frame.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Organise design presentation in a fashion show
Code	108102L4
Range	Organise a fashion show to present latest fashion products. This applies to individuals who are required to coordinate a fashion design presentation to an audience in a fashion show.
Level	4
Credit	5
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the theme and purpose of a fashion show presentation • differentiate between the different types of fashion shows • outline the fashion show plan • familiarise with the production and rundown of a fashion show • identify the roles of different parties involved in a fashion show presentation 2. Application and process Be able to: • identify the design presentation (fashion show) plan and its requirements (e.g. theme, schedule, budget) • select the fashion products in accordance with the requirements (e.g. theme) • liaise with the model agency to cast models and arrange model fittings • collaborate with a production house / event management team for stage arrangement (e.g. runway, lighting, music) and fashion show execution • coordinate with related parties to execute stage performance (e.g. hair stylist, make-up artist, fashion show choreography) • plan fashion show rundown and consult with related parties to make necessary adjustment • arrange guest invitations and the seating plan to maximise visibility 3. Exhibit professionalism Be able to: • work collaboratively with all parties involved to ensure the smooth production of a fashion show • ensure that the fashion show presentation achieve its intended purpose (e.g. arouse market attention)
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Organisation of the fashion show by collaborating with related parties so as to present latest fashion designs and to draw market attention.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Organise design presentation in a showroom
Code	108103L4
Range	Organise to present latest fashion products in a showroom. This applies to individuals who are required to set up the showroom and displays according to a design presentation plan.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the theme and purpose of a showroom presentation • differentiate between the different types of showrooms • identify the desired environment and atmosphere for presentation and buying • employ techniques to mix and match the fashion products for presentation • employ display techniques to present products in a professional manner 2. Application and process Be able to: • identify the design presentation (showroom) plan and its requirements (e.g. theme, schedule, budget) • identify fashion products to be presented in the showroom • collect and organise the fashion products for display in the showroom • plan the showroom layout (e.g. by product feature, colour or design theme) • apply display techniques to present fashion products (e.g. lighting, product placement, use of props) • create the showroom atmosphere that aligns with the theme • evaluate design presentation in the showroom against requirements and make adjustments when required • prepare detailed records of display items 3. Exhibit professionalism Be able to: • create a friendly and welcoming environment for visitors or clients • demonstrate display skills in presenting fashion products in a professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Organisation of design presentation in the showroom for the target audience of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Plan production of promotional materials
Code	108104L4
Range	Plan and prepare promotional materials for fashion products. This applies to individuals who are required to make plans for producing promotional materials.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify type and use of promotion materials • identify resources for producing promotion materials • specify production requirements of promotion materials • outline the methods and processes for producing promotion materials 2. Application and process Be able to: • identify the marketing plan and purpose of promotional materials • set budget for producing promotion materials • set the requirements for promotional materials (e.g. type, specification, objective) • determine the resources for producing promotion materials • set schedule to produce promotional materials • consult related parties and adjust the plan when required 3. Exhibit professionalism Be able to: • demonstrate a full understanding of the production of promotional materials as part of the marketing plan. • think creatively in generating ideas for producing promotional materials
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulating production plan of promotional material which provides guidelines for the development of budget, timeframe, resource allocation and production arrangement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Design

Title	Produce promotional materials
Code	108105L3
Range	Produce promotional materials to support marketing plan. This applies to individuals who are required to produce promotional materials for fashion products.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the purposes of and requirements for promotional materials • specify resources and facilities for producing promotional materials • use appropriate methods, equipment and tools to produce promotional materials 2. Application and process Be able to: • identify the production plan and purpose of promotional materials • allocate resources and organise related activities within the timeframe (e.g. photo shooting, leaflet printing) • coordinate with related parties for the production of promotional materials (e.g. make appointments with model / spokesperson, production house) • create visual and textual content of promotional materials to achieve the intended purposes • check and proof-read the promotional materials before launching 3. Exhibit professionalism Be able to: • ensure the promotional materials effectively communicate the intended message to the target audience • ensure the production of promotional materials meets the time frame and requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Arrangement of all necessary resources and parties for the production of promotional materials based on the plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Estimate product costs
Code	108290L4
Range	Estimate the first cost of fashion product based on available data. This applies to individuals who are required to quickly cost products during the early stages of product development to evaluate the likelihood of a new style falling into the target price range.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the key components of fashion product cost • collect data of cost components from various sources • outline the equipment used for making the fashion product • understand the production process of the fashion product • estimate the labour cost for the production of the fashion product • estimate the material consumption and material cost for the fashion product • state the factors affecting the cost of the fashion products (e.g. minimums) 2. Application and process Be able to • interpret technical information about materials, equipment, products and services required for the supply of a fashion product • estimate the expectations for the fashion product in terms of price, time, quality and quantity • get cost reference from past comparable products by looking into the historical records • adjust material and making costs to make up the difference between the fashion product and past comparable products • identify any other costs that may be incurred in the making of the fashion product when compared with the past comparable product • calculate the cost estimate by adding materials, making and other costs if any • document and record cost details for future reference 3. Exhibit professionalism Be able to • collect data from credible and reliable sources for cost estimation • work with related parties to enhance the accuracy of estimating each cost component • have insight into latest material market supply and production technology
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Estimating the first cost of a fashion product based on limited data from existing sources to determine whether it falls into the target price range.
Remark	Common UoC across the functional areas: Design / Product development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Plan product development budgeting
Code	110212L5
Range	Develop a budget for product development. This applies to individuals who are required to prepare a budget for product development in the fashion industry.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the principles and methods of budget planning • state the key components of a budget plan • describe the data and information used for planning a budget for product development • specify factors that would affect the costs and benefits for product development activities in the planned period • examine the financial and accounting standards of the budget plan • apply the methods of financial analysis 2. Application and process Be able to • identify and access information required for preparing budgets • review previous budgets and evaluate financial implications of planned activities in relation to product development • make estimates of costs (expenditures) and benefits (incomes) based on the relevant information • consult related parties in budget planning • plan budget to accurately reflect the financial requirements of product development activities 3. Exhibit professionalism Be able to • ensure projections and estimates made in the budget are based on reliable, valid and relevant data • develop a realistic plan that can address future plan and changes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Plan of annual budget for product development department based on previous budget plans and future plan of activities.
Remark	Associated with 110213L5 Plan product development process

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Plan product development process
Code	110213L5
Range	Plan the process for product development in a fashion business. This applies to individuals who are required to plan and design the development processes for fashion products.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the strategic purposes and directions of product development to business goals • delineate a general process of product development from research to pre-production • identify the key parties and their interactions in the product development process • specify the parameters for planning a product development process (e.g. timeframes, resources) 2. Application and process Be able to • establish the goals that a product development process aims to achieve (e.g. target hit rate, on-time sample delivery) • effectively deploy resources (e.g. human, capital) for completing the product development process and achieving the goals • set a sequence of tasks and timeline for product development process • consult with related parties and make adjustment to the plan in accordance with their feedback • determine the method for evaluating the process against the set goals (e.g. progress report) • identify all possible scenarios and obstacles and devise contingency measures for coping with unexpected situations in the course of implementation 3. Exhibit professionalism Be able to • regularly review the current business environment which may have an impact on the product development process. • engage key parties in the planning stage so as to make the plan more realistic and to enhance their commitment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of a product development plan, which includes resource and time components, for an identified client brand in a selling season.
Remark	Associated with 110212L5 Plan product development budgeting

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Review product development process
Code	108108L5
Range	Review the process of fashion product development. This applies to individuals who are required to perform periodic reviews of the effectiveness of product development process in achieving its goals.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the strategic purposes and directions of product development which would align with business goals • review the specific goals that a product development process aims to achieve • describe the techniques for collecting and analysing performance data • state the indicators of process outcomes and performance • show awareness of the industry trend in fashion product development • understand the requirements of the fashion market and clients 2. Application and process Be able to • compile data in relation to the process outcomes and performance • identify and evaluate outcomes of the product development process in terms of time, quality and cost • compare the outcomes with the plan and determine causes of inconsistencies • analyse strengths and weaknesses of the process • identify areas for improvement that can be done to enhance the process against the pre-set goals (e.g. certain % of hit rate) • make recommendations for process improvement • report the process performance and recommendations for future reference 3. Exhibit professionalism Be able to • systematically analyse information to assess performance and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of review report in the required format for reflecting the performance of the product development process
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Solve problems (fashion product development)
Code	110214L5
Range	Solve problems in the fashion product development process. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to fashion product development • review the organisational policy in relation to solving fashion product development problems • understand the functions and process of fashion product development • apply logical thinking and soft skills to facilitate problem resolution 2. Application and process Be able to: • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate one to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to: • build on experience and established networks to assist problem-solving
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the fashion product development processes to achieve product acceptance.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Control product development process
Code	110215L4
Range	Control the process of fashion product development. This applies to individuals who are required to manage and ensure the product development processes meet the intended goals.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the goals that a product development process aims to achieve • state the structure of relationships in a product development process • describe the control points in the process of product development • employ a range of skills in controlling process parameters (e.g. resources) in accordance with requirements set in the plan 2. Application and process Be able to • identify and confirm requirements (design / sample), timelines and budget with related parties (e.g. clients, designers) • allocate resources in accordance with the product development plan • identify and recommend appropriate personnel for management selection • execute the product development schedule and monitor its progress • maintain communication with related parties to ensure requirements are met • monitor costs and identify budget implications of any process changes • propose revisions to the plan or budget in response to variances or unforeseen issues in the process • communicate with related parties (e.g. meetings) to ensure efficiency, revisions agreed or problems solved in the process • collect information and product outcomes against product development plan 3. Exhibit professionalism Be able to • ensure the outcome of the product development process meets the requirements of both the timeline and budget • ensure prompt response to the issues arose in the product development process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Execution of data collection and evaluation in accordance with requirement established for the product development plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Develop material specifications
Code	108111L4
Range	Develop material specifications to guide the selection or development of material in accordance with the requirements. This applies to individuals who are required to establish a technical description of materials used for making up fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand materials used for making fashion products in terms of composition, classification, construction, production methods and finish, features and properties • analyse materials in terms of composition, classification, structure and production method • relate the material features and properties to fashion end use • communicate the technical details of materials effectively by using fashion terminology • understand the commercial practice of material supply 2. Application and process Be able to • analyse the requirement for materials with consideration of the fashion product end use • describe the materials in fashion terminology and with technical details so that suppliers know exactly what is required (e.g. composition, classification, construction, production methods and finish) • specify the materials in a format that is commonly used in the industry and follows the organisational guidelines • liaise with related parties (including clients, suppliers or technical department) for agreement on the specifications • collect and prepare samples or similar that serve to illustrate material specifications (e.g. hand feel fabric swatch, embroidery artwork) • specify conditions of relevance to the specifications (e.g. minimum ordered quantity, colour, dyeing method) 3. Exhibit professionalism Be able to • demonstrate full consideration of the technical aspects of materials and their relationship with fashion product end use when developing specifications
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a technical specification for material based on material requirements for a fashion product.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Estimate cost for materials
Code	108112L4
Range	Estimate cost for materials of fashion products. This applies to individuals who are required to make estimates of material cost based on limited information at or before the product development stage.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain how the materials are used to make a fashion product (e.g. knitting for sweaters, cut-and-sew for woven shirts) • understand material cost structure (cost components) • state the methods for determining material consumption • state the factors affecting the price of materials (e.g. market demand, weather, supply situation) • understand current material supply market situation 2. Application and process Be able to • collect information related to material requirements and specifications • determine the material supply routine (e.g. unit of measurement, minimums) • identify components of material cost (e.g. unit material consumption, unit material cost, quantity) • estimate unit material consumption with reference to past records of similar material and product type or based on specific investigative methods • collect information related to unit material cost from suppliers • collect information related to other cost components (e.g. surcharge, testing, transport) • estimate material cost by collating all cost components with adjustments that would offset risk in estimation. • document all details based on which the material cost is calculated for future reference 3. Exhibit professionalism Be able to • have insight into latest material supply market situation • make estimations based on the best available evidence or data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a cost structure in determining the material cost for fashion products as well as cost estimation of materials based on specifications and available data.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Identify requirements for material development
Code	108113L4
Range	Identify the requirements from designers or clients for new materials development. This applies to individuals who are required to develop new materials from existing capacity in accordance with the designer's or client's requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify materials used for making fashion products (e.g. source, production, construction) • review the material supply market situation • relate the material features and properties to fashion end use • communicate material requirements with related parties effectively by using fashion terminology • state the legal requirements of major countries (e.g. US, EU) for materials 2. Application and process Be able to • interpret design specifications of fashion products and evaluate the requirement for new material • identify the end use or potential applications of new materials with designers or clients • clarify the new material requirements from both aesthetic and functional aspects • explore with suppliers or technical personnel on the feasibility and constraints of developing the required materials • make any adjustment needed to the material requirements and liaise with related parties for agreement • document and record communication about new material requirements 3. Exhibit professionalism Be able to • have insight into latest material supply market situation • provide constructive advice to establish material requirements that support the design development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of requirements for material development that cover the aesthetic and functional aspects based on design specifications.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Coordinate to evaluate material performance for product development
Code	108114L4
Range	Coordinate material performance evaluation to determine suitability for required fashion product end use. This applies to individuals who are required to experiment with different materials and analyse their performance to determine if they can meet the requirements at the product development stage.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the material features and properties to fashion end use • define material features and properties in terms of performance requirements • understand the standard of material performance required by major markets • describe the evaluation methods for fashion materials (testing and inspection) • recognise the importance of material evaluation at the stage of product development 2. Application and process Be able to • identify performance requirements based on the fashion product end use and design requirements • establish an evaluation plan for materials (e.g. test items, mock-up) • arrange the preparation of specimens for evaluation purposes • arrange with related parties (e.g. testing laboratory) to conduct the evaluation • review evaluation reports to determine the suitability of materials for making fashion products • suggest modifications or alternatives for materials so as to enhance fashion product performance or avoid problems in bulk production 3. Exhibit professionalism Be able to • provide unbiased advice on material selection based on objective data in evaluation reports
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of an evaluation plan for determining the performance of different fashion materials and their suitability for making fashion products. • Interpreting evaluation reports and recommending actions for material sourcing.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Identify and select vendors for sample making
Code	108115L4
Range	Identify and select vendors who are able to make samples according to the requirements set for the fashion product and the organisation. This applies to individuals who are required to select appropriate vendors for sample making.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational policy and procedures in selecting vendors • identify the channels through which potential vendors can be identified • examine the selection criteria for vendors • review the methods of evaluating vendors • specify the requirements and criteria for sample making • understand the purpose of sample making and its relation to bulk production 2. Application and process Be able to • identify the requirements for sample making (e.g. time of delivery, quality) • identify the criteria and organisational policy for selecting a vendor (e.g. from preferred vendor list) • identify the potential vendor(s) from the preferred vendor list or from other channels that have a high chance of meeting the criteria • evaluate the potential vendor(s) (in terms of required facility, quality, etc.) against the sample and/or production requirements (e.g. delivery, cost) • select the vendor that can meet the sample requirements and potentially the requirement for production • negotiate with the selected vendor for details of sample order (e.g. delivery, quantity, quality) 3. Exhibit professionalism Be able to • value integrity to resist bribery, corruption and fraud in the fashion supply chain • have an extensive network of vendors specialising in different types of fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification and selection of vendors for sample making based on the sample requirements and organisational criteria.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Identify requirements for sample
Code	108116L4
Range	Identify requirements for fashion sample development. This applies to individuals who are required to identify requirements for developing fashion samples serving specific purposes.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the different types of samples and their purposes • understand the construction, making up and specification of fashion products • explain the factors that may affect the feasibility of realising a fashion design • understand the process of sample making and production for fashion products • communicate sample making requirements with related parties effectively by using fashion terminology 2. Application and process Be able to • interpret design specifications of fashion products and evaluate the requirements for making sample • analyse the client or market profile for which the designs are targeted • clarify the sample requirements with the designer or client • determine the design feasibility in consultation with the sample making party (e.g. in terms of skill and equipment) • identify potential problems and risks to sample making and production based on the design specifications and sample requirements • suggest modifications or alternatives to the sample requirements if any • record and document any changes made to design specifications or sample requirements 3. Exhibit professionalism Be able to • demonstrate an understanding of sample requirements from different perspectives • adopt a creative approach to resolve conflicts and suggest alternatives in sample development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of requirements for the making of fashion samples based on the design specifications.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Monitor sample making progress
Code	110216L4
Range	Monitor progress of fashion sample making. This applies to individuals who are required to control the process of sample making that can meet the given schedule and requirements for the production of fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the process of sample making • identify personnel or parties involved in the process of sample making • identify checkpoints in the process for monitoring purpose • prepare a progress report 2. Application and process Be able to • identify the requirements for the sample (e.g. time, style, quality, quantity) and schedule plans (e.g. sewing and embellishment schedule) • set checkpoints to track the progress of sample making (e.g. sample order placement, material delivery, cutting and sewing, embellishment) • monitor each checkpoint by collecting and evaluating related information and/or outcomes • organise regular meetings with related parties to update the status • report the progress by collating outcome data at the checkpoints • identify problems and barriers that would affect the sample making progress • consult related parties for solutions, or adjustments to the schedule or other requirements when required 3. Exhibit professionalism Be able to • identify off-track signals that may jeopardise the production process • demonstrate a full understanding of the sample making process and set checkpoints sensibly for monitoring purposes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a progress report for tracking the progress of sample making against the pre-set schedule and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Communicate sample specifications to related parties
Code	108118L3
Range	Communicate sample specifications to related parties in the sample making process. This applies to individuals who are required to disseminate the information and specifications of the sample to related parties.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the textual, numerical and graphical information presented in sample specification sheets • state the documentation, policies, standards and procedures relevant to communicating sample specifications • communicate sample specifications and requirements by using fashion terminology • employ a range of communication means for disseminating information and facilitating interaction 2. Application and process Be able to • identify the target audience and means of communication available to share information about sample specifications (e.g. verbal, written) • compile the information from reliable sources • organise and present the information in ways that can be easily understood by the target audience • ensure the information is accurate and effectively communicated • respond to questions and feedback in relation to the interpretation of sample specifications • identify the barriers to communication and the related solutions to improve 3. Exhibit professionalism Be able to • secure feedback and encourage questions from the recipients so as to enhance understanding • ensure the information is presented clearly, concisely and explicitly
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Communicating effectively the details of sample specifications through a range of selected means (e.g. email, verbal communication, formal written document) to the target audience who are involved in the making of garment samples.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Arrange sample delivery
Code	108119L2
Range	Arrange delivery of fashion samples. This applies to individuals who are required to prepare documentation and arrange for the delivery of samples.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the documentation and procedures for delivering fashion samples to local or overseas locations • state the regulatory requirements for delivering a sample • state the common factors that may affect the appearance and performance of fashion samples in the process of packaging and delivery • understand the different modes of transport and the associated risks for sample delivery 2. Application and process Be able to • identify the proper transport mode for sample delivery • prepare relevant documentation for sample delivery in accordance with relevant regulations and organisational procedures • prepare the content list and packaging for sample delivery • make arrangements and preparation for sample delivery to meet the courier pick-up and delivery schedule • inform the delivery arrangement (e.g. dispatch date, delivery mode and tracking number) and expected arrival date to intended recipients • coordinate responses to unexpected situations, problems or events in the sample delivery 3. Exhibit professionalism Be able to • ensure the documents are completed, checked for accuracy and returned promptly to related parties for sample delivery • secure proper packaging of sample delivery to minimise the risk of damage, theft and loss
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of documentation and packaging for sample delivery in accordance with relevant regulations and organisational procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Maintain sample records
Code	108120L2
Range	Maintain records of fashion samples. This applies to individuals who are required to keep the sample records in proper order for easy retrieval.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the system of storing physical samples and recording sample information • outline the organisational procedures for keeping records of fashion samples • understand the purposes of sample records for the organisation • understand the importance of an organised archive system for record retrieval 2. Application and process Be able to • collect samples and the associated information from valid sources • label and store samples in a designated position of the archive system • record information of the samples accurately in accordance with the required format and coding • record adjustments, special requirements and problems during the process of sample making • record and update information related to the movement or use of records within the sample archive system 3. Exhibit professionalism Be able to • keep the records in an organised manner so that they can be retrieved easily
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Storage and maintenance of fashion sample records in the archive system in accordance with organisational procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Plan sample making
Code	110217L4
Range	Plan for the operations of fashion sample making. This applies to individuals who are required to lead and plan for the making of fashion samples.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • recognise the role of sample making in realising a fashion design or in product development • understand the process of sample making for fashion product • explain the construction and specifications of fashion products • state the different types of method and machinery for sample making • outline the organisational requirements and standards in relation to sample making • communicate with related parties effectively by using fashion terminology 2. Application and process Be able to • analyse the information stated in the sample specifications • determine the appropriate methods used for sample making • determine and allocate resources required for sample making (e.g. machine, manpower at certain skill level, materials) • provide detailed instructions for the specifications so as to facilitate the operations of sample making (sample specifications with detailed instructions) • estimate lead time required for sample making and liaise with related parties for delivery schedule 3. Exhibit professionalism Be able to • ensure the sample making plan aligns with the product development plan • demonstrate technical expertise in realising fashion design ideas • demonstrate a full understanding of the implications of sample making for bulk production
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a sample making plan and detailed instructions based on the analysis of sample specifications and product development plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Interpret sample specifications
Code	110218L3
Range	Interpret the sample specifications with detailed instructions for fashion sample making. This applies to individuals who are required to understand the detailed instructions before proceeding to the stage of constructing a fashion sample.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the information (e.g. contents, graphics and numeric data) stated in sample specifications • understand the process of sample making • outline the organisational requirements and standards in relation to sample making • use a range of fashion terminology in relation to sample making 2. Application and process Be able to • comprehend details of the sample making instructions • clarify any unclear or missing information with related parties • refer to the previous sample of similar types if any • determine the use of machines and detailed steps for constructing the sample based on the sample specifications 3. Exhibit professionalism Be able to • comprehend the specifications precisely for sample making • demonstrate a sense of fashion in interpreting the specifications
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Interpretation of sample specifications and determination of detailed steps for sample making.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Embellish fashion samples
Code	108124L2
Range	Perform fashion sample embellishment based on the sample specifications. This applies to individuals who are required to finish or embellish the fashion sample that meets the specifications and quality requirements
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise the sample specifications and requirements • identify the use of different materials (e.g. thread, bead) for embellishing fashion products • employ a range of embellishing techniques for finishing fashion products • use appropriate machinery, equipment and tools for fashion product embellishment • communicate fashion product embellishment by using fashion terminology 2. Application and process Be able to • identify the sample making-related instructions and requirements • get the machinery, equipment and tools ready for use • get the materials (e.g. thread, bead) ready for use • apply appropriate method/technique to embellish the fashion product • check to confirm that the embellished sample meets the specifications and quality requirements 3. Exhibit professionalism Be able to • utilise materials appropriately and economically for embellishing a fashion sample • critically examine the product throughout the embellishment process • use safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Embellishing fashion samples in accordance with the sample specifications and quality requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Prepare for sample making
Code	110219L2
Range	Perform the preparation for sample making. This applies to individuals who are required to prepare the information and materials for the making of fashion samples.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise the sample specifications and requirements • outline the sample making process • communicate sample making by using fashion terminology 2. Application and process Be able to • identify the sample specifications and requirements (e.g. quantity, quality, time) • collect related information (e.g. reference sample) for sample making • assist to develop detailed instructions based on sample specifications • check and prepare materials (e.g. fabric, trims) for sample making • arrange for the dissemination of sample making information and dispatch of materials for sample making in accordance with the requirements 3. Exhibit professionalism Be able to • ensure correct information and materials can reach the related parties in accordance with the sample making schedule • report any issues that would delay the sample making process in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of information and materials for sample making in accordance with sample specifications and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Product Development

Title	Follow up on sample adjustments
Code	110220L3
Range	Follow up the comments from sample evaluation and arrange for sample adjustments. This applies to individuals who are required to coordinate the process of sample adjustments based on the comments from sample evaluation until the sample gets approved.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the different purposes of samples • understand the construction fashion products • state the process of sample development and roles of different parties in the process • communicate comments on samples by using fashion terminology 2. Application and process Be able to • identify the sample specifications and requirements • collect comments on the sample from various parties • comprehend comments on the sample and clarify points of confusion with related parties • identify the sample adjustments based on the comments and feedback of related parties • consult with related parties to determine the technical feasibility of making the adjustments • maintain a proper record of sample adjustments and communicate with related parties • coordinate and monitor the tasks of sample adjustments with related parties • arrange for sample evaluation after completion of adjustments • get the sample approval from the client or other authorised parties 3. Exhibit professionalism Be able to • communicate the sample comments with related parties accurately and in a timely manner • work collaboratively with different parties to achieve the objectives of sample development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Soliciting comments on sample evaluation and arranging sample adjustments so as to meet the requirements and to get approval.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Plan for collection of cost data
Code	108292L4
Range	Plan and prepare to collect data for calculating cost. This applies to individuals who are required to assist in the process of cost calculation by collecting valid data from reliable sources.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the key components of fashion product cost • state the costing approach or formula adopted by the organisation • identify sources of data for each cost component • explain the way the data are generated (e.g. fabric consumption by marker plan) • evaluate the validity of data and reliability of data sources 2. Application and process Be able to • identify the cost components of fashion products • identify the data that need to be collected for an accurate costing • devise a plan for data collection (including timeframe, activities and sources) in consultation with related parties • liaise with related parties and collect data (e.g. material consumption data and production time from sample room) • verify the data with related parties • record and input the data for the costing purpose and future reference 3. Exhibit professionalism Be able to • ensure the cost data are valid and accurate • review data sources so as to ensure their reliability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of data collection plan, which includes timeframe, activities and sources for costing purpose.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Conduct cost analysis
Code	108294L5
Range	Conduct cost analysis in fashion product development and evaluation processes. This applies to individuals who are required to analyse the cost of producing / supplying fashion products with different options so as to achieve cost efficiency or to meet a client's target price.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review organisational policy, procedure and authority to adjust the cost variables • identify common materials used for making fashion products • analyse the construction of and process of producing fashion products • analyse the cost components by comparing data among different options • describe options that are available for selecting materials and making up the fashion product • specify the factors that may affect the cost of a fashion product (e.g. materials, making up) • review the market situation of material and production services (e.g. price, supply, competition) 2. Application and process Be able to • identify the costs associated with the fashion product and the related expectations (e.g. client's target price, delivery schedule) • determine the cost breakdown and possible areas for cost adjustment • compare cost breakdown of similar fashion products for the cost evaluation • consult related parties (e.g. suppliers, production department) to propose options for achieving cost efficiency or closing the price gap • solicit feedback on the options from the client or others and make corresponding adjustments • document product cost analysis and record the decision 3. Exhibit professionalism Be able to • have insight into latest market trend that may affect the cost of a fashion product • demonstrate full consideration of all aspects when proposing options
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of cost analysis report to address the price gap between the organisation and the client and suggest options to close the gap.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Coordinate new material development
Code	108284L4
Range	Coordinate with related parties for the development of new materials. This applies to individuals who are required to work with different parties in new material development in accordance with the designer's or client's requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the process of new material development • understand roles and responsibilities of all parties involved in new material development process • understand materials used for making fashion products (e.g. source, production, construction) • connect with the sources of material supply (e.g. supplier) • communicate material issues with related parties effectively by using fashion terminology 2. Application and process Be able to • identify sources of material supply that have the potential or capability in developing the required new materials. • communicate the material requirement and specification with sources of material supply (e.g. supplier, material procurement staff) • set standards of quality performance of materials • liaise with related parties to set workable timeframe for material development • monitor the progress of material development • engage sources of material supply in experimenting newly developed materials to meet the requirements and standards (e.g. sample, trial run, mock-up, test) • collect feedback on newly developed materials and seek advice for modifications when required • resolve problems and clarify issues that may arise in the process of material development 3. Exhibit professionalism Be able to • build strategic partnerships with all parties involved in the process so as to achieve the best possible outcomes in material development supporting the making of fashion product
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of new material development plan which includes both time and action elements ensuring the process is completed before deadline and outcomes meet the requirement. • Coordinating with related parties in developing materials based on the pre-set requirements and specifications.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Develop sample specifications
Code	108285L4
Range	Develop specifications for sample making on the basis of design specifications and requirements. This applies to individuals who are required to develop a detailed specification stating the specific requirements for sample as a means to realise and evaluate fashion design.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise style features from design specifications and sample requirement • state the content and format of sample specifications • understand the process of sample making and production for fashion products • communicate sample specifications effectively by using fashion terminology • familiarise with the pattern making and construction techniques for fashion products 2. Application and process Be able to • interpret the design specifications and sample requirements • consult related parties in developing the specifications • develop sample specifications with content including: o product description in written and image form (e.g. drawing) o size measurements (incl. tolerance) o materials (e.g. fabrics, trims) o construction instructions o finishing instructions • inform the specifications to related parties and get agreement among them • adjust the specifications after getting feedback from related parties when evaluating the completed sample 3. Exhibit professionalism Be able to • ensure the specifications follow industry standards and organisational guidelines • ensure the specifications are clear and accurate so that sample will be made efficiently
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of specifications for sample making based on sample requirements and design specifications.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Identify and source materials for sample development
Code	108287L4
Range	Identify and source materials based on the material specifications for the making of fashion samples. This applies to individuals who are required to source all types of materials for fashion products.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine specifications of different types of materials used for making fashion samples • state the evaluation criteria for making sourcing-related decisions • identify the industry trend and general practice of material supply • outline the material sourcing process for fashion products • understand how to plan the sourcing schedule • describe the documentation required for processing the order and delivery • describe fashion materials by using fashion terminology 2. Application and process Be able to • identify material specification through analysis of given information from a client or designer • identify potential sources of material supply (e.g. country, supplier) • set sourcing criteria for comparing sources of supply (e.g. location, cost, time, quality) • collect information from sources of supply in relation to the sourcing criteria (e.g. country of origin, minimum order quantity, delivery, services) • compare options and offers of potential suppliers against sourcing criteria and select suppliers • place material orders based on the material specifications and sample requirements • prepare documentation for order and delivery • communicate the order details and schedule to related parties • monitor progress of material orders against contractual terms 3. Exhibit professionalism Be able to • proactively collaborate with related parties in completing the sourcing tasks in a timely and effective manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a sourcing plan for fashion materials based on the given specifications and requirements as well as preparation of a progress report tracking the processing of orders against contractual terms.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Arrange materials for sample making
Code	108288L3
Range	Arrange materials for the making of fashion samples at the product development stage. This applies to individuals who are required to arrange and coordinate all materials for sample making in an efficient and effective manner.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the method of estimating the material quantity required for sample making (e.g. fabric consumption) • state the transport modes available for the delivery of materials • understand the documentation procedures (including legal requirements) in delivering materials from overseas locations • understand the sample making process for fashion products • describe the general workflow and practices of the sample making unit (e.g. sample room, vendor) • understand the material supply plan for sample making 2. Application and process Be able to • comprehend material specifications and sample material orders • identify the sources of material supply (e.g. supplier, warehouse, country of origin) • coordinate with related parties for the delivery schedule of materials required for sample making • coordinate with related parties for the transport mode of delivering materials that may be affected by the timeframe, country of origin, etc. • assist in preparing logistics and legal documents when required • communicate regularly with suppliers, warehouses, sample making units and related parties about the material delivery status • arrange to conduct the quality check of the materials and advise related parties in case of non-conformance or related problems 3. Exhibit professionalism Be able to • respond promptly and collaboratively to issues that may arise in the process of material arrangement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a material supply plan for sample making based on the required deadline and specifications as well as arrangement of all necessary materials for sample making based on the plan.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Coordinate sample making
Code	108289L3
Range	Coordinate the making of garment sample based on the product development plan and sample specifications. This applies to individuals who are required to organise sample making activities so as to meet the required quality standard and timeframe.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the different types of samples and their purposes • understand the process of sample making • communicate sample specifications by using fashion terminology • understand the roles of different parties involved in the making of fashion samples (e.g. material suppliers, sample room) • understand the roles of sample making in the whole fashion supply process 2. Application and process Be able to • identify the purpose of a fashion sample (e.g. prototype for validating the design) • identify the specifications and requirements of a fashion sample • develop an action plan in accordance with the product development plan • coordinate with different parties for the purchase and making of fashion samples according to the action plan • respond to clarify sample making information with related parties in accordance with the requirements • maintain a proper record of expenses and time at essential steps of sample making • monitor and report the progress to related parties 3. Exhibit professionalism Be able to • ensure the completion of the sample making process at the pre-set deadline • demonstrate coordination skills when engaging different parties for the making of a sample to the given requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of an action plan for sample making based on the product development plan of schedule and budget.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Coordinate sample evaluation
Code	108291L4
Range	Arrange to evaluate the fashion sample so as to confirm that it meets the requirements. This applies to individuals who are required to organise activities to validate the fashion sample for its intended purpose.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify appropriate parties for evaluating the fashion sample • explain the purposes and requirements of different fashion samples • examine the requirements set out in the sample specification document • understand the evaluation criteria of fashion samples • communicate sample specification and requirements effectively by using fashion terminology 2. Application and process Be able to • identify the intended purpose of the sample (e.g. prototype for validating the design) and its requirements • set the criteria for evaluating the sample (e.g. aesthetic performance, workmanship, fitting) based on the requirements • develop the evaluation procedures and engage appropriate parties in the process (e.g. designer for evaluating the aesthetic performance) • assign appropriate personnel for evaluating the sample • solicit opinions and comments on the sample performance against the given criteria • determine areas for improvement if any for enhancing the product performance • report the evaluation results and communicate the recommendation to related parties 3. Exhibit professionalism Be able to • ensure the evaluation report is appropriately compiled for the intended audience
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing criteria and procedures for evaluating a fashion sample as well as reporting results of sample evaluation for enhancing sample performance based on the pre-set purpose and requirements.
Remark	Common UoC across the functional areas: Product Development / Merchandising and Material Procurement

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Establish supply chain processes
Code	108128L6
Range	Establish processes for fashion supply chain operations. This applies to individuals who are required to design processes in the supply chain to offer fashion products which fulfil target customer requirements.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • evaluate the supply chain processes in planning, sourcing, making and delivering fashion products to fulfil an order • critically review the roles of different parties in the supply chain • analyse the factors affecting the operational effectiveness of supply chain processes • evaluate how supply chain processes are developed in a supply chain structure to meet target customer needs • examine the importance of supply chain partners in the supply chain profitability 2. Application and process Be able to • identify supply chain structures for fashion products to meet target customer needs (order fulfilment) • establish processes for planning activities (e.g. demand projection, capacity management) to meet sourcing, production and delivery requirements • establish processes for sourcing activities (e.g. vendor certification, sourcing quality monitoring) to meet target customer demands • establish processes for making activities (e.g. facility management, order management) that meet target customer demands • establish processes for delivering activities (including warehouse management, transportation management) to meet target customer demands • consult related parties and assess the viability of supply chain processes • liaise with supply chain partners and make adjustments when required to the processes so as to enhance operational effectiveness and supply chain profitability 3. Exhibit professionalism Be able to • ensure the supply chain processes are designed to achieve the highest efficiency and lowest cost • build strategic partnerships with all parties involved in the supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of supply chain processes for planning, sourcing, making and delivering fashion products for fulfilling target customer demands.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Plan supply chains
Code	108129L6
Range	Plan supply chains for a fashion business. This applies to individuals who are required to plan and design the structure of the supply chains that would generate the highest profitability for the fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • critically review the concepts of the supply chain and supply chain management • have in-depth knowledge of the structures of different supply chains • identify the factors in configuring a supply chain that would generate the highest profitability to the organisation • review the current practices of supply chain management in the fashion and other industries 2. Application and process Be able to • identify the organisation strategy and business goals in relation to supply chains • determine the market demand and target customer needs for the organisational products or services • identify the structure of supply chains for different product and service types • identify key components of different supply chain structures • establish the links and inter-relationships among components of different supply chain structures • determine the flow of products, information and funds in supply chains • identify the parameters for making decisions on production, location, inventory, transportation and information • develop a detailed structure of the supply chain network • identify evaluation criteria for assessing the performance of the supply chains 3. Exhibit professionalism Be able to • ensure the performance of supply chains is aligned with the business goals • have insight into fashion business environment (including legal, ethical, environmental and security issues) that would affect the operations and profitability of supply chains
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing structure of supply chain network for fulfilling market demand as well as maximizing profitability.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review supply chains
Code	108130L6
Range	Review the performance of a supply chain for a fashion business. This applies to individuals who are required to review the supply chain performance and make recommendations for improvement.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the supply chain performance to the business goals • examine the specific goals that a supply chain aims to achieve • review the evaluation criteria for assessing supply chain performance • explain the types of data and collection methods for assessing supply chain performance • understand the complex operations of and parties involved in the supply chains 2. Application and process Be able to • identify the evaluation criteria and the sources of data for assessing supply chain performance • collect data for assessing supply chain performance against evaluation criteria • analyse the data and identify areas of under-performance • identify opportunities to improve design, processes and partnerships of supply chains in response to the changing market and industry conditions • consult related parties to make recommendations for improving the supply chains 3. Exhibit professionalism Be able to • have insight into latest developments in supply chain management and its performance • systematically analyse data to assess supply chain performance and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a review report for assessing supply chain performance based on the evaluation criteria and making recommendations for improvement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Work with supply chains
Code	108131L4
Range	Work with different parties in supply chains to satisfy client needs via order fulfilment. This applies to individuals who are required to build the network with supply chain parties and collaborate for the supply of fashion products or services.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the concept of supply chain management • identify the roles of different parties and their value added to the supply chain • examine operations and processes within a supply chain • state the importance of building positive relationships with supply chain partners in the overall performance • relate the supply chain performance to the business goals • identify and report problems and non-compliance issues in the supply chain 2. Application and process Be able to • identify parties or partners (participating organisations like suppliers, service providers) in the supply chain for each type of product or service • determine the value added by each supply chain party and define its role in the structure • inform and explain the operations and processes of the supply chain to the supply chain parties • establish and maintain positive commercial relationships with the supply chain parties to facilitate collaboration • use information technology to facilitate information flow and supply chain data monitoring • identify and report non-compliance issues and coordinate to resolve problems in the supply chain operations 3. Exhibit professionalism Be able to • work collaboratively with different parties to maximise supply chain profitability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing and coordinating the different supply chain parties for the supply of fashion products or services with an aim to achieve a profitable performance in the supply chain structure.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Plan merchandising process
Code	108132L5
Range	Plan the merchandising process for fashion products. This applies to individuals who are required to plan and design the merchandising process for fashion products.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • analyse the purposes and directions of merchandising which would align with business goals • review the process of fashion merchandising from pre-production to delivery • evaluate the key players and their interactions in a merchandising process • specify the parameters of a merchandising process (e.g. timeframes, resources) 2. Application and process Be able to • establish the goals that the merchandising process aims to achieve (e.g. supply the fashion merchandise at the right time, right price and right quality) • identify and project resources (e.g. human, capital) for the merchandising process to achieve the goals • outline the tasks in the merchandising process • establish a timeline for completing the tasks • liaise with related parties to adjust the plan when required • determine the methods for evaluating the process against the goals • set up a contingency plan in case certain aspects of the plan are unattainable 3. Exhibit professionalism Be able to • regularly review the current business environment which may have an impact on the merchandising process • involve key stakeholders in the planning stage so as to make the plan more realistic and to enhance their commitments
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a merchandising plan, which includes resources and timeframe, for fashion products in a selling season.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review merchandising process
Code	108133L5
Range	Review the merchandising process for fashion products. This applies to individuals who are required to review the effectiveness of the merchandising process in achieving its goals.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the strategic purposes and directions of merchandising to business goals • determine the specific goals that a merchandising process aims to achieve • determine the techniques for collecting and analysing performance data • examine the indicators of process outcomes and performance • understand the trend of production and trade in fashion industry • understand the requirements of the fashion market and clients 2. Application and process Be able to • interpret the data in relation to the outcomes and performance of merchandising process (e.g. order fulfilment, on-time shipment) • identify and evaluate outcomes of the merchandising process in terms of time, quality and cost • compare the outcomes with the plan and determine causes of inconsistencies • analyse strengths and weaknesses of the process • identify areas for improvement and make recommendation to enhance the process against the pre-set goals (e.g. cost, quality). • evaluate the process performance and compile the review report 3. Exhibit professionalism Be able to • systematically analyse information to assess performance of merchandising process and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a review report in the required format for reflecting the performance of the merchandising processes in the fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Solve problems (fashion merchandising)
Code	110221L5
Range	Solve problems in the fashion merchandising process. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to fashion merchandising • review the organisational policy in relation to solving fashion merchandising problems • understand the functions and process of fashion merchandising • apply logical thinking and soft skills to facilitate problem resolution 2. Application and process Be able to: • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate one to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to: • build on experience and established networks to assist problem-solving
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the fashion merchandising processes to achieve order fulfilment.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Control merchandising process
Code	110222L4
Range	Control the merchandising process for fashion products. This applies to individuals who are required to manage and ensure the merchandising process meet its goals.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the goals that a merchandising process aims to achieve • state the structure of relationships in a merchandising process • describe the control points in a merchandising process • employ a range of skills in controlling process parameters (e.g. resources) in accordance with requirements set in the plan 2. Application and process Be able to • identify and confirm requirements, timelines and budget • allocate resources in accordance with the merchandising plan • identify and recommend appropriate personnel for management selection • execute the merchandising schedule and monitor its progress • monitor costs and identify budget implications of any process changes • propose revisions to the plan or budget in response to any variances or unforeseen issues in the process • communicate with related parties (e.g. meetings) to ensure efficiency, revisions agreed or problems solved in the process • collect information of process outcomes (e.g. product quality, delivery time) against specifications or requirements 3. Exhibit professionalism Be able to • recognise the importance of communication and liaise with all parties involved in the process • ensure the outcomes of the merchandising process meet the requirements of the given timeline and budget • make prompt responses to the issues arose in the merchandising process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Design of a progress report to track the progress of the merchandising process for fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Formulate a sourcing strategy
Code	108136L6
Range	Formulate a strategy for sourcing activities to achieve the business goals of a fashion business. This applies to individuals who are required to evaluate the business and market environment and other factors in order to design plans for sourcing activities and decisions.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate business goals to sourcing strategy • critically review the factors that determine a successful sourcing strategy • identify the information required for formulating a sourcing strategy • review the various sourcing activities and decisions in a fashion business • describe the key components of a sourcing strategy • apply techniques in collecting and analysing complex data for developing a sourcing strategy 2. Application and process Be able to • critically review the business goals for setting sourcing objectives • set plan for collecting and analysing information of the market, competition, risk and opportunities • critically evaluate sourcing options by taking into account factors related to labour, currency, transportation, government and financial charges, etc. • establish the policy for building supplier relationships • establish the strategic direction for the selection of sourcing channels, sourcing countries, sourcing mix, portfolio of suppliers, etc. • identify resource requirements for implementing the sourcing strategy • liaise with related parties for feedback on the sourcing strategy and make necessary adjustments • set criteria for measuring the effectiveness of the sourcing strategy 3. Exhibit professionalism Be able to • have insight into sourcing trend in the fashion industry • align the business goals and brand positioning, if any, with the sourcing strategy
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a sourcing strategy for a fashion business by evaluating the markets, competition, cost, risk and opportunity.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Build inventory of qualified suppliers / vendors
Code	108137L5
Range	Build a pool of potential suppliers / vendors that matches with the organisational requirements and has a high possibility of being the source of supply. This applies to individuals who are required to develop preferred lists of suppliers / vendors for sourcing purposes.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the process of supplier / vendor selection • source potential suppliers / vendors through various channels • relate sourcing needs to supplier / vendor selection • identify the data required for evaluating the qualification of suppliers / vendors • understand the concept of establishing selection criteria 2. Application and process Be able to • identify the sourcing strategy or policy adopted by the fashion business • identify the sourcing needs (e.g. type of materials for certain types of fashion product) of the fashion business • establish a set of general requirements for qualifying suppliers / vendors (e.g. compliance with the code of conduct, location, capacity and capability) • collect data from potential suppliers / vendors for assessing their qualifications against the general requirements • evaluate qualifications of the potential suppliers / vendors based on the data collected or through site visits by the sourcing team • create the inventory of qualified suppliers / vendors with detailed records of their evaluation results • update the inventory record on a regular basis • review the performance of qualified suppliers / vendors on a continuous basis 3. Exhibit professionalism Be able to • have insight into latest sourcing trends and best practices in supplier / vendor management • handle data of suppliers / vendors with strict confidentiality and in an ethical manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing a qualified list of suppliers / vendors based on the organisational requirements as well as developing an evaluation form for collecting qualification data from suppliers / vendors.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Implement a sourcing strategy
Code	110223L5
Range	Implement a sourcing strategy to achieve the business goals and enhance the competitiveness of a fashion business. This applies to individuals who are required to implement a sourcing strategy in a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the principles or processes of developing an implementation plan • identify the activities and decisions in sourcing • identify the determinants of the successful implementation of a sourcing strategy • specify the criteria for evaluating the effectiveness of a sourcing strategy 2. Application and process Be able to • identify the business goals and sourcing strategy and objectives • devise policies or plans in various areas (e.g. selection of suppliers, sourcing countries) for implementing the sourcing strategy • allocate resources (e.g. human, finance) for implementing the sourcing strategy • identify and address issues that arise during the implementation of the sourcing strategy • monitor the implementation of the sourcing strategy • review the effectiveness of the sourcing strategy against criteria 3. Exhibit professionalism Be able to • ensure all related parties are clear about and committed to the implementation of the sourcing strategy • value integrity to resist bribery, corruption and fraud in the fashion supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing an implementation plan for various sourcing activities based on the sourcing strategy as well as reviewing the effectiveness of the sourcing strategy against the evaluation criteria.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review performance of suppliers / vendors
Code	108139L5
Range	Review the performance of selected suppliers / vendors to determine if they can perform to the standards set by a fashion business on a long-term basis. This applies to individuals who are required to assess supplier / vendor performance so as to support the sourcing activities of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the purposes and methods of measuring the performance of suppliers / vendors • state the data sources for revealing the performance of suppliers / vendors • apply management techniques for planning a performance review • apply specialised techniques for collecting and analysing performance data 2. Application and process Be able to • identify the sourcing strategy or policy for measuring supplier / vendor performance • specify the criteria for evaluating suppliers / vendors (e.g. rejection rate, on-time delivery) • establish a schedule for collecting performance data (e.g. after completion of every order) • collect the performance data through various channels (e.g. inspection reports, shipment reports) • analyse and report the performance data • liaise with suppliers / vendors and related parties for follow-up action with reference to the performance reports 3. Exhibit professionalism Be able to • assess performance trends and resolve potential issues before they impact on the productivity • partner with suppliers / vendors with sound track records to enhance the long-term business success
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a review report for the performance of suppliers and vendors of fashion materials and production services based on the performance criteria.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Finalise material purchasing
Code	108140L4
Range	Place purchase order to material supplier for manufacturing fashion products. This applies to individuals who are required to proceed with the material procurement.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the contract terms and conditions • illustrate the key elements of a contract • understand the rights and liabilities of each party under a contract • identify risk factors which would affect material purchasing 2. Application and process Be able to • negotiate with selected suppliers regarding their offerings • determine material order details (e.g. price, delivery, quantity, quality) based on the specifications and requirements • set contract terms and conditions (e.g. payment terms, trade terms) in relation to the material order and in alignment with organisational policy • reach a consensus with the supplier on handling the supply problems and their consequences • schedule to place orders in accordance with the production schedule • confirm the orders and prepare related documentation • communicate the order details and schedule with related parties 3. Exhibit professionalism Be able to • prepare the accurate contract document in compliance with legal requirements • value integrity to resist bribery, corruption and fraud in the fashion supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of an order document (contract) for material procurement based on the specifications and requirements for fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Identify and select suppliers / vendors
Code	108141L4
Range	Identify and select suppliers and vendors who are able to supply the required materials for and production services of fashion products. This applies to individuals who are required to source and make decisions on supplier / vendor selection in a fashion business.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the organisational policy and procedures in selecting suppliers / vendors • examine the channels through which potential suppliers / vendors can be identified • identify the selection criteria for suppliers / vendors • understand the methods of evaluating and comparing suppliers / vendors 2. Application and process Be able to • identify the sourcing strategy and policy that govern the selection of suppliers / vendors • establish the criteria for selecting suppliers / vendors (e.g. reliability, quality, services, financial security) • identify potential suppliers / vendors who can meet the criteria • draw up a shortlist of suppliers / vendors from various channels • request suppliers / vendors' proposals • compare options and offers of suppliers / vendors for the order • select suppliers who can fulfil the requirements for the material / production order (e.g. time, price, quality, quantity) and provide the most benefits to the fashion business 3. Exhibit professionalism Be able to • make comparisons of suppliers / vendors based on the evaluation of objective data and on an unbiased basis • value integrity to resist bribery, corruption and fraud in the fashion supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing a set of criteria for selecting suppliers and vendors in consideration of the sourcing policy and fashion product offerings of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Identify and specify requirements for bulk materials (production)
Code	108142L4
Range	Identify the requirements for materials in detailed specifications for the making of fashion products. This applies to individuals who are required to specify the requirements for all types of materials for the production of fashion products based on the approved samples and order information.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand materials used for making fashion products in terms of composition, classification, construction, production methods and finish, features and properties • analyse materials in terms of composition, classification, structure and production method • relate the material features and properties to fashion end use • communicate the technical details of materials effectively by using fashion terminology • understand the material supply market situation and commercial practice 2. Application and process Be able to • analyse the requirements for materials with consideration of approved samples and/or the order of fashion products (e.g. end use, quantity, shipment date, quality) • describe the materials in fashion terminology and with technical details so that suppliers know exactly what are required (e.g. composition, classification, construction, production methods and finish) • specify the materials in a format that is commonly used in the industry and follows the organisational guidelines • liaise with related parties (including clients, suppliers or technical department) for agreement on the specifications and other requirements (e.g. delivery, quality standard) • make adjustments to the specifications and requirements for better options or addressing limitations • collect and prepare samples or similar that serve to illustrate material specifications (e.g. hand feel fabric swatch, embroidery artwork) • document and record the material specifications and requirements for further processing 3. Exhibit professionalism Be able to • ensure the requirements are specified accurately and valid to align with the industry practice • ensure the specifications comply with the legal requirements for fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of technical specifications and requirements for materials based on the approved sample and order information of fashion end products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Monitor material order
Code	110224L4
Range	Monitor progress of the material supply for the production of fashion products. This applies to individuals who are required to control the process of material supply that can meet the schedule and requirements for the production of fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the process of material production or supply • relate the process of material supply to the production of fashion products • identify personnel or parties involved in the process of materials supply • identify checkpoints in the process for monitoring purposes • prepare a progress report 2. Application and process Be able to • identify the contractual requirements for the materials (e.g. time of delivery, quality, quantity, place) and schedule plans (e.g. material production schedule, production schedule of fashion products) • set checkpoints to track the progress of the material supply (e.g. approval of colour sample, submission of test report, inspection) • monitor at each checkpoint by collecting and evaluating related information and/or outcomes • organise regular meetings with related parties to update the supply status • report the progress by collating outcome data at the checkpoints • identify problems or barriers that would affect the progress of supply • consult related parties to effect solutions or make adjustments to the schedule or requirements 3. Exhibit professionalism Be able to • identify off-track signals that may jeopardise the whole production process • demonstrate a full understanding of the material supply process and set checkpoints for monitoring purposes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a progress report for tracking the process of material supply against the pre-set schedule and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Check material order received
Code	108144L2
Range	Check the material order received against the order requirements. This applies to individuals who are required to check the compliance of received material order against contract terms and requirements.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the methodology and criteria for checking material quality • understand the material quality contributing to the final quality of the product • understand organisational policy and procedure to cope with non-compliance issues 2. Application and process Be able to • identify the contractual requirements for the materials (e.g. time of delivery, quality, quantity, place) • check the materials and associated documents (e.g. packing list, test report) upon receipt of the ordered materials • communicate the receipt of ordered materials to related parties • identify non-compliance issues of the materials received against contract terms and inform related parties for follow-up action • coordinate with related parties for other checking processes when required • record the checking results of material orders received 3. Exhibit professionalism Be able to • accurately record the material order checking results • complete the material order checking in a timely and proactive manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Checking and reporting material orders received against the contract terms and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Assess potential risks in the fashion supply chain
Code	108145L6
Range	Identify and assess the potential risks in the fashion supply chain. This applies to individuals who are required to identify and assess the potential risks to the organisation and its supply chain.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • critically review the concept and methods of risk assessment • examine operations within the organisation • evaluate the macro and micro environment of the organisation • state the importance of risk assessment to the achievement of organisational objectives 2. Application and process Be able to • review feedback and reports that provide information for risk identification (e.g. client complaint record) • identify potential risks in key areas of the supply chain (e.g. production, materials, finance, logistics) • analyse the potential risks in consultation with related parties in terms of their likelihood of occurrence and the impact of their consequences • prioritise the potential risks for attention • consult related parties for managing risks to minimise the impact on the supply chain • report and communicate findings of risk assessment to related parties 3. Exhibit professionalism Be able to • demonstrate intimate knowledge of the organisation and its environment • demonstrate openness to all types of risks that may or may not exist in normal situations • work collaboratively with related parties to identify and propose solutions to potential risks that may impact on the supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a risk assessment report that identifies and assesses potential risks in the fashion supply chain.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Allocate orders to vendors
Code	108146L5
Range	Plan and allocate orders to vendors for fulfilling production requirements for a fashion programme. This applies to individuals who are required to fulfil the demand for production of a fashion programme.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the organisational strategy and policy regarding order allocation • identify the general production requirements for a fashion programme • specify the factors which affect the order allocation • understand the strategic relationships with different vendors 2. Application and process Be able to • evaluate the production requirements for a fashion programme (e.g. quantity, cost, delivery and quality required for a fashion collection) • identify vendors that may fulfil the production requirements (especially those involved in the product development stage) • set the criteria for determining order allocation (e.g. relationship, economies of scale, distance to the market, quality consistency) • allocate orders to vendors based on the consideration of the criteria • liaise and confirm the order allocation with vendors 3. Exhibit professionalism Be able to • demonstrate an understanding of the strategic relationships with different vendors. • demonstrate full awareness of risk factors that must be addressed in order allocation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing a plan for order allocation among the preferred vendors for a fashion programme with the aim to fulfil the production requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Develop production specifications
Code	108147L4
Range	Develop specifications based on confirmed order details and sample for fashion production. This applies to individuals who are required to specify detailed requirements for fashion products and instructions for the achievement of the same.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine key style features from the sample • examine the content and format of production specifications • understand the production operation of fashion products • communicate production specifications effectively by using fashion terminology • familiarise with pattern making and construction techniques for fashion products 2. Application and process Be able to • identify and collect essential information from different sources (e.g. order documents, samples) for the development of specification • consult related parties in developing production specifications • develop production specifications with content that may include: o clear illustrations of a fashion product showing construction details (front and back view) o measurements in full size range o material details (e.g. fabric, trims) o construction and stitching instructions o colour and graphic details o embellishment / finishing details (e.g. washing instructions, artwork) o labelling and packaging instructions • communicate effectively with related parties about the specifications and get their agreement (e.g. production team) • illustrate standard quality and supplement the specifications with artefacts (e.g. reference sample) 3. Exhibit professionalism Be able to • provide details about every aspect of fashion design and construction • ensure the specifications are clear and accurate so as to reduce confusion • ensure the specifications follow industry standards and organisational guidelines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of production specifications for fashion products based on the order details and approved sample.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Finalise production
Code	108148L4
Range	Place purchase order to vendor for manufacturing fashion products. This applies to individuals who are required to proceed with the procurement of fashion production services.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the contract terms and conditions • state the key elements of a contract • understand rights and liabilities of each party under a contract • identify risk factors which would affect the procurement of fashion production services 2. Application and process Be able to • negotiate with the selected vendors regarding their offerings • determine production order details (e.g. price, delivery, quantity, size and colour assortment, quality) based on the specifications and requirements • set contract terms and conditions (e.g. payment terms, trade terms) in relation to the production order and in alignment with organisational policy • reach a consensus with the vendor on handling the production problems and their consequences • schedule to place orders in accordance with the in-store or sales schedule • confirm the orders and prepare related documentations • communicate the order details and schedule with related parties 3. Exhibit professionalism Be able to • prepare the accurate contract document in compliance with legal requirements • value integrity to resist bribery, corruption and fraud in the fashion supply chain
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of an order document (contract) for fashion production service based on the confirmed order details.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Monitor production order
Code	110225L4
Range	Monitor progress of the production of fashion products. This applies to individuals who are required to control the process of fashion production so as to meet the schedule and requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the process of fashion production • identify personnel or parties involved in the process of fashion production • identify checkpoints in the process for monitoring purposes • prepare a progress report 2. Application and process Be able to • identify the contractual requirements for production service (e.g. time of delivery, quality, quantity, size and colour assortment, place) and schedule plans (e.g. material delivery schedule, production schedule) • set checkpoints to track the progress of production (e.g. cutting, sewing, packaging) • monitor each checkpoint by collecting and evaluating related information and/or outcomes • organise regular meetings with related parties to update the production status • report the progress by collating outcome data at the checkpoints • identify problems or barriers that would affect the production progress • consult related parties for solutions or making adjustments to the schedule or other requirements 3. Exhibit professionalism Be able to • identify off-track signals that may jeopardise the production process • demonstrate a full understanding of the production process and set checkpoints for monitoring purposes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a progress report for tracking the progress of production against the pre-set schedule and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Coordinate pre-production activities
Code	108150L3
Range	Coordinate all the activities necessary for the preparation of production. This applies to individuals who are required to coordinate activities after product development but before production.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of pre-production activities in the supply of fashion products • plan the schedule of pre-production and production activities • state the different types of samples and their purposes at the pre-production stage • communicate pre-production activities by using fashion terminology 2. Application and process Be able to • acquire from or finalise with related parties the fashion product specifications (sometimes referred to as Technical Package “Tech Pack”) and approved samples • communicate the product specifications and production details with production parties (e.g. vendors) • arrange the making of counter samples (e.g. pre-production sample) by production parties (e.g. production vendor, material supplier) based on the approved samples to ensure they can produce to the requirements • review and arrange the approval of counter samples before production • organise pre-production meetings with related parties to go through production details, identify potential risks and opportunities to reduce cost, and improve efficiency and quality • plan and monitor the pre-production schedule with related parties • arrange the purchasing and delivery of materials for production according to the schedule • secure production capacity based on the production order 3. Exhibit professionalism Be able to • collaboratively engage different parties in the preparation for an efficient production run
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a pre-production schedule and coordination of related activities for preparing the production of fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Handle trading and shipping documents
Code	108151L3
Range	Handle trading and shipping procedures and documents for fashion products. This applies to individuals who are required to prepare and process trading and transport documents in a fashion business.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the different payment methods and settling procedures • describe the different transport modes and procedures in handling the related documentation • understand the different types of international trade and shipping documents • use a range of international trade and shipping terms • understand the legislative requirements for the trading and delivery of fashion products 2. Application and process Be able to • identify relevant trading documents for processing the order of fashion products (e.g. license, permit, and financial document such as letter of credit) • identify relevant shipping documents for delivering fashion products (e.g. bill of lading, airway bill) • prepare / acquire the relevant trading and shipping documents in accordance with the legislative and commercial requirements • identify the trading and shipping procedures in accordance with trade practice (e.g. Letter of Credit (L/C) payment) • collaborate with related parties to handle the trading and shipping procedures • maintain a proper record of the relevant documents and communicate the information to related parties 3. Exhibit professionalism Be able to • comply with the latest requirements for the preparation of trading and shipping documents • collaborate with different parties to process the payment and delivery efficiently
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparing trading and shipping documents in accordance with the legislative and commercial requirements as well as processing the documents for delivering the fashion products and settling payments
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Develop and maintain relationships with suppliers and vendors
Code	108152L5
Range	Develop and maintain mutually beneficial relationships with key suppliers and vendors. This applies to individuals who are required to establish and manage good relationships with suppliers and vendors so as to support the operation and development of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify organisational policies, procedures and processes relevant to establishing relationships with vendors and suppliers • understand the importance of building relationships with suppliers and vendors • review the concept of supplier / vendor relationship management • apply a range of specialised techniques involved in building relationships with suppliers and vendors 2. Application and process Be able to • identify key suppliers and vendors that would benefit the organisation via the establishment of long and strong relationships • establish multiple points of contacts with key suppliers and vendors so as to develop strong links at different levels • explore business opportunities with key suppliers and vendors • engage key suppliers and vendors in strategic development • monitor the performance of suppliers and vendors in terms of quality, profitability, service, delivery and other relevant performance indicators • determine and address problems or issues of concern with suppliers and vendors • appraise and commit business with key suppliers and vendors 3. Exhibit professionalism Be able to • value integrity to resist bribery, corruption and fraud in the fashion supply chain • adopt a holistic and proactive approach to engage key suppliers and vendors in the strategic planning and development of the organisation.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing and maintaining relationship that is mutually beneficial to both the organisation and supplier / vendor.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Develop capability of suppliers and vendors
Code	110226L5
Range	Develop the capability of suppliers / vendors for generating strategic advantages and benefits of importance to the fashion business. This applies to individuals who are required to enhance the capability and performance of suppliers / vendors in the strategic alliances of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review key provisions of relevant legislation as well as organisational policies that affect business operations and strategic alliances • identify the business objectives and values in developing the capabilities of suppliers and vendors • describe how a strategic alliance achieves mutually desired outcomes in the fashion industry • state the criteria for identifying potential suppliers and vendors for entering strategic alliances • examine how the capability of suppliers and vendors can be developed to meet the target goals • deploy resources for capability building 2. Application and process Be able to • identify potential suppliers / vendors with which to enter into strategic alliances • develop governance arrangements for strategic alliances that take account of the strategic objectives and value of different partners • determine current capability of suppliers / vendors and target goals • identify methods and types of support for enhancing the capability of suppliers / vendors to reach the target goals • identify and allocate resources for knowledge transfer or financial support • collaborate with related parties to transfer knowledge or provide financial support to suppliers / vendors for enhancing their capability and performance • review and evaluate the suppliers' / vendors' performance in achieving target goals • report to related parties for further action in the case of under-performance (e.g. improvement advice, review of their status as strategic partners) 3. Exhibit professionalism Be able to • work collaboratively with strategic partners in building mutually beneficial relationships • critically evaluate the impact of organisational structure and culture of strategic partners on the achievement of target goals
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish:

Functional Area - Merchandising & Material Procurement

	• Developing a proposal for identifying suppliers / vendors to form strategic alliances, setting target goals for capability building and developing programmes for meeting the target goals. • Developing a report to review supplier / vendor performance in the capability building programme against the target goals in the strategic alliance.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Establish effective communication with suppliers and vendors
Code	108154L4
Range	Establish effective communications with suppliers / vendors for the supply of fashion products. This applies to individuals who are required to interact and communicate effectively with suppliers and vendors on a regular basis.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify organisational policies, procedures and processes relevant to the communications with suppliers and vendors • describe the roles of contact points in establishing effective communication • state the communication channels, tools and protocols generally adopted in the fashion industry • communicate with suppliers / vendors effectively by using fashion terminology • select appropriate techniques for recording communication outcomes 2. Application and process Be able to • establish points of contact between the organisation and the vendors / suppliers • identify routine communication channels and tools for effective communication • apply appropriate communication protocols with vendors / suppliers • convey information with the proper use of language and terminology to ensure accuracy • seek and respond to feedback to ensure effective communication and understanding • seek assistance from appropriate personnel to resolve any difficulties that arise in communication • document outcomes of communication and information received according to organisational procedures and maintain records 3. Exhibit professionalism Be able to • proactively communicate with vendors / suppliers so as to ensure accurate information flow and avoid any possible misunderstanding • establish multiple points of contact with vendor / supplier so as to facilitate effective communication at all levels
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of points of contacts and effective communication with suppliers / vendors so as to ensure supply of fashion products and achievement of business goals of the organisation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Build international business networks
Code	108155L5
Range	Build international business networks to generate business opportunities for a fashion business. This applies to individuals who are required to engage in international business networking to establish profitable business relationships for a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the importance and advantages of building international business networks for a fashion business • review the principles for business networking • examine the types of networking situations, events and methods • develop the business networks in different countries to support the development of a fashion business 2. Application and process Be able to: • identify opportunities to build international business networks • participate in international business associations and events (e.g. fashion week events, and fashion conferences) to establish a range of business contacts • explore opportunities to make direct contact with overseas business associates • apply networking techniques to establish relationships that can generate business opportunities • establish communication channels to exchange business information with international business network members • maintain effective work relationships with international business network members 3. Exhibit professionalism Be able to: • demonstrate extensive knowledge of international fashion markets • apply relationship building and negotiation techniques to achieve business outcomes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of international business networks to generate business opportunities or develop strategic alliances for a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review client relationships
Code	108157L5
Range	Review the relationships with clients of a fashion business. This applies to individuals who are required to evaluate client relationships and identify areas for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • review organisational client relationship strategy and objectives • identify the evaluation criteria for assessing client relationships • illustrate how to produce a review report • apply the specialised techniques for conducting data collection and analysing data 2. Application and process Be able to: • identify the client relationship strategy and objectives • set the criteria for evaluating the client relationship • establish a schedule for collecting data relevant to the client relationship • analyse the data and evaluate the client relationship against the criteria • report the analysis of client relationship and communicate with related parties • consult related parties to identify areas for improvement 3. Exhibit professionalism Be able to: • engage different units of a fashion business in reviewing the client relationship and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a review report for evaluating client relationships against the predetermined criteria based on the client relationship strategy and objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Review clients' feedback
Code	108158L5
Range	Review feedback from clients and make recommendations for improvement in a fashion business. This applies to individuals who are required to review all clients' feedback over a period of time and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the purposes of reviewing clients' feedback • identify the organisational policy and procedures for reviewing clients' feedback • identify the feedback to reveal both client satisfaction and business performance • apply the specialised techniques for planning and conducting the client feedback review 2. Application and process Be able to • collect clients' feedback and responses from various sources (e.g. client satisfaction survey, records of informal meetings) • identify the purposes and objectives of the client feedback review • analyse and categorise clients' feedback according to the intended purposes (e.g. determine clients' satisfaction, clients' preferences, product / service performance) • report and communicate the results to related parties • consult related parties to make recommendations for improvement (e.g. in client relationship) 3. Exhibit professionalism Be able to • systematically analyse clients' feedback for meaningful results that can inform business performance or identify areas for improvement • engage staff of various departments in the review exercise so as to enhance their understanding of their clients and receive their commitments to facilitate further improvement in client relationships
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a review report analysing clients' feedback of different types, informing the business performance and clients' satisfaction level, and recommending measures for improvement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Maintain client relationships
Code	108159L4
Range	Maintain long-term relationships with existing clients of a fashion business. This applies to individuals who are required to keep long-lasting client relationships and build up a loyal client base.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine organisational client relationship objectives and strategy • identify organisational policies and procedures related to client relationship • employ appropriate interpersonal skills, communication styles, professional image, and client psychology to establish relationships with different types of clients • understand the fundamental requirements for a business relationship 2. Application and process Be able to: • identify the current state of client relationships • investigate clients' profiles, needs, preferences and expectations • establish regular communication channels and business contacts with clients • connect with the clients informally through non-business contacts or knowledge sharing (like festive events) • follow organisational client relationship strategies to address clients' needs • analyse feedback from clients for improving services and offers for clients • keep records of client interactions in accordance with organisational procedures 3. Exhibit professionalism Be able to: • maintain trust and client satisfaction as fundamentals to a long-lasting client relationship • comply with legislative and organisational requirements for acquiring and sharing private data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Maintaining long-lasting relationships with different types of clients in which both the organisational and clients' needs can be met.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Propose new designs / products
Code	108160L4
Range	Propose new fashion design / product to the client. This applies to individuals who are required to explore new business opportunities by proposing the new designs / products of a fashion business to its clients.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • illustrate the content of a fashion product proposal • explain the success factors of a fashion product proposal • understand the profile of a client and their needs for new designs / products • employ a range of specialised techniques for developing and presenting a product proposal to a client 2. Application and process Be able to: • solicit new designs / products that have the sales potential from various sources (e.g. designer, vendor) • determine the needs of clients for new designs / products • develop a proposal of new designs / products with features, benefits and specifications to the target client • present the design / product proposal to the target client through the most effective means (e.g. meeting in a showroom) • solicit views and opinions of the target client regarding the new designs / products • consult related parties to make adjustments to the original designs / products based on the client's feedback • record the feedback and communications so as to report the client's preferences for future reference 3. Exhibit professionalism Be able to: • demonstrate the features of new designs / products that would enhance a client's product profile or business performance • conduct a systematic analysis of clients' feedback about new designs / products so as to obtain a better understanding of their preferences
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a proposal of new designs / products to the potential client so as to explore new business opportunities.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Collect clients' feedback
Code	110227L3
Range	Plan and collect feedback from the clients on fashion products and services offered by a fashion business. This applies to individuals who are required to develop and implement plans of client feedback collection to determine their level of satisfaction.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the objectives of collecting client's feedback • understand the collection of client feedback as a part of the customer research • state the methods of collecting clients' feedback (including formal and informal) • employ communication skills for collecting feedback 2. Application and process Be able to • identify client feedback collection as a part of the customer research and follow the customer research plan and approach • identify the types of information to collect (e.g. client satisfaction, buying behaviour) and the collection methods (e.g. telephone survey, informal meeting) • conduct the questionnaire survey and comply with administration procedures in accordance with the feedback collection plan when required • collaborate with related personnel to collect clients' feedback • maintain accurate and up-to-date contact details of clients and proper records of their feedback in required format 3. Exhibit professionalism Be able to • use appropriate questioning and listening techniques to collect clients' feedback • keep close contact with the clients in the course of the various communications
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collecting and recording clients' feedback accurately and in the required format
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Follow up on clients' feedback
Code	108162L3
Range	Follow up clients' feedback on fashion products and services offered by a fashion business. This applies to individuals who are required to comprehend clients' feedback and react appropriately.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purposes of following up clients' feedback • understand the options for responding to clients' feedback and their effects on final outcomes • employ a range of interpersonal skills for interacting with clients • employ the investigation skills in the cases in relation to clients' feedback 2. Application and process Be able to • identify clients' feedback that requires an immediate response (e.g. negative feedback) • solicit the clients' opinions in detail • collaborate with related parties to investigate the cases in relation to the clients' feedback • consult with related parties to develop responses and action plans to address the issues related to the clients' feedback • coordinate the tasks of implementing action plans with related parties according to the organisational guidelines • maintain a proper record of clients' feedback and follow up action 3. Exhibit professionalism Be able to • react to clients' feedback in a timely manner • ensure the responses to clients' feedback comply with organisational policy / guidelines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementing an action plan to follow up on clients' feedback and make appropriate responses according to the organisational guidelines.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Handle clients' enquiries
Code	110228L3
Range	Handle client enquiries about fashion products and services. This applies to individuals who are required to respond to potential or existing clients on issues related to fashion products and services provided by a fashion business.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the different types of client enquiry • understand the organisational policy or procedure for handling client enquiries • understand the sources of information on fashion products and services • understand the product and service provisions of a fashion business • communicate and respond to clients' enquiries by using fashion terminology • employ a range of communication skills for handling client enquiries 2. Application and process Be able to • classify clients' enquiries by their nature and identify who, or how, these may be handled • interpret clients' enquiries and clarify any essential details with the clients when required • acquire information and organise responses to enquiries or pass the enquiries to the appropriate party to respond • keep clients informed of the progress in handling their enquiries • provide or coordinate to provide feedback to clients' enquiries • keep records of the clients' enquiries and responses 3. Exhibit professionalism Be able to • demonstrate an accommodating and helpful attitude when handling clients' enquiries • respond to enquiries in a professional and timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Handling of clients' enquiries on the subject of fashion products and services offered by a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Plan and conduct customer research
Code	108282L4
Range	Plan and conduct customer (business client) research to collect information for decision-making purposes. This applies to individuals who are required to plan and gather information so as to identify opportunities and risks to pursue business relationships with clients in the fashion market.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the significance, objectives and approaches of customer research in the fashion industry • outline the customer profile and business nature • state the information sources for clients' business situations (e.g. annual report, press release) • comprehend the case of any current business transaction with customers 2. Application and process Be able to: • define the scope and objectives of client research (e.g. understand the business performance of existing clients) • devise an appropriate data collection strategy (e.g. retrieving existing records or making a direct visit to clients' store) • formulate a customer research plan • conduct desk research to gather information on fashion products offered by clients and their competitors (e.g. access the product catalogues of fashion businesses on their websites) • arrange to collect primary or secondary information (e.g. annual report, store visits) to gain knowledge about clients' business situations • organise information systematically for the purpose of analysing clients' business performance • consistently explore new and alternative sources and make adjustments to the research plan when required 3. Exhibit professionalism Be able to: • complete the customer research in a timely and proactive manner • observe the organisational policy and procedures in handling confidential data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a research plan with an appropriate data collection strategy to gather information on clients' business situations as well as systematic collection and organisation of customer information for analysis of clients' business performance and product offerings.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Analyse and interpret customer research findings
Code	110384L5
Range	Analyse and interpret customer (business client) research findings to explore the opportunities and risks of conducting business with clients in the fashion market. This applies to individuals who are required to analyse clients' business performance to determine opportunities and risks to further business relationships with clients.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the implications of customer research findings for fashion business development • evaluate the general indicators of business performance of customers in the fashion industry (e.g. markdown, excess inventory) • apply appropriate techniques for identifying opportunities and risks for future business from available information 2. Application and process Be able to: • integrate the data and information collected from different sources about clients • evaluate the credibility of client-related information gathered • conduct analysis in relation to starting or furthering a business relationship with particular client • apply appropriate methods (e.g. sales or financial analysis) to analyse client data • interpret and identify business opportunities and potential problems 3. Exhibit professionalism Be able to: • comprehensively assess opportunities and risks associated with a specific client
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis and interpretation of customer research findings that can serve as a basis for generating business insights for conducting business with clients in the fashion market.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Calculate costs
Code	108293L4
Range	Calculating cost to determine the expected investment required to produce a fashion product. This applies to individuals who are required to determine the fashion product costs based on product specific data which can be obtained through the making of a sample and other primary sources. It often forms the basis for price setting.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the key components of fashion product cost • explain the costing approach or formula adopted by the organisation • collect data of cost components from various sources • state the factors affecting the cost of the fashion products 2. Application and process Be able to • identify materials, equipment, products and services required for the supply of the fashion product • identify the expectation for the fashion product in terms of price, time, quality, quantity, etc. • determine material consumption by making samples and related investigation (e.g. preparing marker based on the draft pattern, fabric width and size measurement and ratio) • collect material cost data from various sources of supply in the market • determine making cost (e.g. CM for fashion garment) based on the data collected in sample making process (e.g. time and labour cost) • determine other costs for the supply of the fashion product (e.g. overheads, finishing) • use the costing approach or formula adopted by the organisation to calculate the total product cost 3. Exhibit professionalism Be able to • verify the accuracy of cost data through various means • ensure a consideration of all cost components in the costing process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Calculating costs of a fashion product based on the cost formula and cost data from various sources.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Quote price
Code	108295L4
Range	Quote or set a price for a fashion product for selling purposes. This applies to individuals who are required to provide price quotations to clients or set prices for product lines in a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify organisation pricing policy and desired profit goals • examine the factors affecting the pricing of a fashion product • describe the key concepts of pricing strategy, policy and approach • state the purposes and effects of price quotation • familiarise with the organisation and industry standard for price quotation • identify the market situations and prices of fashion products 2. Application and process Be able to • identify pricing policy and approach adopted by the organisation • determine the fashion product cost and the detailed breakdown • identify the expectations for the fashion product in terms of price, time, quality, quantity, trade and payment terms, etc. • determine the fashion product price by taking into account the costs, profit margin and factors that align with pricing policy and expectations (e.g. season, brand profile, anticipated risks) • check the price calculation and seek approval when required before quotation • present the price quotation with detailed terms and follow up with the responses (e.g. may conduct cost analysis for options) • negotiate changes to the price quotation so as to meet the needs of the organisation and client • document details of the confirmed price quotation for order management 3. Exhibit professionalism Be able to • ensure a balance between profit goals of the organisation and expected benefits that clients can get from the fashion product in price setting • keep track of the changes in the market that may affect the fashion product price
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Setting prices for fashion products based on the specified terms and format so as to meet the needs of both the organisation and client.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Negotiate order with supplier / vendor
Code	108296L4
Range	Negotiate purchase order with the selected supplier or vendor before finalising the purchase. This applies to individuals who are required to negotiate with suppliers or vendors to achieve the most beneficial deal on a purchase order.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the strategies and tactics of negotiation • understand key considerations in setting negotiation objectives • describe the process of getting the right deal in negotiation • state the authority and limitations to conduct order negotiation • identify the organisational policy or guidelines for order negotiation 2. Application and process Be able to • examine the options and offerings provided by the suppliers / vendors • determine requirements for the purchase and set the objectives of negotiation (e.g. lowest price, best delivery or quality) • analyse information for negotiation (e.g. supplier's / vendor's need for the order, their profiles) • develop a negotiation strategy which may include the identification of mutually compatible interests, setting of bottom lines, etc. • participate in a negotiation process through which a beneficial deal is to be reached on a purchase order • maintain a proper record of negotiation outcomes and deal of one order 3. Exhibit professionalism Be able to • communicate openly with suppliers / vendors about the expectations of each other throughout the negotiation processes • achieve a negotiation outcome that is a win-win for both sides
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a negotiation plan, which includes the strategy, process and tactics, to achieve the most beneficial deal with suppliers / vendors on a purchase order.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Track clients' business performance
Code	108298L5
Range	Track client business and financial performance to inform necessary actions. This applies to individuals who are required to monitor and review the ongoing business and financial performance of clients in order to assess business risks and recommend action to prevent or mitigate potential losses to a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • review the key provisions of legislation, organisational policy, and quality standards applicable to business and financial evaluation and risk analysis • identify the common approaches as well as the financial tools and information required for assessing the business and financial risks of fashion business clients • identify any possible warning signs that a client is in financial trouble • examine the contingency planning policies of the organisation • develop reasoned judgments on the basis of all available evidence to ensure each client is financially secure and creditworthy 2. Application and process Be able to: • develop an appropriate approach to monitor and review business and financial performance of clients • develop risk criteria and determine the financial tools to be adopted for risk assessment • analyse clients' accounts and publicly accessible documents (e.g. annual reports) or carry out external credit checks • undertake comparative assessments or trend analysis to assess the financial health and business risks of each client and compile a risk profile • regularly review the business and financial performance and other risk factors (e.g. geopolitical situations of the major markets) of each client to identify key trends and any possible risk exposure • undertake contingency planning when there are warning signs that a client is in financial trouble • report risks discerned and recommend appropriate action in accordance with organisational procedures 3. Exhibit professionalism Be able to: • demonstrate accuracy as well as impartial and unbiased judgment throughout the risk assessment process • exercise risk-based thinking in considering client retention and profitability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Tracking business and financial performance of clients in order to assess business risks and recommend any possible action to prevent or mitigate potential losses to a fashion business.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Organise sales meetings with clients
Code	108299L3
Range	Organise sales meetings with fashion business clients. This applies to individuals who are required to plan and organise meetings with clients for selling purposes.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes of sales meetings • understand the clients' expectations and requirements in sales meetings • describe the preparation required for sales meetings • identify the budget and resources for organising a sales meeting 2. Application and process Be able to: • identify the purposes of the meetings and the corresponding requirements • determine the resources and estimate the budgets for organising the meetings • schedule the meetings and make appointments with related parties • determine the activities for organising the meetings and the corresponding schedule (e.g. venue setting) • identify and collect items (e.g. fashion samples) or documents (e.g. quotation) for the meetings • arrange the venues, facilities, item displays, documents and others (e.g. booking of flight tickets for overseas trips) for the meetings • communicate with all the participants on the subject of the details of the meetings (e.g. time, venue, agenda) 3. Exhibit professionalism Be able to: • provide ample support to the selling activities through a well-thought-out preparation of sales meetings • observe the organisational policy and marketing strategy in organising sales meetings
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Planning of sales meetings which include time scheduling and resource planning. • Organising sales meetings with clients through a series of activities which include communications with related parties, collection of items and documents, arrangement of venues, facilities and others.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Build client relationships
Code	108300L5
Range	Build client relationships to support attainment of fashion business objectives. This applies to individuals who are required to establish an appropriate level of relationship with the client for a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • review organisational client relationship objectives and strategies • outline organisational policies related to client relationship • understand the concept of client relationship management • differentiate the different levels of a client relationship • explain the methods and ways to build a client relationship • illustrate the fundamental requirements for a business relationship 2. Application and process Be able to: • identify the current state of the relationship with the client (e.g. standalone transaction relationship) • determine the level of client satisfaction with the products / services and the current state of a relationship • determine the desired level of relationship with the client (e.g. repeat client relationship) • determine the chances and barriers to bring the level of relationship with the client to that which is desirable (e.g. provide other product categories to the client in expanding its business) • determine the strategy to bring the relationship from the current to the desired level (e.g. develop alliance) • identify ways to build the desired relationship with the client (e.g. sharing of business data, providing training to client) • establish contact and appropriate communication channels with the client to collect feedback and adjust the strategy for relationship building 3. Exhibit professionalism Be able to: • demonstrate a well-rounded knowledge of client relationship management for achieving fashion business objectives • observe the legal and ethical requirements for building client relationship
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulating strategy for bringing the current level of a client relationship to a desired level for a fashion business as well as establishing a desired level of client relationship that is mutually beneficial for both fashion businesses.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Forecast market and business needs
Code	108164L6
Range	Forecast emerging market needs so as to inform business development strategies. This applies to individuals who are responsible for monitoring market situations in order to recommend appropriate business development strategies.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the principles and methods commonly used in forecasting market and business needs in the fashion industry • outline the major factors that can affect the market needs for fashion products • analyse market trend and development and anticipate future demands for fashion products 2. Application and process Be able to: • select appropriate approach and market research findings to conduct market forecasting • evaluate market trend and development to provide advance news of opportunities (e.g. application of new textile materials) and challenges (e.g. trade barriers set for textile imports) • anticipate fashion trends in terms of colours, fabrics, styles, accessories etc. • review business capability in meeting both upcoming market demands and challenges 3. Exhibit professionalism Be able to: • keep regular updates on regulatory and business environments to evaluate their impacts on fashion product demand and business performance • regularly review the advantages and weaknesses of forecasting techniques and adopt the most reliable measure
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis of emerging market needs and development trends in the fashion industry and generation of insights into new business opportunities.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Analyse and interpret consumer behaviour
Code	108165L5
Range	Analyse and interpret consumer behaviour data to understand the interests or consumption patterns of fashion products of a particular consumer segment. This applies to individuals who are required to process consumer behaviour data and make recommendations for sales and marketing efforts.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the common approaches of consumer behaviour analysis • understand the limitations and biases associated with different data collection methods • apply a range of specialised techniques for analysing consumer behaviour data for the sales and marketing of fashion products 2. Application and process Be able to: • review consumer behaviour data to investigate reasons behind consumers' interest in fashion products • evaluate demographic and lifestyle influences on consumer behaviour of relevance to fashion products • analyse the effectiveness of previous marketing efforts in influencing consumer behaviour • assess organisational capabilities to appeal to target consumer segments and propose feasible directions for sales and marketing efforts 3. Exhibit professionalism Be able to: • synthesise different types of consumer data to provide a solid basis for decision-making
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis and interpretation of consumer behaviour data that can serve as a basis for generating insights for the consumption patterns of fashion products of a particular consumer segment.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Collect consumer behaviour data
Code	108166L3
Range	Collect information of consumers or consumer segments so as to understand their interests in and consumption patterns of fashion products. This applies to individuals who are required to gather consumer behaviour data based on a data collection plan.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes of collecting consumer behaviour data • understand the diversity of fashion consumers • outline the factors that influence the purchase, use, and disposal of fashion products • employ a range of methods for collecting consumer behaviour data 2. Application and process Be able to: • identify the scope and objectives of consumer research in accordance with the data collection plan • employ consumer research methods (e.g. observation, survey) to collect consumer behaviour data • collect data from both internal (e.g. clothing sales or inventory records) and external (e.g. statistics of consumer online shopping for fashion products) sources • gather and organise consumer behaviour data in accordance with organisational procedures 3. Exhibit professionalism Be able to: • explore and solicit data to facilitate the consumer behaviour analysis
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic collection and organisation of consumer behaviour data in accordance with the data collection plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a business strategy
Code	108167L7
Range	Formulate a business strategy to facilitate the achievement of business objectives. This applies to individuals who are required to develop the roadmap and plans to guide different functional units and departments to realise business targets.
Level	7
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically examine the vision, mission and business objectives of the organisation • identify the roles of business strategy in achieving business objectives • determine the impact of environmental factors on business development • determine the performance gap in a complex business situation • assess different business strategy options 2. Application and process Be able to: • determine the business objectives for the organisation (e.g. by SWOT and PESTEL analyses) • create the vision and mission statements to direct the organisation • determine business targets and milestones in line with strategic priorities • determine the performance gap in the business targets • develop the business strategy (e.g. fast fashion) to achieve the business objectives and targets. • outline high-level plans based on the business strategy • set criteria for determining the effectiveness of the business strategy • adjust the business strategy based on consultation with and feedback from related parties 3. Exhibit professionalism Be able to: • have professional insights about development trends in the fashion industry • demonstrate versatile business management skills and knowledge (e.g. finance, people, change, business operations)
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Determination of performance gap by comparing the current performance and business target as well as formulation of business strategies to guide the development of the organisation towards the business objectives and targets.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Develop and maintain business networks
Code	108168L6
Range	Develop and maintain strong relationships with business network members. This applies to individuals who are required to develop and maintain business networks, create and act upon business opportunities, share information and seek potential partners for fashion business development.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand legal and ethical considerations for the establishment and maintenance of business networks (e.g. intellectual property, confidentiality and disclosure) • understand and adhere to organisational policies and procedures when developing and maintaining business networks • specify networking opportunities relevant to the fashion business (e.g. existing networks, fashion trade associations, fashion trade shows and other professional activities) • apply appropriate strategies to develop different business networks (e.g. consultation, liaison) 2. Application and process Be able to: • identify and assess business needs, expectations and benefits of networking (e.g. existing or potential business networks) • allocate time and adopt appropriate strategies to develop and maintain valuable business relationships • participate in professional networks and associations to pursue networking opportunities and maximise business contacts • develop and maintain effective communication channels to exchange information and ideas with network members • analyse strengths and weaknesses of collaborations, and make recommendations for improving subsequent networking strategies and partnerships 3. Exhibit professionalism Be able to: • effectively communicate issues, policies and business practices to network members • review the effectiveness of communication with network members on a regular basis
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development and maintenance of strong relationships with business network members to provide mutual benefits, information exchange, and collaboration opportunities for fashion business development.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Explore business opportunities
Code	108170L6
Range	Explore new business opportunities to expand and develop a fashion business. This applies to individuals who are required to assess the local or global market environment and identify business opportunities that match with the business objectives and capabilities.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically review key provisions of legislation, codes of practice and national standards relevant to the exploration of business opportunities • critically review the international trade patterns, trade policies and agreements, as well as protectionist measures relevant to the fashion industry • state internal and external sources of information for investigating business opportunities in the fashion industry • have in-depth knowledge of analysis frameworks for identifying business opportunities (e.g. SWOT analysis) 2. Application and process Be able to: • identify the business objectives and requirements of the organisation • evaluate the viability and future potential of current business activities • assess the local or global market developments and evaluate their likely impact on own and clients' businesses • investigate emerging trade patterns, policies and agreements to identify potential markets • review information and expert advice from business services on business developments (e.g. in new or emerging markets) 3. Exhibit professionalism Be able to: • demonstrate creativity when exploring new business opportunities • be aware of the likely impact of each opportunity on the current business and client base
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Exploration and identification of new business opportunities in local or global markets that match with the business objectives and capabilities of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a business plan
Code	108171L6
Range	Formulate a feasible business plan to achieve the strategic objectives of a fashion business. This applies to individuals who are required to plan for the elements and processes required to achieve the established objectives and targets of a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the vision, mission, values, objectives and strategies of the organisation • critically evaluate the target markets, fashion products, client profiles, business performance, opportunities and constraints of the organisation • outline the essential components of a business plan (e.g. market analysis, finance, implementation) • translate strategic objectives into both actionable and measurable activities and processes for different functional units and departments 2. Application and process Be able to: • interpret the business objectives and targets to be achieved • identify financial, manpower and physical requirements to be committed by the fashion business • review market needs for fashion products and services, client requirements and needs, and pricing options • determine the responsibilities, resources and schedule to execute the plan • develop a comprehensive business plan • set the criteria for evaluating the effectiveness of the business plan • adjust the business plan based on consultation with and feedback from related parties 3. Exhibit professionalism Be able to: • ensure the business plan is created with a realistic assessment of the market position and opportunities of the organisation • take full consideration of legal and ethical requirements as well as stakeholder expectations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a business plan to achieve strategic objectives of a fashion business that contains precise operational details and clear scope of responsibilities and timeframes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Identify and implement business innovation
Code	108172L6
Range	Identify and implement innovation to facilitate the development of a fashion business. This applies to individuals who are required to identify and introduce innovative ideas or practices to enhance the performance of a fashion business.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically evaluate the readiness for change of the organisation • state the sources of information and resources (e.g. funding or financing) for business innovations • specify legal and human issues in relation to business innovation • explore suitable approaches for planning, introducing and eliciting support for business innovation 2. Application and process Be able to: • compare the current business with that of competitors in terms of business markets, client base, as well as business relationships, processes and methods • develop strategies to identify opportunities for innovation and change (e.g. advanced sewing technology) • conduct a cost-benefit analysis to estimate the potential gains of each identified opportunity in line with the business objectives • develop an implementation plan for the selected innovations with resource allocations • determine the priorities in accordance with their contributions and resource implications for the organisation • collaborate with related parties to review business innovations, and recommend improvements or further innovations 3. Exhibit professionalism Be able to: • gather and analyse all relevant information systematically to identify opportunities for innovation and change • address the human issues and manage the impact of business innovation on personnel who may resist the proposed changes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification and implementation of business innovations that can enhance the performance of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a business strategy
Code	108173L6
Range	Implement a business strategy to achieve the business goals. This applies to individuals who are required to implement business strategies to maximise the profitability as well as to achieve the established objectives and targets of a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically evaluate the business targets and milestones as well as their priorities • critically examine the determinants for the successful implementation of business strategies • specify the performance indicators for evaluating the effectiveness of business strategies • explore suitable approaches for monitoring different functional units and departments, and coordinating their efforts in attaining planned outcomes 2. Application and process Be able to: • identify the business objectives • devise policies and plans relating to the implementation of business strategies • define output targets, performance standards and indicators for different functional units and departments • allocate resources (e.g. human, finance) for implementing the business strategy • coordinate different functional units and departments to achieve the targets • monitor the implementation process and determine whether or not modifications or additional resources are required • review the effectiveness of business strategies against performance indicators • consult related parties to make recommendations for improvement 3. Exhibit professionalism Be able to: • ensure lower levels of management can understand the overall objectives and implement appropriate processes and activities to achieve them in their own functional areas • demonstrate risk awareness throughout the implementation of the business strategy
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a business strategy to maximise the profitability as well as to achieve the established objectives and targets of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a business plan
Code	108174L5
Range	Implement a business plan to achieve the strategic objectives of a fashion business. This applies to individuals who are required to execute the business plan to achieve the established objectives and targets of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • possess extensive and in-depth knowledge of a fashion business • understand the business objectives, strategies and plans of the organisation • state the legislation, codes of practice and national standards applicable to a fashion business • possess leadership and project management skills 2. Application and process Be able to: • inform related parties of all crucial elements of the business plan (e.g. vision and objectives, financial goals) and confirm understanding of the requirements and timeframes • allocate resources to support the planned activities and processes • coordinate and collaborate with related parties to implement and execute the plan • monitor the implementation process to ensure attainment of the planned outcomes • review the business performance and market situation regularly and adjust the implementation process when required 3. Exhibit professionalism Be able to: • ensure all key aspects, both financial and non-financial, of the business are assessed with reference to the latest available data • ensure underperforming groups or individuals are provided timely feedback and support
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of business plan to achieve the established objectives and targets of a fashion business with appropriate adjustments to the implementation process based on consultation with and feedback from related parties.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Monitor business performance
Code	108175L5
Range	Monitor the performance of a fashion business to ensure attainment of specific output targets or performance standards. This applies to individuals who are required to monitor performance indicators to ensure efficiency and effectiveness in achieving business objectives.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • review the business plan as well as the established output targets and performance standards • examine the common operation performance indicators in the fashion industry • design measures and checkpoints for effective monitoring • analyse business performance data 2. Application and process Be able to: • review the business plan with the established output targets and performance requirements of the organisation • establish checkpoints for monitoring the performance of different aspects of a business operation • develop realistic operation performance measures or indicators (e.g. client satisfaction, conversion of inquiries to sales leads) with respective parameters • examine performance data at every checkpoint • monitor resource use and client feedback (e.g. internal or external) • conduct analysis to identify existing or potential obstacles to the business operation, and take corrective measures when required • record and document issues and corrective measures in accordance with organisational procedures 3. Exhibit professionalism Be able to: • comply with the legal requirements (e.g. Personal Data (Privacy) Ordinance) when collecting performance data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective monitoring of the performance of a fashion business through using performance indicators to ensure efficiency and effectiveness in achieving business objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Review business performance
Code	108176L5
Range	Review the business performance data of a fashion business to ensure the ongoing attainment of output targets or performance standards. This applies to individuals who are required to review and analyse various types of business operation performance data to improve efficiency and effectiveness in achieving business objectives.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes of and procedures for conducting a business performance review • apply a range of specialised approaches for reviewing business performance data • review different aspects of fashion business operation (e.g. marketing performance, financial performance) to identify areas for improvement 2. Application and process Be able to: • confirm the purposes and scope of a business performance review • gather relevant performance data (e.g. client satisfaction, conversion of inquiries to sales leads) to identify trends and variations of performance against planned outcomes • assess efficiency of resource use and effectiveness of client services (e.g. internal or external) • analyse factors inhibiting business operation and performance to identify areas for improvement • prepare reports to address improvement measures for different aspects of business operation and performance 3. Exhibit professionalism Be able to: • evaluate business performance from an all-round perspective and at a system level • work both independently and collaboratively to minimise any potentially inhibiting factors which might affect business operation and performance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review and analysis of business performance data of a fashion business to identify opportunities for improvement so as to enhance efficiency and effectiveness in attaining business outcomes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Select and use business technology
Code	108177L5
Range	Select and use business technologies to improve the business intelligence and efficiency of a fashion business. This applies to individuals who are required to select and apply new technologies to support business development in the fashion industry.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the needs of technology for enhancing business intelligence and efficiency as well as the procurement policy of the organisation • critically evaluate the hardware and software applications (e.g. PLM, ERP, scorecard) for improving business intelligence and efficiency • critically evaluate the business process requirements and the IT system specifications of the organisation 2. Application and process Be able to: • identify business intelligence needs of the organisation covering different groups of users (e.g. senior management, middle management, general users) and business areas (e.g. purchasing, client services) • collaborate with the IT department to select and purchase or to develop internally appropriate hardware and software applications for improving business intelligence (e.g. forecast client demand, increase sales, monitor KPI of business) • access, retrieve, manipulate and store business intelligence data (e.g. product specifications, client documents, transaction records) through the newly purchased or developed technology tools • provide training and manual for internal users • review user feedback on the application of new technology tools and make recommendations for improvement 3. Exhibit professionalism Be able to: • communicate the benefits of the new business technologies • ensure compliance with the legal requirements at all times (e.g. the Copyright Ordinance, Personal Data (Privacy) Ordinance)
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Selection and application of business technologies to improve business intelligence and support the business development of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a fashion brand strategy
Code	108178L6
Range	Formulate a competitive brand strategy for a fashion business that supports the business goals and direction. This applies to individuals who are required to develop brand strategies for a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • relate brand strategy to the marketing objectives and strategy • critically evaluate the factors that determine a successful fashion brand strategy • critically evaluate the key components of a fashion brand strategy • critically review the legislative and regulatory requirements relating to brand building • develop an original brand strategy in a fashion business 2. Application and process Be able to: • define the business purposes and brand objectives to communicate these to target customers • analyse the target customers, market trend and environment to identify opportunities for developing fashion brand strategies • develop the brand elements that are in line with the purposes and market positioning of a fashion business • develop plans for brand building programmes • identify resource requirements for implementation • set criteria for measuring the effectiveness of the brand strategy 3. Exhibit professionalism Be able to: • ensure brand strategies are consistent with the marketing strategy and development needs of a fashion business • respect intellectual property and avoid infringement when formulating brand strategies
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a competitive brand strategy and brand building programmes for a fashion business that support the business goals and direction.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a fashion marketing strategy
Code	108179L6
Range	Formulate a strategy for guiding marketing activities so as to achieve the business goals of a fashion business. This applies to individuals who are required to evaluate the business and market environment and other factors in order to design a plan for marketing activities.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • relate marketing strategy to the business goals • critically evaluate the factors that determine a successful fashion marketing strategy • specify the information required for formulating a fashion marketing strategy • describe the various marketing activities and decisions necessary in fashion business • describe the key components of a fashion marketing strategy • explore suitable techniques of collecting and analysing data for developing a fashion marketing strategy 2. Application and process Be able to: • identify the established business goals and set marketing objectives • research fashion market trends, business practices and competitive situations • develop the marketing strategy and tactical marketing mix across product, price, promotion, place, people, process and physical evidence • identify resource requirements for implementing the marketing strategy • set criteria for measuring the effectiveness of a fashion marketing strategy 3. Exhibit professionalism Be able to: • demonstrate knowledge of market positioning and strategic planning • keep up to date on new developments and innovations of marketing strategy in the digital age • align organisational business goals and brand positioning, if any, with the sourcing strategy
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a marketing strategy for a fashion business that can guide the marketing activities towards achieving the business goals.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Develop and implement marketing activities
Code	108180L5
Range	Develop and implement marketing activities for fashion products. This applies to individuals who are required to design and implement marketing activities for fashion products.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the B2B marketing practices in the fashion industry • critically evaluate the legislative and regulatory requirements relating to different marketing activities • expand sales of fashion products through effective marketing campaigns 2. Application and process Be able to: • interpret the marketing plan and the objectives • identify factors influencing business clients and the buying process of fashion products • develop marketing activities (e.g. sales promotion, relationship marketing) that align with the needs of the clients and the organisation • set criteria for evaluating the effectiveness of marketing campaigns • allocate resources to facilitate the implementation of marketing activities • coordinate and collaborate with related parties to implement marketing activities 3. Exhibit professionalism Be able to: • regularly review the latest legal regulations and requirements (e.g. Trade Descriptions Ordinance, Personal Data Privacy Ordinance) and assess their implications for marketing activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development and implementation of marketing campaigns and activities to expand sales of fashion products to buyers.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a marketing plan
Code	108181L5
Range	Formulate a marketing plan for a fashion business to guide the achievement of marketing objectives. This applies to individuals who are required to plan for all marketing activities in accordance with the established marketing strategy.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • review the established marketing objectives and strategy of the organisation • analyse the legislative and regulatory requirements relating to marketing • examine the marketing mix in terms of the 7Ps (product, price, promotion, place, people, process and physical evidence) • examine the development trends of the fashion market 2. Application and process Be able to: • interpret the objectives to be achieved within the marketing plan (e.g. market share, brand building and loyalty) • analyse relevant business and performance data (e.g. sales record, product range) • develop marketing tactics to implement the marketing strategies with details about responsibilities, resources and scheduling • create a marketing activity plan (e.g. direct marketing, advertising campaign) and relevant metrics (e.g. generated leads, achieved media coverage) • establish criteria for evaluating the effectiveness of the marketing plan 3. Exhibit professionalism Be able to: • apply the necessary professional knowledge to plan for activities to fulfil the business and consumer needs • ensure the marketing plan is achievable within the capability and budget of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a marketing plan for a fashion business that entails a list of planned activities and metrics with details about responsibilities, resources and scheduling for achieving the marketing objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a media plan for advertising
Code	108182L5
Range	Formulate a media plan for advertising to enhance brand awareness and loyalty as well as promote new fashion products. This applies to individuals who are required to develop media plans to support the various marketing campaigns of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles and essential elements for media plan formulation for fashion products • critically evaluate the legal and ethical requirements relating to media plan formulation • define media requirements and produce media plans within a given budget 2. Application and process Be able to: • identify target audience characteristics (e.g. social status, cultural background, demographics, lifestyle) • select appropriate media types (e.g. print or digital media) and provide the rationale for the selection (e.g. relative merits of different media, past media performance) • determine media budget and schedule (e.g. number of advertisements, duration, timing and distribution of advertisements, release dates) • set criteria for evaluating the effectiveness of the media plan 3. Exhibit professionalism Be able to: • keep regular updates on legal and ethical requirements relating to the media in order to evaluate how they would impact on the design of a media plan • be familiar with new media types that can better reach the target or potential audience
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a media plan for advertising that can enhance brand awareness and loyalty as well as promote new fashion products within a given budget.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a fashion brand strategy
Code	108183L5
Range	Implement a fashion brand strategy for a fashion business to create and maintain the brand image and positioning. This applies to individuals who are required to implement a brand strategy in a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the principles or process of developing an implementation plan for a brand strategy • examine how the market trend, customer perceptions and product performance influence the implementation of a fashion brand strategy • critically evaluate the legislative and regulatory requirements relating to the implementation of fashion brand promotion activities • specify the criteria for evaluating the effectiveness of a fashion brand strategy 2. Application and process Be able to: • identify the objectives and purposes of fashion brand building • employ brand publicity channels to facilitate publicity and promotion activities (e.g. press release to announce launching of a new fashion line) • allocate resources (e.g. human, finance) for implementing publicity and promotion activities • identify and address issues arising during the implementation process • monitor the performance of brand building (e.g. customers' perception of the brand) • review effectiveness of the fashion brand strategy against criteria 3. Exhibit professionalism Be able to: • ensure implementation of brand strategy in compliance with regulatory requirements • engage all parties involved in promoting the fashion brand so as to maintain consistency across the organisation and among customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a brand strategy for a fashion business to build up and maintain the brand image and positioning.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a fashion marketing strategy
Code	108184L5
Range	Implement a fashion marketing strategy to ensure the achievement of marketing objectives and business goals. This applies to individuals who are required to implement marketing strategy in fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the principles or process of developing an implementation plan for a marketing strategy • examine the activities and decisions in marketing • critically evaluate the determinants of a successful implementation of a fashion marketing strategy • specify the criteria for evaluating the effectiveness of a fashion marketing strategy 2. Application and process Be able to: • identify the business goals as well as the fashion marketing strategy and objectives • devise policies or plans in various areas (e.g. pricing and distribution) for implementing the marketing strategy • allocate resources (e.g. human, finance) for implementing the marketing strategy • identify and address issues arising during the implementation of the marketing strategy • monitor the implementation of the marketing strategy • review the effectiveness of the fashion marketing strategy against given criteria 3. Exhibit professionalism Be able to: • ensure all parties involved are clear about and commit to the implementation of the marketing strategy • regularly review the marketing strategy in accordance with the changing fashion market situation.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a marketing strategy to ensure the achievement of marketing objectives and business goals of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a marketing plan
Code	108185L4
Range	Implement a marketing plan for a fashion business to achieve the marketing objectives. This applies to individuals who are required to execute the marketing plan to achieve the marketing objectives of a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • have extensive and in-depth knowledge of marketing of fashion products • understand the elements of an effective marketing campaign (e.g. distribution channels of fashion products, pricing strategies) • apply appropriate techniques for managing marketing projects (e.g. prioritise marketing initiatives, resources allocation) 2. Application and process Be able to: • identify the marketing plan • determine the priority of marketing initiatives and resources allocation • identify the expected outcomes and metrics, and explain these clearly to team members • execute each marketing initiative within the established timeframe and budget • anticipate difficulties and challenges to develop contingency arrangements • monitor the implementation process and determine whether or not modifications or additional resources are required 3. Exhibit professionalism Be able to: • demonstrate leadership and develop team spirit to achieve the marketing objectives • strive for cost-efficiency in executing marketing initiatives • ensure implementation of marketing campaigns in compliance with regulatory requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a marketing plan to achieve the marketing objectives of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a media plan for advertising
Code	108186L4
Range	Implement a media plan for advertising to ensure brand messages and new fashion products are effectively communicated to the target audience. This applies to individuals who are required to implement media plans to achieve the planned outcomes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the key considerations for media plan implementation and evaluation • understand the legal and ethical requirements relating to media plan implementation • apply appropriate techniques for coordinating advertising campaigns in accordance with a media plan 2. Application and process Be able to: • identify the objectives, target audience, media budget and schedule, and planned outcomes of media plans • brief relevant personnel about the media schedule • allocate resources to each medium per advertising period according to the budget approved • implement advertising campaigns and activities and ensure adherence to media plans 3. Exhibit professionalism Be able to: • keep up to date on legal and ethical requirements relating to the media in order to evaluate how they would impact on the implementation of a media plan • regularly review coordination and effectiveness of advertising campaigns and activities to improve future arrangements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a media plan for advertising to ensure messages of brand and new fashion products are effectively communicated to the target audience.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Lead and manage a marketing team
Code	108187L4
Range	Lead and manage marketing teams to achieve marketing objectives for a fashion business. This applies to individuals who are required to lead and direct marketing team activities and facilitate teamwork to achieve intended outcomes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the differences between management and leadership • understand the links between marketing activities and the business goals • examine the common challenges, conflict situations and stakeholder concerns of marketing team management • inspire and motivate teams to achieve marketing objectives 2. Application and process Be able to: • identify marketing mix and activities as well as relevant metrics • implement strategies to encourage, motivate and support team members • serve as a role model and introduce creative marketing techniques • steer teams through difficulties, challenges and conflict situations • analyse marketing performance data to monitor marketing campaign effectiveness • provide constructive feedback to team members and recognise accomplishments • encourage members to take a lead in areas requiring their own expertise and take responsibility for team success 3. Exhibit professionalism Be able to: • show integrity, fairness and consistency in decision-making • apply different methods for communicating and engaging with stakeholders
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Leading and managing marketing teams to achieve marketing objectives and business outcomes for a fashion business, which take into consideration both marketing mix and metrics.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Monitor marketing activities
Code	108188L4
Range	Monitor marketing campaigns and activities to ensure effective accomplishment of marketing objectives. This applies to individuals who are required to implement marketing plans and monitor the marketing campaign effectiveness of fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the legislative and regulatory requirements relating to the marketing activities of the organisation • explain the organisational marketing plan and metrics • apply appropriate techniques for managing and coordinating team efforts and resources to implement marketing campaigns as well as evaluating marketing performance 2. Application and process Be able to: • interpret the marketing plan and timeframes of different campaigns and metrics • ensure team efforts in achieving planned outcomes according to the established timeline and budget • assign checkpoints to monitor the effectiveness of marketing activities • monitor the performance of the marketing activities at checkpoints • identify problems arising in the implementation process and suggest solutions • make adjustments to the marketing activities in line with changing market conditions 3. Exhibit professionalism Be able to: • observe the latest legal regulations and requirements (e.g. Trade Descriptions Ordinance, Personal Data Privacy Ordinance) and assess their implications for marketing activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring marketing campaigns and activities to ensure effective accomplishment of marketing objectives in a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Promote products and services
Code	110229L4
Range	Promote fashion products and services to clients. This applies to individuals who are required to employ various means to promote the products and services of a fashion business.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • apply appropriate approaches and methods for promoting fashion products • understand products and services provided by the organisation • relate promotional activities to the marketing plan 2. Application and process Be able to: • identify the marketing objectives and brand positioning of the organisation • employ various means to promote products and services to clients (e.g. fashion trade fair, fashion trade journal) • make use of business networks to organise publicity and promotional activities • use information and communications technology to facilitate the promotional activities • solicit clients' feedback to improve future promotional activities 3. Exhibit professionalism Be able to: • ensure promotional activities are in compliance with legal and ethical requirements, and suitable for the local culture of the target markets
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Arrangement of promotional activities to promote fashion products and services to clients in a way that supports the achievement of marketing objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a fashion sales strategy
Code	108190L6
Range	Formulate a strategy for guiding sales activities so as to achieve the business goals of a fashion business. This applies to individuals who are required to develop a sales strategy for a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • relate sales strategy to the fashion business goals and marketing strategy • critically evaluate the factors that determine a successful fashion sales strategy • critically review the various sales activities and decisions in a fashion business • explore suitable techniques of collecting and analysing data for developing a fashion sales strategy 2. Application and process Be able to: • identify the established business goals and marketing strategy, and set fashion sales objectives • research fashion market trends, business practices, competitive situations and characteristics of a client base (e.g. preferences for fashion products) • develop the fashion sales strategy (e.g. retain existing or attract new clients) and devise sales targets and methods (e.g. client relationship management) • identify resource requirements for implementing the sales strategy • set criteria for measuring the effectiveness of a fashion sales strategy 3. Exhibit professionalism Be able to: • demonstrate knowledge in the areas of fashion products, sales and relationship management as well as strategic planning • ensure sales targets underpin business goals and sales strategy supports the marketing plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a sales strategy for a fashion business that can guide the sales activities towards achieving the business goals.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Forecast sales performance
Code	108191L5
Range	Forecast the product sales performance for a fashion business. This applies to individuals who are required to analyse and evaluate information to formulate forecasts of product sales performance for the business planning and decision-making of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically evaluate the role and common approaches to product sales performance forecasting in the fashion industry • examine the different types of forecasting methods • outline the information required for a product sales performance forecast • critically evaluate the different factors that have a bearing on the forecast accuracy • select suitable approaches of forecasting 2. Application and process Be able to: • identify the sales strategy and plan • confirm the product range and forecast period (e.g. season) • determine the forecasting methods (e.g. time-series analysis) given resources available (e.g. expertise, statistical packages) • evaluate factors that have a bearing on the forecast accuracy (e.g. climatic, economic) • analyse the collected information and estimate the dollar or unit sales for the specified period • compile a product sales performance forecast report in the required format • analyse and compare the discrepancies between actual and forecast sales performance and record the reasons for future reference 3. Exhibit professionalism Be able to: • learn from the accuracy of historical forecasts and make adjustments to the forecasting methods, especially in the case of emerging markets
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of product sales performance forecasts for the business planning and decision-making of a fashion business which take into consideration both the sales strategy and plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a sales plan
Code	108192L5
Range	Formulate a sales plan for a fashion business to achieve the sales objectives. This applies to individuals who are required to plan for all sales activities in accordance with the established sales strategy.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically evaluate marketing and sales developments (e.g. new approaches preferred by clients or adopted by competitors) in the fashion industry • examine the established sales objectives and strategy of the organisation • examine the sales metrics and techniques for generating sales • understand how to develop a sales plan and organise sales activities 2. Application and process Be able to: • identify the sales objectives and targets (e.g. income generation) to be achieved • develop sales methods or tactics as well as sales force size to implement the sales strategy with details about responsibilities, resources and scheduling • create a sales activity plan and relevant metrics (e.g. sales volume) • establish policies concerning client relations and account management • establish criteria for evaluating the effectiveness of the sales plan 3. Exhibit professionalism Be able to: • embrace creativity and innovation in sales activity planning • ensure the sales plan is achievable within the capability of the sales team
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a sales plan for a fashion business that entails a list of planned activities and metrics with details about responsibilities, resources and scheduling for achieving the sales objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a fashion sales strategy
Code	108193L5
Range	Implement a fashion sales strategy to ensure achievement of sales objectives and business goals. This applies to individuals who are required to implement a sales strategy in a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the principles and tools for developing an implementation plan for a sales strategy • examine the activities and decisions in sales • critically evaluate the determinants of a successful implementation of a fashion sales strategy • specify the criteria for evaluating the effectiveness of a fashion sales strategy 2. Application and process Be able to: • identify the business goals as well as the fashion sales strategy and objectives • analyse relevant business data (e.g. financial data, sales record) as well as clients' needs and competitors' activities • devise plans in various areas (e.g. account management, service quality) for implementing the sales strategy • allocate resources (e.g. human, finance) for implementing the sales strategy • identify and address issues arising during the implementation of the sales strategy • monitor implementation of the sales strategy • review effectiveness of the fashion sales strategy against criteria 3. Exhibit professionalism Be able to: • ensure all parties involved are clear about the sales strategy and committed to the organisational values and ethical principles • regularly review the sales strategy so as to cope with the changing competitive environment and fashion market situation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a sales strategy in the fashion business to achieve the sales objectives and business goals.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Finalise sales orders
Code	108194L4
Range	Finalise a sales order in the business-to-business (B2B) fashion market. This applies to individuals who are required to negotiate and finalise sales in the B2B fashion market for a fashion business.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the common practices of B2B sales and ordering in the fashion industry • explain the ordering policy and procedures of the organisation (e.g. minimum order size, payment and shipping methods) • assist clients to make a timely final buying decision 2. Application and process Be able to: • identify the needs and preferences of the client • consider different sales solutions to meet the needs of a client • select appropriate closing tactics to close sales • negotiate conditions of agreement and confirm the buying decision • provide advice on payment methods or financing arrangements when required • identify cross-selling opportunities and complete sales order documents 3. Exhibit professionalism Be able to: • demonstrate persuasion techniques to facilitate buying decision-making
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Completion of a sales order in the B2B fashion market for a fashion business through negotiation and confirmation of conditions of agreements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Identify sales prospects
Code	108195L4
Range	Identify sales prospects to develop the fashion business. This applies to individuals who are required to identify potential sales prospects through using various prospecting methods.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the prospecting process and common prospecting methods in the fashion industry • explain the legal requirements for prospecting and account management policies of a fashion business • apply appropriate prospecting methods to the target market 2. Application and process Be able to: • identify a range of suitable prospecting methods • evaluate the strengths and limitations of each method and select the one(s) that fit the target market • use a variety of information sources to identify potential sales prospects for contacts (e.g. from marketing department) • qualify prospects in accordance with established criteria (e.g. extent of interest, expected return) • manage prospect information in accordance with organisational procedures 3. Exhibit professionalism Be able to: • observe the organisational policy and procedures in handling confidential data • make full use of available channels (e.g. fashion trade fair) to explore potential sales prospects
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of sales prospects to develop the fashion business through the use of appropriate prospecting methods that fit the target market
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a sales plan
Code	108196L4
Range	Implement a sales plan for fashion business to achieve the sales objectives. This applies to individuals who are required to execute the sales plan to achieve the sales objectives of a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles of selling • understand the elements of effective sales methods, especially for fashion products (e.g. luxury goods selling) • analyse the issues of legal and ethical selling (e.g. anti-competition, unsolicited electronic messages) • apply appropriate techniques for organising sales activities and motivating sales teams 2. Application and process Be able to: • identify the sales plan arising from the marketing plan to direct the selling effort of sales team • allocate resources to conduct sales activities in accordance with the sales plan • identify the expected outcomes and metrics, and explain these clearly to team members • execute each sales activity within the established timeframe and budget • anticipate difficulties and challenges to develop contingency arrangements • monitor the implementation process and competitive situation, and determine if modifications or additional resources are required • collect feedback from the sales team and clients to improve the approaches to sales 3. Exhibit professionalism Be able to: • create a sense of direction and common purpose in the achievement of sales objectives and targets • build close client relationships and explore sales opportunities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a sales plan to achieve the sales objectives of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Lead and manage a sales team
Code	108197L4
Range	Lead and manage a sales team to achieve sales objectives for a fashion business. This applies to individuals who are required to lead and direct sales team activities and facilitate teamwork to achieve intended outcomes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the differences between management and leadership • understand the links between sales activities and the business goals • examine the common challenges, ethical issues, and conflict situations of sales team management • inspire and motivate teams towards achieving sales objectives 2. Application and process Be able to: • identify sales targets and activities as well as performance standards • implement strategies to encourage, motivate and support team members • model client-focused tactics and demonstrate creative sales techniques for members • steer teams through difficulties, challenges and conflict situations • analyse sales data to monitor sales progress • provide constructive feedback to team members and recognise or reward effective sales performance • monitor ethical and professional conduct of team members in accordance with legal, ethical and organisational requirements 3. Exhibit professionalism Be able to: • show integrity, fairness and consistency in decision-making • empower team members to develop their own ways of working and exercise responsible autonomy
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Leading and managing sales teams to achieve sales objectives and business outcomes for a fashion business, which take into consideration both ethical and performance standards.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Sell products at trade fairs or exhibitions
Code	108198L4
Range	Sell products at trade fairs or exhibitions for a fashion business. This applies to individuals who are required to attend and participate in trade fairs or industry exhibitions to sell and promote fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes of trade fairs and exhibitions as well as the sales opportunities they can produce • apply appropriate selling skills in approaching visitors and introducing products or services • outline the range of preparation work for and selling activities at trade fairs or exhibitions • organise resources and sales activities to make the most of the sales opportunities arising from trade events 2. Application and process Be able to: • identify the targets for sales or sales prospects during the trade event • design promotional materials and invite potential sales prospects in an appropriate manner • prepare up-to-date product and service information and the price lists • evaluate other participants to the event and identify ways to stay competitive • assess delegate or guest lists from the organiser and identify potential sales prospects • apply appropriate selling skills to attract and engage visitors and find quick ways to understand their needs and wants • present products and introduce the unique selling points • qualify new sales prospects and arrange follow-up meetings 3. Exhibit professionalism Be able to: • plan effectively for trade events and comply with the expected dress code • take every sales opportunity that arises
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Selling and promoting products at trade fairs or exhibitions for a fashion business with sufficient preparation work.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Process payment documentation
Code	108199L3
Range	Process client payment documentation for a fashion business. This applies to individuals who are required to process client payments for purchases and complete the transactions.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the common payment methods (e.g. letter of credit) for business-to-business (B2B) transactions in the fashion industry • understand legal requirements, industry practices as well as organisational policies relating to payment processing • understand how to follow established procedures to process business clients' payments and handle payment-related problems 2. Application and process Be able to: • identify contract details and types of documentation required (e.g. letter of credit) • process payment documentations with related parties (e.g. bank) within time requirements • verify payments against approved documentations and take prompt action in case of discrepancies • resolve all payment-related problems and refer to relevant personnel when required (e.g. product return) • enter data into and update related systems to ensure integrity of accounting systems 3. Exhibit professionalism Be able to: • ensure all information and records are accurate and complete • maintain documentations in a secure manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Processing client payment documentations for a fashion business and following up different payment processing problems in accordance with established procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Process sales order
Code	108200L3
Range	Process business-to-business (B2B) sales orders for a fashion business. This applies to individuals who are required to process business clients' sales orders for a fashion business.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand order processing procedures and service standards of the organisation (e.g. confirming delivery date) • outline the common problems and errors in processing sales orders • understand how to follow established procedures to process business clients' orders and handle order-related problems 2. Application and process Be able to: • identify sales order requirements • confirm availability of products, prices, delivery date, and payment methods with the clients • obtain authorisation for the sales orders • finalise the transactions, handle procurement matters or send requirements to manufacturing • trace the sales order progress and keep clients informed of the status • perform daily administration of sales orders and handle client enquiries or complaints 3. Exhibit professionalism Be able to: • provide accurate information to clients and uphold organisational order processing policies and standards • coordinate closely with related parties to ensure client satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Processing B2B sales orders for a fashion business and following up different sales order processing problems in accordance with established procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Report on product sales
Code	108201L3
Range	Report on business-to-business (B2B) product sales for a fashion business. This applies to individuals who are required to report product sales figures and complete routine sales reports for a fashion business.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purpose of reporting product sales for a fashion business • understand the product sales reporting procedures of the organisation • use the appropriate terminology and structure of routine sales reports 2. Application and process Be able to: • identify the types of sales report to be produced in accordance with organisational procedures • collect and organise data for the report fields and report periods from related systems • use appropriate software packages (e.g. Microsoft Office) to prepare the sales reports • compile routine sales reports in accordance with organisational procedures 3. Exhibit professionalism Be able to: • produce timely and accurate sales reports
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Compilation of routine B2B sales reports for a fashion business in accordance with established procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Deliver products and services
Code	108202L2
Range	Deliver products and services to clients of a fashion business. This applies to individuals who are required to follow up client orders and ensure products and services have been delivered to clients in accordance with the agreed conditions.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the importance of after-sales service and the role of salespeople in the delivery of products and services in the fashion industry • understand international regulatory requirements, industry practices as well as organisational policies relating to the delivery of products and services • understand how to follow established procedures to deliver products and services to business clients and handle delivery-related problems 2. Application and process Be able to: • check sales order details and availability of products and services • coordinate with related parties in arranging transportation (e.g. means of transport, route determination) • ensure products and services are well-prepared in accordance with sales order requirements and organisational policies • prepare delivery-related documents (e.g. packing list) • ensure products and services are properly delivered within the agreed timeframe • resolve all delivery-related problems and refer to relevant personnel when required (e.g. product return) 3. Exhibit professionalism Be able to: • ensure all information and records are accurate and complete • uphold organisational delivery policies and service standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Delivery of products and services to clients of a fashion business in accordance with the agreed conditions following established procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Formulate a client relationship strategy
Code	108203L6
Range	Formulate a client relationship strategy for a fashion business that supports the business goals and direction. This applies to individuals who are required to develop client relationship strategies for a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the strategic value of client relationship in the fashion industry • relate client relationship strategy to the marketing objectives and strategy • critically evaluate the factors that determine a successful client relationship strategy • develop strategies for client acquisition and retention as well as for other profitable business relationships in a fashion business 2. Application and process Be able to: • define client relationship objectives (e.g. profitability) in line with the business goals • analyse the needs, preferences and expectations of existing clients and target customers • categorise and prioritise different types of clients and customers (e.g. profitable, loyal) • design business processes and associated information systems to support delivery of value to clients and customers • develop plans for client relationship initiatives • identify resource requirements for implementation • set criteria for measuring the effectiveness of the client relationship strategy 3. Exhibit professionalism Be able to: • ensure client relationship strategies fit with the mission, values and development needs of a fashion business • develop appropriate culture, structure, leadership and technological systems to support client relationship initiatives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a client relationship strategy and initiatives for a fashion business that support the business goals and direction.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Implement a client relationship strategy
Code	108204L5
Range	Implement a client relationship strategy to foster the profitable business relationships of a fashion business. This applies to individuals who are required to implement client relationship strategy in a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • state the principles or process of developing an implementation plan for a client relationship strategy • critically evaluate the common challenges and problems in implementing a client relationship strategy (e.g. with international clients) as well as the viable responses to them • specify the criteria for evaluating the effectiveness of a client relationship strategy 2. Application and process Be able to: • identify the client relationship objectives and target customers • employ different channels, offers and service packages (e.g. team selling for major clients) to meet the needs and expectations of different clients and customers • allocate resources (e.g. human, finance) for implementing client relationship initiatives • identify and address issues arising during the implementation process • monitor the performance of client relationship initiatives (e.g. client satisfaction) • review effectiveness of the client relationship strategy against criteria 3. Exhibit professionalism Be able to: • provide proactive and customised services to create and deliver value • strive for long-term trusting client relationships
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a client relationship strategy to foster the profitable business relationships of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Solve problems (fashion sales and marketing)
Code	110230L5
Range	Solve problems in the fashion sales and marketing process. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to fashion sales and marketing • review the organisational policy in relation to solving fashion sales and marketing problems • understand the functions and process of fashion sales and marketing • apply logical thinking and soft skills to facilitate problem resolution 2. Application and process Be able to: • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate one to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to: • build on experience and established networks to assist problem-solving
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the areas of fashion sales and marketing to achieve business development.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Understand clients' business
Code	108206L5
Range	Develop an in-depth understanding of clients' businesses ranging from business aims to marketing objectives and strategies. This applies to individuals who are required to develop an in-depth understanding of clients' businesses for relationship building and attainment of fashion business outcomes.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the importance of knowing clients' business aims to achieve long-term success in respect of business relationships in the fashion industry • examine the need to know clients' portfolio of products and brands as well as their overall marketing strategy • apply a range of specialised techniques for assessing clients' businesses 2. Application and process Be able to: • determine clients' business aims and visions • identify the key drivers of the clients' business performance • evaluate developments in the market and their implications for both the clients and their competitors • identify the clients' ability to respond to the market opportunities • assess clients' needs in consideration of their current and future challenges • maintain close business relationships with the key decision makers of clients 3. Exhibit professionalism Be able to: • be aware of changes in clients' needs and expectations in relation to varying market conditions
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of an in-depth understanding of clients' businesses for relationship building and attainment of fashion business outcomes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Explore new clients
Code	108207L4
Range	Explore new clients to achieve fashion business objectives. This applies to individuals who are required to adopt prospecting strategies to expand the client base of a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the key provisions of legislation and organisational policies applicable to exploring new clients (e.g. Personal Data Privacy Ordinance) • evaluate the advantages and limitations of different means and tools for prospecting potential clients • apply appropriate techniques for identifying valuable clients and their needs for advancing the fashion business (e.g. through research) 2. Application and process Be able to: • undertake research and utilise established networks to identify potential clients • select appropriate communication strategies to identify business needs and requirements of potential clients • compare the products and offerings of the organisation with those of competitors with emphasis on the major selling points • present fashion products and offerings that have high chance of meeting the needs and requirements of potential clients • collect and assess potential clients' feedback for building positive working relationships with them 3. Exhibit professionalism Be able to: • be aware of and show readiness for responding to the changing needs and concerns of potential clients
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Exploration of valuable clients to expand the client base and to achieve fashion business objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Manage clients' accounts
Code	108208L4
Range	Manage clients' accounts to generate sales for a fashion business. This applies to individuals who are required to manage and develop a fashion business's relationship with its clients for business development.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand current legislation, regulation and organisational policy applicable to account management • identify the product range and brand strategy of clients • apply appropriate techniques for understanding clients' needs and building long-term relationships with clients 2. Application and process Be able to: • act as a contact point between the fashion business and its clients • explore and forecast the needs of different clients • apply a variety of sales techniques (e.g. upselling) to generate sales among client accounts • develop and maintain long-term relationships with the clients (e.g. customising service or product packages) • monitor production activities to meet clients' requirements (e.g. quality standards, schedule) • service multiple clients and keep records of transactions 3. Exhibit professionalism Be able to: • build trust and respect with clients • ensure clients receive orders and services in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective management of clients' accounts to generate sales and develop business relationships for a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Formulate strategic objectives for quality
Code	108209L7
Range	Formulate corporate quality objectives to set strategic vision and direction for a fashion business. This applies to individuals who are required to formulate strategic vision and objectives with regard to quality to achieve competitive advantages and organisational excellence.
Level	7
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the strategic value of quality to fashion business • have insight into the integral role of quality in providing vision and mission to lead the organisation • develop ambitious and achievable strategic objectives for quality 2. Application and process Be able to: • evaluate current and future quality requirements in the fashion industry and the market • assess the strategic benefits of quality to the organisation • integrate quality with the corporate values and business goals • establish strategic objectives to achieve quality through using appropriate strategic management tools • create a strategic vision and mission for quality to engage and lead the organisation • anticipate possible resistance to changes and formulate strategies for prevention and remedy 3. Exhibit professionalism Be able to: • demonstrate leadership and management commitment in quality initiatives • establish meaningful and achievable objectives to maximise organisational support and minimise resistance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of strategic objectives for quality for the fashion business that are in line with both the corporate values and business goals, and take into consideration the quality requirements in the industry and the market.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Conduct risk assessment for quality assurance
Code	108210L6
Range	Conduct risk assessment to preempt potential quality problems in a fashion business. This applies to individuals who are required to engage in risk management and to systematically identify, evaluate and prioritise potential risks and quality problems in a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and principles of risk-based thinking in quality management • examine the legislative and regulatory requirements, industry codes of practice, quality assurance standards, and expectations of stakeholders relating to the fashion industry • critically review the common approaches and criteria of risk analysis in the fashion industry • interpret the organisational policy and procedure for risk management 2. Application and process Be able to: • identify the types of risk that can affect the organisational ability to meet the specified quality standards (e.g. operational risks, financial risks) • obtain accurate information (e.g. internal records, supplier survey) on any factors relating to the risks • devise appropriate methods (e.g. qualitative, quantitative or mixed approach) to determine the risk sources • analyse each risk to determine the probability of occurrence and severity • evaluate the significance of each risk • prioritise and report the need for action 3. Exhibit professionalism Be able to: • maintain awareness of latest requirements and quality standards applicable to the fashion industry • proactively collaborate with relevant parties to accurately identify, assess and prioritise different types of risks
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Execution of risk assessment and evaluation of different types of risks to prevent potential loss relating to the fashion business, which are based on the use of appropriate methods to assess the likelihood of each risk that can affect the organisational ability to meet the quality standards.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Plan quality system
Code	110231L6
Range	Plan the quality management system (QMS) for a fashion business. This applies to individuals who are required to plan for the development of a quality system for coordinating various groups in an organisation to achieve and maintain the requisite quality.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • critically evaluate the requirements of QMS • critically review the organisational structure and processes of a fashion business • plan for all elements and processes that are necessary to meet requirements for quality 2. Application and process Be able to: • define the quality requirements in accordance with the established quality standards (e.g. ISO9001) • determine and prioritise quality objectives • design the organisational structure, scope of responsibilities, and processes to support the system • refine the plan and objectives with related parties (e.g. operational units) 3. Exhibit professionalism Be able to: • adopt a holistic and proactive approach to achieve quality outcomes • keep regular updates on current models of organisational excellence and continuous improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a plan for the QMS for a fashion business that incorporates an organisational framework to steer and coordinate various groups and resources with well-defined processes and procedures to achieve and maintain the requisite quality.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review quality system
Code	108212L6
Range	Review the quality management system (QMS) in a fashion business to ensure its effectiveness is maintained. This applies to individuals who are required to conduct periodic reviews of the quality system and identify areas for improvement across the organisation.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and principles of QMS • critically evaluate different approaches of QMS assessment in a fashion business • conduct comparative analysis of performance indicators to identify ways to improve business processes 2. Application and process Be able to: • interpret the quality management objectives and key performance indicators • conduct regular audits to ensure that the quality implementation plan is complied with • evaluate the effectiveness of a quality system against key quality performance indicators • investigate client complaints for non-conformance issues • collect, compile and analyse data to determine if modifications and enhancements to the quality system are required • monitor risk management activities to enhance continuous improvements • establish mechanisms for gaining feedback on the quality system and implementation process • maintain records and prepare reports in accordance with organisational procedures 3. Exhibit professionalism Be able to: • continuously strive for quality improvement and organisational excellence • proactively engage staff and stakeholders in providing feedback on the quality system and procedures
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Periodic reviews of the QMS in a fashion business through audits, investigations of non-conformance issues, and monitoring of risk management activities to ensure its effectiveness is maintained together with suggestions for modifications and improvements to the quality system.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set quality assurance standards
Code	108213L6
Range	Set quality assurance standards to ensure consistent quality and improvement of fashion products. This applies to individuals who are required to create a blueprint for quality standards in a fashion business that can ensure systematic management of different business processes.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • possess extensive and in-depth knowledge of quality assurance standards • critically review the scope and extent of quality management for a fashion business • establish quality standards that are in line with corporate values, business nature and strategies 2. Application and process Be able to: • interpret the corporate values and unique business nature in determining quality objectives and standards • analyse existing quality standards and evaluate how they can be adopted to fulfil both business goals and quality requirements of target customers • analyse cost and resources implications of quality management and compliance • discuss and establish quality standards with stakeholders 3. Exhibit professionalism Be able to: • adopt a systematic approach to achieve fashion product quality • set up quality assurance standards to ensure achieving organisational objectives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of quality assurance standards for a fashion business that can ensure systematic management of different business processes, which are based on detailed analysis of existing quality standards and evaluation of their effectiveness for achieving the business goals and customers' requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set quality system
Code	108214L6
Range	Set and establish the quality management system (QMS) for a fashion business. This applies to individuals who are required to build a quality system for a fashion business and specify the management processes to achieve and maintain the requisite quality.
Level	6
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and principles of QMS • critically review the established quality standards • develop management framework and structure as well as the supporting documentation for all business processes 2. Application and process Be able to: • interpret quality requirements in accordance with the established quality standards • develop the organisational structure, policies, processes, procedures and resource plan to ensure quality requirements will be constantly and consistently achieved • specify the roles and responsibilities (e.g. process owners) in the quality system • establish implementation and review strategies (e.g. key performance indicators) • establish documentation system to record quality management activities • develop system for communicating the quality message and culture in the organisation • prepare for registration for a recognised QMS standard (e.g. ISO 9001) when required 3. Exhibit professionalism Be able to: • facilitate stakeholder engagement and obtain stakeholder buy-in • align management objectives and operational needs in setting the QMS
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of a QMS for fashion business that contains a set of well-defined and documented management structure and processes to achieve and maintain requisite quality.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Develop compliance requirements
Code	108215L5
Range	Develop compliance requirements for a fashion business. This applies to individuals who are required to develop compliance requirements to ensure all internal and external quality requirements and regulations are systematically and proactively fulfilled.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand general compliance requirements applicable to the fashion industry • critically evaluate the potential consequences of non-compliance • interpret relevant statutory requirements, regulations, guidelines, codes of practice, and standards for different business processes 2. Application and process Be able to: • interpret internal quality standards and requirements • interpret existing or newly enacted external requirements, regulations, guidelines, codes of practice, etc. relevant to the business processes, including but not limited to: o legal obligations o occupational health and safety regulations o environmental laws and regulations o industry regulations o clients' requirements and specifications • develop compliance requirements for the organisation • develop compliance manuals for vendors and manufacturing factories when required • document compliance requirements according to the quality assurance policy and procedures 3. Exhibit professionalism Be able to: • facilitate stakeholder engagement and obtain stakeholder buy-in • meet ongoing statutory requirements and industry regulations in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of compliance requirements for a fashion business to ensure all internal and external quality requirements and regulations are systematically and proactively fulfilled.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Develop a quality management plan
Code	108216L5
Range	Develop a quality management plan to achieve the strategic objectives for quality in a fashion business. This applies to individuals who are required to develop plans for all necessary elements, processes, and procedures to achieve quality outcomes.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the overall organisational goals and direction with regard to quality • understand the purpose and principle of quality management planning • translate strategic goals and objectives into both actionable and measurable activities and procedures for quality management plans 2. Application and process Be able to: • create a framework for the quality management plan and determine major activities needed to achieve the quality outcomes • evaluate existing or potential quality issues at every level and function of the organisation • consult key personnel of each level and function to explore possible measures that can achieve the quality outcomes • determine quality management responsibilities for each activity and include them in job descriptions and duty statements • estimate resources required to execute the plan • establish milestones, control points, and key performance measures in the quality review and monitoring mechanism 3. Exhibit professionalism Be able to: • conduct extensive consultations to ensure stakeholders and all levels and functions are aligned with the overall direction with regard to quality management plans and that there is no incongruence
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a quality management plan in a fashion business that entails a list of planned actions and key performance measures as well as responsible personnel for achieving the intended quality outcomes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Establish and maintain quality documentation system
Code	108217L5
Range	Establish and maintain a quality documentation system in a fashion business. This applies to individuals who are required to create and maintain a documentation system within an organisation to manage the quality management system (QMS).
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and requirements of QMS documentation • design the framework and steps of creating a documentation system • devise a documentation strategy that is effective and efficient to achieve QMS requirements 2. Application and process Be able to: • identify QMS guidelines on documentation requirements • develop a QMS documentation framework for the organisation • devise a rational and sustainable approach to document business processes • devise documentation management and control mechanisms to ensure o documentation is uniquely identifiable in the organisation (e.g. numbering and versioning of documents) o documents are created, reviewed and approved by the appropriate authority prior to release, made available to users, kept current, changed in a controlled manner, and archived when obsolete • assign the role and responsibilities of document controller • amend documentation according to document control procedures • make notifications of document change and release • maintain a master list of QMS documents and their filing system 3. Exhibit professionalism Be able to: • engage commitment with stakeholders • organise the documentation system in a user-friendly manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment and maintenance of a documentation system that can effectively and efficiently achieve the QMS requirements of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Identify and interpret quality assurance standards
Code	108218L5
Range	Identify and interpret quality assurance standards to provide a framework and systematic approach to manage business processes and products that conform to customer expectations. This applies to individuals who are required to identify and interpret quality assurance standards for a fashion business.
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the significance of quality management in the fashion industry • review the prevalent quality standards relating to the fashion industry • devise ways and methods to identify quality standards for a fashion business 2. Application and process Be able to: • research available information on the subject of quality standards for the fashion industry • consult quality assurance professionals (e.g. quality assurance agencies) to identify relevant quality standards (e.g. ISO 9000) that are appropriate to the business processes • evaluate existing quality standards that can be adapted to the scope of business processes 3. Exhibit professionalism Be able to: • see the strategic advantages and benefits to the organisation of developing an appropriate quality assurance standard • keep up to date on the quality requirements and standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification and interpretation of quality assurance standards for a fashion business to provide a framework and systematic approach to manage business processes and products that conform to customer expectations, which are based on research for quality standards for the fashion industry and consideration of their relevance to the scope of business processes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement quality system
Code	108219L5
Range	Implement the quality management system (QMS) in a fashion business to achieve the requisite quality. This applies to individuals who are required to implement the quality system and ensure conformance with the quality requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the implementation framework of QMS • critically evaluate the principles and processes of quality management in a fashion business • establish consensus and collaboration with various groups in an organisation to achieve and maintain the requisite quality 2. Application and process Be able to: • allocate resources to facilitate the implementation of quality management activities and procedures • collaborate with and consult various units throughout the implementation process • monitor progress and conformance issues with appropriate quality management techniques • analyse statistic records and allocate additional resources for quality enhancement measures • maintain a document management system and deploy quality manuals, work instructions, document templates, forms, and records across the organisation • keep records and reports according to quality assurance policy and procedures 3. Exhibit professionalism Be able to: • engage commitment with stakeholders • resolve quality issues promptly and collaboratively
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a QMS in a fashion business with well-established documentation of quality management activities in various business units to ensure conformance with the quality requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Plan quality assurance processes
Code	108220L5
Range	Plan quality assurance processes to determine how the requisite quality is achieved in a fashion business. This applies to individuals who are required to prepare for the setup of quality assurance processes and procedures to achieve the quality objectives.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the general requirements of quality assurance • analyse the business processes in the fashion industry • map quality assurance with the business processes 2. Application and process Be able to: • analyse business processes and process flows between and within functional areas with appropriate management tools (e.g. process map, flowchart) • coordinate cross-functional participation in process definition to derive agreements on approval and verification procedures of cross-functional work flows • allocate quality management responsibilities to process owners to design quality assurance procedures and control tasks to ensure respective quality requirements will be met 3. Exhibit professionalism Be able to: • schematically outline business processes for cogent identification of respective quality assurance activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of business processes and process flows of a fashion business to plan for respective quality assurance procedures and control mechanism to achieve the quality objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review quality assurance processes
Code	108221L5
Range	Review quality assurance processes to assess and validate whether or not the requisite quality is being achieved in a fashion business. This applies to individuals who are required to perform periodic reviews of quality assurance processes and procedures to evaluate their effectiveness in achieving the quality objectives.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles of quality assurance • review the common approaches of quality evaluation in a fashion business • evaluate quality outcomes to identify ways to improve quality assurance processes and procedures 2. Application and process Be able to: • interpret quality requirements and established standards • conduct review audits to evaluate performance and quality outcomes (e.g. results of quality audit) against established standards • determine possible causes and solutions for underperformance, faults or failures • collect, compile and analyse data and feedback to identify areas for improvement • identify training needs • keep records and prepare reports in accordance with organisational procedures 3. Exhibit professionalism Be able to: • strive for continual quality improvement • utilise evidence or fact-based data for process review • proactively engage staff and stakeholders in providing feedback
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Periodic reviews and monitoring of quality assurance processes and procedures in a fashion business through review audits to ensure their effectiveness is maintained together with suggestions for improvements to quality assurance processes and procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set material quality standards
Code	108222L5
Range	Set material quality standards for a fashion business. This applies to individuals who are required to set up quality standards for fashion materials and arrange inspections to ensure consistent material performance for production.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • analyse different material types and properties for setting quality standards • relate material properties and product end use to the setting of quality standards • state the methods used for evaluating material properties (e.g. laboratory test) • examine mandatory (e.g. flammability), industry and individual quality standards applicable to fashion materials in major markets 2. Application and process Be able to: • analyse relevant information about material quality requirements (e.g. industry codes, regulatory and labelling requirements) • determine quality requirements on materials according to product end use and quality assurance policy • develop the testing and inspection methods used for evaluating material quality • specify quality performance requirements in a formal document (e.g. quality manuals) 3. Exhibit professionalism Be able to: • accurately communicate material quality standards to relevant parties
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of material quality standards for a fashion business and arrangement of inspection schedules to ensure consistent material performance for production.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set product quality standards
Code	108223L5
Range	Set product quality standards for a fashion business. This applies to individuals who are required to specify quality standards of fashion products and a set of systematic methods to ensure consistent achievement of customer satisfaction.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • analyse the general construction of fashion products for setting quality standards • relate product properties and product end use to the setting of quality standards • state the methods used for evaluating product properties (e.g. laboratory test) • outline the requirements for inspecting semi and final products at different stages of production • examine mandatory (e.g. labelling law), industry and individual quality standards applicable to fashion products in major markets 2. Application and process Be able to: • analyse relevant information about product quality requirements (e.g. industry codes, regulatory requirements) • determine the quality requirements of a fashion product according to the quality assurance policy • develop the testing and inspection methods used for evaluating product quality • specify quality performance requirements in a formal document (e.g. quality manuals) 3. Exhibit professionalism Be able to: • accurately communicate product quality standards to relevant parties • constantly strive for a balance between costs, product quality and customer satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of product quality standards for a fashion business together with a set of systematic methods to ensure consistent achievement of customer satisfaction.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set quality assurance processes
Code	108224L5
Range	Set quality assurance processes to specify how the requisite quality is achieved in a fashion business. This applies to individuals who are required to set quality assurance processes and procedures to achieve the quality objectives.
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles of quality assurance • analyse the established quality requirements and performance standards • devise quality assurance elements to fit with business processes 2. Application and process Be able to: • interpret quality performance expectations • develop quality manuals for business processes and procedures • develop mechanisms to verify compliance and availability of required resources (e.g. internal or external quality audits) • determine the types and frequency of product quality control activities (e.g. product inspections, product testing) • establish mechanisms and document management system to assess and address quality-related risks continually (e.g. project review meetings, milestone review meetings) 3. Exhibit professionalism Be able to: • facilitate stakeholder engagement and obtain stakeholder buy-in • demonstrate an understanding of fashion business processes to ensure congruence between quality assurance and business processes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of quality assurance procedures and control mechanism for a fashion business to ensure quality requirements will be met throughout the business processes, which are based on evaluation of quality performance expectations and achieved through well-developed quality manuals as well as quality assurance procedures and processes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set standard operating procedures
Code	108225L5
Range	Set standard operating procedures (SOP) for a fashion business to achieve consistency in the quality and integrity of fashion products. This applies to individuals who are required to create an SOP for task execution.
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the common practices and format of SOP • examine both technical and operational elements involved in execution of specific tasks • produce a SOP to guide people with limited knowledge of the process to execute a routine task 2. Application and process Be able to: • define how the tasks should be executed according to the quality management system • analyse work flows and task execution procedures with management tools (e.g. process mapping, flowchart) • specify task execution procedures in a step-by-step, easy-to-read manner to facilitate consistent conformance • develop document management system to archive the SOPs • distribute copies of the SOP to all potential users to standardise task execution procedures 3. Exhibit professionalism Be able to: • facilitate stakeholder engagement and obtain stakeholder buy-in • engage staff members in reviewing and refining the SOP so as to enhance its usability and acceptance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of SOP for a fashion business to standardise task execution procedures and achieve consistency in the quality and integrity of fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Communicate with stakeholders about quality-related issues
Code	108226L4
Range	Communicate quality-related issues to different stakeholders of a fashion business. This applies to individuals who are required to communicate about the quality requirements of organisation and the commitments to quality to stakeholders to facilitate understanding and participation.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the significance of quality standards in the fashion industry • explain the principles of effective stakeholder communications • employ the appropriate techniques and media (e.g. annual reports) for communicating quality-related issues to stakeholders • employ appropriate approach to communicate management's commitment to quality to encourage stakeholder buy-in and participation in quality practices 2. Application and process Be able to: • disseminate the applicable quality standards, policies, procedures, operation manuals and other requirements to relevant stakeholders (e.g. staff members, vendors, manufacturing factories) • provide accurate and clear details in written, electronic or oral form using appropriate communication techniques • brief managers, staff members and business partners on their roles and responsibilities in quality assurance processes • apply effective communication and interpersonal skills to confirm understanding and encourage participation in quality practices 3. Exhibit professionalism Be able to: • clearly explain and communicate quality practices to stakeholders with different backgrounds (e.g. vendors or clients in different countries) • establish two-way communications to collect feedback for quality improvements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective communications about the quality requirements of the organisation and the commitments to quality to stakeholders to facilitate understanding and participation, which take into consideration the roles and responsibilities of different stakeholders in quality assurance practices.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement quality assurance processes
Code	108227L4
Range	Implement quality assurance processes to ensure the requisite quality is achieved in a fashion business. This applies to individuals who are required to implement quality assurance processes and procedures to achieve the quality objectives.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the implementation framework of quality assurance processes • explain the common approaches of quality assurance in the fashion industry • apply appropriate techniques and methods for guiding and supporting existing and new staff members to comply with quality assurance processes and procedures 2. Application and process Be able to: • coordinate induction and instruction to existing and new staff members on the quality assurance policy to ensure compliance • deploy quality manuals and quality-related resources to staff members • monitor performance and quality outcomes against established standards (e.g. through quality control activities like quality audits, product inspections, product testing) • detect and report variations in the quality of operations or products from established standards in accordance with organisational procedures • analyse quality-related problems and propose solutions at their sources • keep records and reports according to the quality assurance policy and procedures 3. Exhibit professionalism Be able to: • engage commitment with stakeholders • act as role model and provide positive guidance to staff members to encourage compliance • proactively communicate the benefits of quality assurance and engage staff members in providing feedback
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of quality assurance procedures and control mechanism in a fashion business to ensure conformance with quality requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement a quality management plan
Code	108228L4
Range	Implement a quality management plan to achieve and maintain the requisite quality in a fashion business. This applies to individuals who are required to execute the quality management plan to achieve and consolidate quality outcomes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • familiarise with the implementation of quality management plan • apply appropriate performance indicators and measurements • employ appropriate approach to collaborating with various groups in carrying out and improving quality-related efforts 2. Application and process Be able to: • establish tactics for implementation of the quality management plan • communicate the strategic benefits of quality clearly and concisely to all parties involved • allocate resources to support organisation wide quality activities • monitor progress against milestones and metrics and provide contingent support to parties involved in the execution • establish a feedback mechanism for improving the plan • apply appropriate strategy to manage resistance to change 3. Exhibit professionalism Be able to: • actively seek commitment from stakeholders and all levels and functions of the organisation for the execution of quality management plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a quality management plan in a fashion business to achieve and consolidate intended quality outcomes through effective execution of quality management plans and close monitoring of progress against established performance measures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Monitor the production processes to ensure conformance
Code	108229L4
Range	Monitor the production processes for a fashion business to ensure conformance to quality standards. This applies to individuals who are required to ensure the requisite quality of fashion products is being achieved at every production stage.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the common practices of quality control in a fashion business • possess statistical knowledge for quality data analyses • detect non-conformance and enforce quality standards 2. Application and process Be able to: • interpret quality standards, quality manuals and standard operating procedures • compare current performance with quality requirements or historical data (e.g. product testing, factory inspection, internal and external audits) • check for non-conformance and potential quality problems (e.g. through statistical quality control, trend analysis) and report these to designated personnel • apply prevention measures to detect potential risk exposure • determine causes of discrepancy and suggest appropriate corrective and preventive action • keep records according to the quality assurance policy and procedures 3. Exhibit professionalism Be able to: • engage commitment with stakeholders • accurately record and interpret inspection and test data • demonstrate full manufacturing knowledge and sophisticated quality management skills
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring production processes for a fashion business to ensure the requisite quality is being achieved at every production stage together with suggestions of corrective and preventive measures to address non-conformance and potential quality problems.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review product quality reports
Code	110232L5
Range	Review product quality reports to identify areas for improvement. This applies to individuals who are required to review the records of quality evaluation so that problems can be traced to their sources and corrected.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • possess in-depth knowledge of the common methods used for evaluating product quality (e.g. testing and inspection) • evaluate different types of quality reports (e.g. test report) for identifying and investigating quality problems • understand the precision, bias and limitations of different quality evaluation methods 2. Application and process Be able to: • identify and collect data in relation to the quality problems from quality reports • analyse data in quality reports to investigate the problems and their possible causes • evaluate the accuracy, validity and reliability of the quality reports • compare results with past records to identify long term implications to the operation and opportunities for improvement • develop a formal record of product performance and problem investigation through review of quality reports and make recommendation for improvement 3. Exhibit professionalism Be able to: • systematically review and analyse information to assess product performance and identify areas for improvement • initiate appropriate actions to address problems at their sources
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic examination of product quality reports and identification of areas for improvement in the operation to achieve a predetermined level of fashion product quality.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Coordinate for testing
Code	108231L4
Range	Coordinate for testing associated with the production of fashion products. This applies to individuals who are required to arrange for testing of materials, components or final products to ensure the quality standard of fashion products is consistently achieved.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain common practices and methods of testing • analyse the requirements of different national regulations and standards organisations (e.g. AATCC, ASTM, ISO) • understand the properties and performance of materials commonly used in fashion products • apply appropriate criteria for selecting a test laboratory • assess the timeframe of the process for testing 2. Application and process Be able to: • interpret product quality requirements (e.g. from client's specifications or based on target market's quality standards) • identify testing requirements and parameters • evaluate technical feasibility and cost-effectiveness of alternative test methods • determine the testing methodology, laboratory, timeframe, and budget in a test plan and seek agreement of relevant parties • establish and confirm acceptance criteria • record testing outcomes in accordance with organisational procedures 3. Exhibit professionalism Be able to: • closely follow specifications, client's instructions and organisational procedures • maintain accuracy, security and confidentiality of test data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Coordination for testing of materials, components or final products and accurate recording of testing outcomes for a fashion business, which take into consideration the timeframe, technical feasibility and cost-effectiveness of alternative test methods.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Interpret test results
Code	108232L4
Range	Interpret test results of fashion products. This applies to individuals who are required to examine the test results and identify problems that may affect the production or sales of fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain test methods and standard condition • examine the principles of testing and statistical analysis • understand the precision, bias and limitations of common test methods • apply the terminology used in reporting test results 2. Application and process Be able to: • identify the requirements of test outcomes (e.g. +/3% lengthwise shrinkage in a Dimensional Change test) • examine the specimens, test data and findings in the test report • evaluate and interpret test results against the requirements and product end use • identify failed test results and implications for production or sales • report the existing or potential problems and take appropriate action in accordance with organisational procedures 3. Exhibit professionalism Be able to: • ensure the interpretation of test results complies with industrial standards and practices • ensure the basis for interpretation is properly documented
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Interpretation of test results against requirements with reference to the test principles, test data and product end use to identify implications for production or sales as well as reporting existing or potential problems with recommendations for appropriate action.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Plan inspection process
Code	108233L4
Range	Plan inspection procedure and schedule to ensure the delivery of quality for fashion products. This applies to individuals who are required to plan inspection schedule, procedure and control points for the manufacturing of fashion products against product specifications or client's requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • explain the objectives and procedures of quality control in the manufacturing of fashion products • identify common defects of fashion materials and products • state different types of inspection (e.g. source, incoming, final inspection) and their scopes, sampling plan and procedures • establish control points, sampling plan, acceptance criteria, and procedure for handling non-conformance 2. Application and process Be able to: • analyse the quality expected of the final products and evaluate the potential quality control issues • determine the types of inspection and corresponding sampling plans • determine the control points in the manufacturing process (e.g. inspection of materials, components or final products) and specify the parameters (e.g. acceptable quality level for inspection) • develop and confirm the inspection plan and defect classification and grading system with relevant parties (e.g. senior management, client, factory) 3. Exhibit professionalism Be able to: • demonstrate a broad understanding of the manufacturing process as well as a systematic approach to deliver quality fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of an inspection plan that covers the whole manufacturing process with various control points and inspection parameters to ensure delivery of quality for fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Conduct incoming material inspection
Code	110233L3
Range	Conduct inspection to ensure defect free materials to be used in the manufacturing process. This applies to individuals who are required to inspect incoming materials for conformance to predetermined standards or specifications before they are used in the manufacturing of a fashion product.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the performance requirements of the materials to be inspected • understand the standard methods (e.g. 4-point system) for inspecting the required materials • understand techniques to identify and classify material defects 2. Application and process Be able to: • identify the end use, quality requirements, and inspection plan of the materials to be inspected • determine the sample size by identifying the sampling plan • apply the pre-determined defect classification and grading system to examine materials • conduct identification and measurement of defects (e.g. weaving and knitting defect of fabric) • develop the material inspection checklist • inform designated personnel to take corrective action when required (e.g. refuse and return unacceptable materials) 3. Exhibit professionalism Be able to: • ensure incoming materials are carefully and systematically inspected prior to the manufacturing process • exercise impartial and unbiased judgment throughout the inspection process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Correct identification and measurement of material defects in accordance with the quality requirements and inspection plan for a fashion business, which take into consideration the end use, sampling plan, and pre-determined defect classification and grading system.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Conduct product inspection
Code	110234L3
Range	Conduct inspection in the manufacturing process to ensure delivery of defect free fashion products. This applies to individuals who are required to inspect products for conformance to predetermined standards or specifications.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the construction, end use and performance requirements of the products to be inspected • understand the standard methods for inspecting fashion products (including sampling plan and acceptance criteria such as AQL) • understand techniques to identify and classify defects of fashion products • understand how to handle defective materials 2. Application and process Be able to: • identify the end use, quality requirements, and inspection plan of the products to be inspected • follow the sampling plan to determine the sample size • apply the pre-determined defect classification and grading system to examine products • identify defects (e.g. workmanship) and conduct measurement • complete the product inspection checklist • inform designated personnel to take corrective action when required (e.g. carry out minor repair operations where the defect is recoverable) 3. Exhibit professionalism Be able to: • ensure products are carefully and systematically inspected prior to delivery • exercise impartial and unbiased judgment throughout the inspection process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Correct identification and classification of product defects in accordance with the quality requirements and inspection plan for a fashion business, which take into consideration the end use, sampling plan, and pre-determined defect classification and grading system.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Report inspection results
Code	110235L3
Range	Report inspection results to confirm quality performance of fashion materials or products. This applies to individuals who are required to confirm and report inspection results and follow-up action in the manufacturing process.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the quality requirements for the materials or products under inspection • understand the pre-determined inspection method, acceptance criteria and implications of non-conformance • understand how to report non-conformance • state the format and features of a clear and well-structured report with supporting evidence 2. Application and process Be able to: • record the type of inspection and the relevant manufacturing stage • detail the type and nature of defects where the materials or products are below the quality standard • provide a clear explanation of non-conformance with supporting evidence (e.g. photos of defects) • identify the possible causes of non-conformance and their implications • record any follow-up or corrective action taken • keep records and reports according to quality assurance policy and procedures 3. Exhibit professionalism Be able to: • produce a timely inspection report in accordance with organisational procedures • ensure the report is appropriately compiled for the intended audience
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Compilation of an inspection report for fashion materials or products which is timely, accurate and complete, and clearly specifies the level of conformance and follow-up action together with relevant supporting evidence.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Facilitate breakthrough improvements
Code	108237L6
Range	Facilitate breakthrough improvements in a fashion business. This applies to individuals who are required to work in team to introduce, review and institutionalise radical changes to deliver a significant level of improvement in the operation of a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the basic tenets of business reengineering • critically evaluate the key factors for radical change management • eliminate waste and improve value-addition for customers • gain support in process redesigns and forestall potential resistance 2. Application and process Be able to: • build teams for change initiatives • establish vision and goals for intensive change initiatives (e.g. significant reduction of downtime) • analyse process flowchart and brainstorm to identify ways to redesign current business processes • specify key performance indicators (KPIs) for new process designs • devise communication strategy for team members and other stakeholders • monitor changes and overcome unforeseen barriers • evaluate outcomes of change initiatives (e.g. intended versus unintended consequences) • establish mechanisms (e.g. reward system, training) to sustain the new processes 3. Exhibit professionalism Be able to: • establish a sense of urgency • think outside the box and apply both creative and analytic thinking skills
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Facilitation of breakthrough improvements with team members in a fashion business that involve both creative and analytic thinking for process redesign as well as systematic planning, implementation, review and institutionalisation of breakthrough improvement initiatives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply cost-benefit analysis in work practices
Code	108238L5
Range	Apply cost-benefit analysis in work practices to explore opportunities for improving cost-efficiency in a fashion business. This applies to individuals who are required to apply cost-benefit analysis to systematically evaluate cost components of a work area and devise cost-efficient work practices in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the common approaches to achieve cost-efficiency in the fashion industry • understand the principles, categories, and measurement of quality costs • critically evaluate the basic cost components (e.g. fixed and variable costs, quality costs) and causes of variability in costs in a fashion business (e.g. time-based variation, differences in regulatory requirements) • assess the relative costs of alternative methods or practices in a work area 2. Application and process Be able to: • identify the cost components of current practices in a work area • apply the logic of quality cost to assess the costs of current practices • evaluate causes of variability in costs and assess the impact of alternative practices on costs • identify constraints to cost-efficiency (e.g. regulatory requirements) • identify methods of improving productivity or reducing costs • determine cost-benefit ratio of alternative methods of improving productivity or reducing costs • select the most cost-efficient work practices and recommend changes • monitor changes to ensure cost-efficient practices are maintained 3. Exhibit professionalism Be able to: • consider overall cost and assess both negative and positive cost implications of possible changes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic application of cost-benefit analysis to evaluate cost components of a work area and devise cost-efficient work practices in a fashion business, which take into consideration the benefits against the expenses of improvement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply design of experiments for quality improvement
Code	108239L5
Range	Apply design of experiments (DOE) to optimise operations or achieve quality improvement in a fashion business. This applies to individuals who are required to apply DOE to facilitate systematic optimisation of an operation or quality improvement in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles and fundamentals of design of experiments (DOE) • examine the common applications of DOE in the fashion industry (e.g. production process improvement) • critically evaluate the time and budget implications of different experimental designs (e.g. full factorial method) • apply statistical techniques for experimenting with processes with the objective of optimising them 2. Application and process Be able to: • select a process or an area for analysis and improvement • determine the objectives of the experiment (e.g. solve process problem) • select an appropriate factorial design for the experiment and determine whether resource requirements are practical • conduct first run and other experiments in series and record the data of each • analyse data using statistics package in line with objectives • design experiment to confirm correlations identified and carry it out • analyse data from confirming experiment and decide if the results can be confirmed • determine the most appropriate approach for implementing improvement 3. Exhibit professionalism Be able to: • ensure the experiment has been properly conceived and conducted to avoid biases • complete the experiment in the most cost-effective manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic application of design of experiments to facilitate optimisation of operation or quality improvement in a fashion business, which take into consideration the improvement needs and available resources.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply lean approach to improve efficiency
Code	108240L5
Range	Apply a lean approach to eliminate waste and improve efficiency in a fashion business. This applies to individuals who are required to apply a lean approach and methods to facilitate systematic identification and elimination of waste or non-value-added elements in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the lean principles and commonly used methods for improving efficiency in the fashion industry (e.g. 5S) • critically evaluate the purposes of particular methods and the appropriate contexts of their application (e.g. eliminate waste resulting from improper organisation of work area) • outline typical sources of waste or inefficiency in the fashion industry (e.g. downtime, scrap, inefficient setups) • apply the lean approach to address different types of waste or inefficiency 2. Application and process Be able to: • identify the goals and extent of efficiency enhancement of a fashion business • examine business operations or production processes to map the processes and added value (e.g. through value stream mapping) • identify resource use or activities (e.g. waiting) that do not contribute to value desired by customers, recipients or stakeholders (e.g. through value-added analysis) • apply relevant methods to achieve waste reduction or streamline processes (e.g. use 5S to standardise and sustain arrangements) • eliminate opportunities for error (e.g. through mistake proofing technique) • implement the improvements and institutionalise to sustain the practices 3. Exhibit professionalism Be able to: • find ways to increase value to customers, recipients or stakeholders and eliminate waste and inefficiency
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic application of lean approach and methods to facilitate identification and elimination of waste or non-value-added elements in a fashion business, which take into consideration the goals and extent of efficiency enhancement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply planning tools for improvement projects
Code	108241L5
Range	Apply planning tools to support improvement project planning and management in a fashion business. This applies to individuals who are required to apply planning tools to facilitate systematic planning and management of improvement projects in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the commonly used planning tools for project management in the fashion industry (e.g. seven management and planning tools) • critically evaluate the purposes of particular tools as well as the appropriate contexts of their application • critically evaluate the key stages and tasks of different types of improvement projects • apply appropriate planning tools to identify the task sequence and resources required to complete improvement projects 2. Application and process Be able to: • identify the scope of work, desired outcomes, budget and key dates of improvement projects of a fashion business • apply planning tools to identify tasks and graphically show their logical relationships (e.g. affinity diagram) • narrow down broad scope of work into specific assignments or tasks with relevant tools (e.g. tree diagram) • determine roles and responsibilities for different tasks or assignments through the use of relevant tools (e.g. matrix diagram) • prioritise tasks, assignments or options based on weighted criteria with the aid of relevant tools (e.g. prioritisation matrix) • apply appropriate tools to schedule and organise steps and tasks to complete the projects (e.g. activity network diagram) • use relevant tools to systematically predict future performance and problems and prepare contingency plans (e.g. process decision program chart) 3. Exhibit professionalism Be able to: • select appropriate planning tools to meet the needs of an organisation • aim at timely, satisfactory and cost-effective project completion
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic application of planning tools to facilitate planning and management of improvement projects in a fashion business, which take into consideration the scope, expected outcomes and timeframe of improvement projects.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply quality tools to troubleshoot issues related to quality
Code	108242L5
Range	Apply quality tools to address quality issues and problems in a fashion business. This applies to individuals who are required to apply quality tools and techniques to facilitate systematic problem resolution in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the commonly used quality tools and techniques for problem-solving in the fashion industry (e.g. seven quality control tools) • review the main uses of particular tools and techniques as well as their limitations and potential difficulties in their application • examine the critical success factors relating to successful use of quality tools and techniques (e.g. experience, education, training) • understand how and when to use the right quality tools and techniques at each problem solving step 2. Application and process Be able to: • identify the problems or quality improvement needs of a fashion business • apply quality tools to study current processes or procedures (e.g. check sheet) • diagnose the potential causes through root cause analysis (e.g. cause-and-effect diagram) • analyse and prioritise causes to determine where to focus efforts (e.g. control chart) • take corrective action to eliminate the causes • review the effectiveness of corrective actions and lessons learnt 3. Exhibit professionalism Be able to: • identify potential causes based on experience and systematic use of problem-solving techniques • interpret data correctly for decision-making
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic application of quality tools and techniques to facilitate problem resolution in a fashion business, which take into consideration the quality improvement needs as well as the critical success factors relating to quality tools application.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Facilitate incremental improvements
Code	108243L5
Range	Facilitate incremental improvements in a fashion business. This applies to individuals who are required to work in a team to introduce, review and institutionalise gradual changes to improve the operation of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the basic beliefs of incremental improvement • critically evaluate the key factors for successful incremental improvement initiatives • understand the potential for short-term solutions to result in unforeseen long-term problems • gain support in process changes and forestall potential resistance 2. Application and process Be able to: • build teams for improvement initiatives • establish goals and scope of quality improvement (e.g. processes, products) • analyse processes to map out the principal flows and identify areas for improvement • specify key performance indicators (KPIs) for improvement initiatives • devise a communication strategy for team members and other stakeholders • identify and solve ongoing performance issues • institutionalise changes (e.g. provision of training in the new process) • review improvement initiatives and integrate feedback and learning into continuous improvement 3. Exhibit professionalism Be able to: • set realistic expectations for team members and stakeholders • carefully review each change to ensure no undesirable outcome is created
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Facilitation of incremental improvements with team members in a fashion business that involves careful analyses of processes and systematic planning, implementation, review and institutionalisation of gradual improvement initiatives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Set up quality improvement team
Code	108244L5
Range	Set up a quality improvement team (QIT) for continuous improvement projects. This applies to individuals who are required to establish a team to execute quality improvement projects in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand continuous improvement and methods • examine common process improvements in the fashion industry • critically evaluate the key success factors of team formation (e.g. organisational culture, management style) • apply appropriate communication style and problem solving approach when working with different parties 2. Application and process Be able to: • identify functions and objectives of QIT • determine the criteria to recruit team members (e.g. technical knowledge) • assess and select the potential members against the selection criteria • establish team structure to facilitate the effective performance of the team functions • assign roles and responsibilities to team members • develop the competency of team members to apply a statistical approach for quality improvement • encourage adoption of the quality improvement cycle (e.g. PDCA, DMAIC) • document job descriptions of QIT for related parties' reference 3. Exhibit professionalism Be able to: • ensure the team members understand their roles and expectations clearly • demonstrate good conflict resolution skills
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Setting up a QIT with members of the required characteristics and abilities to perform the team function.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Design and implement training programmes for quality
Code	108245L5
Range	Design and implement training programmes to build up a competent workforce in quality-related practices for a fashion business. This applies to individuals who are required to design and organise quality-related training according to the needs of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • evaluate the common approaches and difficulties of quality-related training (e.g. on-the-job training) in the fashion industry • understand business processes (e.g. local or overseas) and training needs of different types of personnel of a fashion business • explain the differences between management, non-management and project related training (e.g. the breadth and depth of quality-related content) • design training programmes that can fulfil the training needs and support the organisation objectives with available resources 2. Application and process Be able to: • identify training needs and background of the intended participants • consider organisation objectives, job function and skill level of participants when designing the training content (e.g. customised for different regulatory requirements) • select appropriate methods and trainers to deliver the training • formulate training schedule and procedures • develop training materials and conduct training in a structured manner to deliver the quality principles and knowhow • adopt appropriate methods to assess the competency of participants to apply the learning • monitor the training progress and make adjustments when required 3. Exhibit professionalism Be able to: • prepare follow-up activities to encourage the use of new knowledge and skills
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Design and implementation of training programmes to build up a competent workforce in quality-related practices for a fashion business with appropriate training materials and qualified trainers.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Plan and identify staff training and development for quality
Code	108246L5
Range	Plan and identify staff training and development for quality-related practices in a fashion business. This applies to individuals who are required to make careful analysis and judgment of the need and learning outcomes for staff training and development programmes to improve quality-related skills and knowledge of staff members.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the organisational goals, business objectives and strategic requirements for quality • evaluate the implications of regulatory and client requirements for quality-related training • understand how to identify training needs of different units to ensure availability of skilled personnel with the required mindset for quality 2. Application and process Be able to: • appraise the working competency of the current staff in accordance with the regulatory and client requirements for quality-related practices, analyse the competency of the staff and the need for training in different business units • assess the requirements for quality-related manpower in the foreseeable future according to the development of the business of the organisation • identify the necessary staff training programmes for selected persons with priorities • propose training programmes according to the internal situation of the organisation • allocate sufficient resources to meet the development needs of staff 3. Exhibit professionalism Be able to: • ensure that the training programmes can make available the necessary skilled personnel with the required mindset for quality
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Planning and identification of staff training and development for quality-related practices in a fashion business through careful analysis and judgment of staff training needs of relevance to quality-related skills and knowledge.
Remark	Modified from the Unit of Competency of Specification of Competency Standards for Retail Industry (UoC code : 105014L4, 105017L5)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review and reinforce training outcomes for quality
Code	108247L5
Range	Review and reinforce training outcomes to ensure quality-related practices are properly acquired and applied in a fashion business. This applies to individuals who are required to conduct post-training evaluation and reinforce quality knowhow and mindset for quality in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and common evaluation criteria and procedures of post-training evaluation • explain the importance of reinforcement in effective quality-related training • critically evaluate the common problems in the training process (e.g. insufficient opportunities for application) • understand how to assess training effectiveness and obtain feedback to ensure that new skills and knowledge are put into practice 2. Application and process Be able to: • evaluate the satisfaction of participants towards the trainers and training programmes • evaluate the understanding of the quality principles and knowhow of the participants • evaluate the achievement of desired behavioural and attitudinal outcomes of participants (e.g. required mindset for quality) • determine whether positive results to the organisation have been obtained (e.g. lower rejection rate) • review feedback of participants or major stakeholders (e.g. managers) and suggest ways to improve training design and delivery • devise ways to sustain the quality knowhow and mindset for quality (e.g. prepare refresher courses or videos) 3. Exhibit professionalism Be able to: • proactively engage stakeholders in reviewing and improving training programmes to enhance the training effectiveness
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review and reinforcement of training outcomes with appropriate methods and procedures to ensure quality-related practices are properly acquired and applied in a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Plan compliance audit
Code	108248L5
Range	Plan compliance audit to assess the extent to which a fashion business or its partners are complying with the relevant standards or requirements. This applies to individuals who are required to plan and prepare for compliance audits so as to determine whether a fashion business or its partners' activities are complying with adopted standards or mandatory or contractual requirements.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles, purposes, and requirements of different types of compliance audits (e.g. internal or external) • critically evaluate the legal, industry and regulatory requirements as well as the key stakeholders' concerns and expectations (e.g. environmental performance) relevant to the audit • review the established standards, product or process specifications, and contractual requirements (e.g. code of conduct) relevant to the audit • understand how to develop an audit programme and identify suitable personnel or a third party to conduct the audit 2. Application and process Be able to: • establish the objectives and scope (e.g. processes and time period) of the audit programme • interpret compliance requirements (e.g. code of conduct) with regard to the audit • define the audit criteria and any reference documents • determine the audit methods and procedures • collect and review background information (e.g. process descriptions) • create an audit schedule that contains both audit timetable and activities (e.g. dates and duration of each pre-site visit) • determine the size and composition of the audit team • estimate resources required to conduct the audit • review the plan with relevant parties before the audit programme begins 3. Exhibit professionalism Be able to: • comply with regulatory requirements, organisational policies, and professional codes relating to auditing • facilitate stakeholder engagement and obtain stakeholder buy-in
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a compliance audit plan for a fashion business that outlines the objectives, scope, methods, and schedule of the audit programme which can be carried out to assess the extent to which a fashion business or its partners' activities are complying with adopted standards or mandatory or contractual requirements.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review compliance audit results
Code	108249L5
Range	Review compliance audit results to evaluate the effectiveness of required follow-up action for a fashion business. This applies to individuals who are required to verify the implementation and effectiveness of required follow-up action in achieving the desired results.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine common non-compliance issues and their follow-up in the fashion industry • state the principles of corrective action and key elements of the corrective action process • critically evaluate the criteria for acceptable corrective action plans and audit closure • understand the most effective ways to carry out auditor responsibilities in relation to correcting problems found during the audit 2. Application and process Be able to: • evaluate the acceptability of proposed corrective action and schedule for completion • review the corrective action progress and contact the relevant parties to resolve any concerns or questionable issues • take necessary action when corrective action is not implemented or otherwise ineffective • verify completion and determine the effectiveness of corrective action taken • compile a closeout report in the required format and distribute it to designated personnel 3. Exhibit professionalism Be able to: • demonstrate helpfulness to assist in achieving the desired results and avoid becoming combative in handling corrective action plan negotiation • identify the lessons learnt to inform future compliance and risk assessments
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review of compliance audit results for a fashion business by verifying the implementation and effectiveness of required follow-up action in achieving the desired results.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Conduct external compliance audit
Code	108250L4
Range	Conduct an external compliance audit to assess the extent to which a fashion business's partners are complying with the relevant standards or requirements. This applies to individuals who are required to conduct compliance audit so as to determine whether the activities of a fashion business's partners are complying with adopted standards, or regulatory or contractual requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles, purposes and requirements of external compliance audits • explain the general procedures, tools and techniques (e.g. sampling) required for conducting external compliance audits in the fashion industry • examine the reporting procedures for non-compliance • understand how to follow the compliance audit plan to systematically and independently obtain, evaluate and verify evidence of business activities to determine whether specified audit criteria have been met 2. Application and process Be able to: • interpret the objectives, scope and criteria of the audit programme • conduct opening meeting to explain the purposes of the audit and confirm the audit plan and relevant arrangements • collect audit evidence using appropriate techniques, technologies and sources • verify and analyse the collected evidence against audit criteria • seek clarification from designated personnel for any ambiguity or uncertainty concerning the collected evidence • identify matters of an unusual nature or non-compliance and refer them promptly to designated personnel • ensure control of records of the audit activities • conduct closing meeting to present audit results and provide a briefing on any follow-up issues 3. Exhibit professionalism Be able to: • complete the audit within the agreed time schedule • make effective auditing judgments and decisions
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed assessment of the activities of a fashion business's partners against the predetermined audit criteria in a professional manner, which takes into consideration the audit plan and objectives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Conduct internal compliance audit
Code	108251L4
Range	Conduct an internal compliance audit to assess and improve the extent to which a fashion business is complying with the relevant standards or requirements. This applies to individuals who are required to conduct a compliance audit so as to determine whether the activities of a fashion business are complying with adopted standards, or regulatory or contractual requirements, and make recommendations to address identified deficiencies.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the principles, purposes and requirements of internal compliance audits • explain the general procedures, tools and techniques (e.g. sampling) required for conducting internal compliance audits in the fashion industry • examine the organisational procedures to follow in the event of non-compliance • understand how to follow the compliance audit plan to systematically and independently obtain, evaluate and verify evidence of business activities to measure the strengths and weaknesses of a fashion business against its own procedures or external requirements 2. Application and process Be able to: • interpret the objectives, scope and criteria of the audit programme • conduct opening meeting to explain the purposes of the audit and give a brief about the audit arrangements • collect audit evidence using appropriate techniques, technologies and sources • verify and analyse the collected evidence against audit criteria • seek clarification from designated personnel for any ambiguity or uncertainty concerning the collected evidence • evaluate the results and report non-compliance and associated risks to senior management with the appropriate level of urgency • prepare recommendations for improvement to address identified deficiencies • ensure control of records of the audit activities • conduct a closing meeting to present audit results and inform relevant parties of any follow-up or corrective action to be taken 3. Exhibit professionalism Be able to: • complete the audit within the agreed time schedule • make effective auditing judgments and decisions
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed assessment of the activities of a fashion business against the predetermined audit criteria and preparation of recommendations to address identified deficiencies that are in line with organisational requirements and procedures as well as the audit plan and objectives.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Report compliance audit results
Code	108252L4
Range	Report compliance audit results to communicate the findings of investigation for a fashion business. This applies to individuals who are required to review and finalise audit results and to prepare an audit report to guide management decisions.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the common procedures and auditors' roles and responsibilities in audit reporting in the fashion industry • explain the differences between symptoms and causes of problems • familiarise with the terminology and structure of different types of audit reports (e.g. internal or external) • understand the reporting techniques and use of audit evidence in supporting conclusions • understand how to evaluate and report audit evidence for severity and risk of the non-compliance issues observed 2. Application and process Be able to: • confirm the audit objectives have been accomplished within the audit scope in accordance with the audit plan • evaluate the judgments made on the extent of non-compliance and prioritise non-compliance issues observed for severity and risk • support or explain each problem area with objective evidence • prepare audit conclusions and necessary follow-up actions • compile the audit report in the required format and distribute it to designated personnel 3. Exhibit professionalism Be able to: • produce reports that are complete, correct, concise, clear, categorised and confirmable • exercise caution when asked to provide solutions to avoid any possible conflict of interest
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Compilation of a compliance audit report for a fashion business which is timely, accurate and complete, and which clearly concludes the extent of non-compliance and provides information to guide management decisions.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Formulate strategic objectives for sustainability
Code	108253L7
Range	Formulate corporate sustainability objectives to set strategic vision and direction for a fashion business. This applies to individuals who are required to formulate strategic vision and objectives with regard to sustainability to achieve competitive advantages, sustainable results and revenue growth.
Level	7
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the strategic value of sustainability to fashion business • understand the notion of a triple bottom line • have insight into the integral role of sustainability in providing vision, mission and ethical leadership to guide the organisation as well as upgrade of the value or supply chain (e.g. transparency, circular economy principles) • develop comprehensive strategic objectives that incorporate sustainability for internal operations and external relationships 2. Application and process Be able to: • evaluate the latest sustainability trends, advancements in technology, stakeholders' concerns and industry best practices or alternative business models • assess both strategic benefits of sustainability to the organisation and potential opportunities across the entire value chain • integrate sustainability with the corporate values and business goals • establish strategic objectives for sustainable fashion through adopting clear sustainability goals (e.g. revenue increase from products made from sustainable materials) and using appropriate strategic management tools • create a strategic vision and mission for sustainability to engage and guide the organisation, stakeholders and the fashion supply chain • anticipate potential barriers to sustainability improvements and formulate strategies for transition management 3. Exhibit professionalism Be able to: • demonstrate leadership and management commitment in sustainability initiatives and innovations • re-imagine fashion products and processes, and establish overarching and achievable objectives to unify and maximise organisational support
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of strategic objectives for sustainability for the fashion business that are in line with both the corporate values and business goals, and take into consideration the latest sustainability trends and industry best practices.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Facilitate sustainability improvements
Code	108254L6
Range	Facilitate sustainability improvements in a fashion business. This applies to individuals who are required to introduce, review and institutionalise changes to improve the sustainability performance of a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the evolving nature, scope and framework of sustainability • critically evaluate the key factors for successful sustainability improvement initiatives • critically review the range of sustainability improvement techniques and tools (e.g. Higg Index) • gain support in process changes and promote engagement with stakeholders 2. Application and process Be able to: • establish sustainability targets and scope of sustainability improvement (e.g. processes, operations, products) • analyse the product life cycle and value chain for sustainability improvements (e.g. energy efficiency, waste generation, relationship with local community) • encourage participation from stakeholders to identify and suggest areas for sustainability improvement • specify key sustainability performance indicators or sustainability metrics for improvement initiatives • devise communication strategy for team members and other stakeholders • identify and solve ongoing sustainability performance issues • institutionalise changes (e.g. update of operating procedures) • review improvement initiatives and integrate feedback and learning into continuous improvement 3. Exhibit professionalism Be able to: • provide accurate sustainability information and success stories to encourage participation from stakeholders • strive for transparency in sustainability decision and action
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Facilitation of sustainability improvements in a fashion business that involves careful analysis of product life cycle and value chain as well as systematic planning, implementation, review and institutionalisation of improvement initiatives.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Analyse sustainability data
Code	108255L5
Range	Analyse and interpret sustainability data to understand a particular scope of life cycle impacts of fashion products and the various sustainability impacts along the value chain. This applies to individuals who are required to process sustainability data and make recommendations for sustainability improvements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the common approaches (e.g. field study) and software (e.g. statistics) for sustainability data analysis • critically evaluate the limitations associated with different sources of sustainability data and data collection methods • apply a range of specialised techniques for analysing sustainability data and developing projections or working models for making sustainability improvement decisions 2. Application and process Be able to: • review sustainability data to investigate the impacts of fashion products or value chain (e.g. energy efficiency, hazardous chemical discharge) • apply statistical analysis to sustainability data to identify trends or variations • compare data with reference values or expected results (e.g. intensity, frequency) • collaborate with stakeholders (e.g. academics, consultants) in analysing and interpreting sustainability data when required • analyse the effectiveness of design performance or sustainability initiatives in achieving sustainable results (e.g. in terms of environment or cost of compliance) • develop projections, working models or risk profiles for sustainability improvement decision-making 3. Exhibit professionalism Be able to: • synthesise different types of sustainability data to provide a solid basis for objective decisions for sustainable fashion • demonstrate sophisticated computer, analytical and problem solving skills in analysing sustainability data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis of sustainability data that can serve as a basis for generating insights for improving a particular scope of life cycle impacts of fashion products and the various sustainability impacts along the value chain.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Design sustainable products or processes
Code	108256L5
Range	Design sustainable products or processes for a fashion business. This applies to individuals who are required to support the design of a new product or process to achieve sustainable results.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the overall organisational goals and direction with regard to sustainability • examine the importance and trend of sustainability in the fashion industry • critically evaluate the latest principles of sustainable design (e.g. cradle-to-cradle) • examine the common approaches and challenges for designing and developing sustainable fashion products • understand the techniques for reducing the environmental and social impacts of fashion products or production processes through skilful, sensitive and innovative design 2. Application and process Be able to: • consult relevant parties to identify product or process requirements • develop alternative product or process designs • test and determine possible sustainability impacts of different combinations of materials or process parameters • analyse the life cycle impacts of the product and the various sustainability impacts along the value chain • evaluate and select more sustainable design choices • confirm the design with designated personnel 3. Exhibit professionalism Be able to: • embrace sustainable fashion design from inspiration to innovation • explore ways to improve and optimise sustainability impacts on the environment and communities as well as costs of compliance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Design of new and sustainable products or processes for a fashion business to achieve sustainable results, which take into consideration the latest sustainable fashion design principles.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Develop a sustainability management plan
Code	108257L5
Range	Develop a sustainability management plan to achieve the strategic objectives for sustainability in a fashion business. This applies to individuals who are required to develop plans for all necessary elements, processes, and procedures to achieve sustainable results.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the overall organisational goals and direction with regard to sustainability • critically evaluate the purpose and principle of sustainability management planning (e.g. transparency, circular economy principles) • translate strategic and ethical goals and objectives into both actionable and measurable business activities and procedures for sustainability management plans 2. Application and process Be able to: • create a framework for the sustainability management plan and determine major activities needed to achieve the sustainable outcomes • evaluate sustainability issues, impacts and problems (e.g. social, environmental) at every level and function of the organisation as well as in every life-cycle stage of the fashion products • consult key personnel of each level and function and engage relevant stakeholders to explore possible measures that can achieve the sustainable outcomes • determine sustainability management responsibilities for each activity and include them in job descriptions and duty statements • determine stakeholder engagement venues where appropriate • estimate resources required to execute the plan • establish milestones, control points, and key sustainability measures and indicators in the sustainability performance review and monitoring mechanism 3. Exhibit professionalism Be able to: • build on the notion of a triple bottom line to develop an integrated and holistic sustainability management plan and decision-making process for the organisation • conduct extensive consultations to ensure stakeholders and all levels and functions are in step with the overall direction with regard to sustainability and that there is no incongruence
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a sustainability management plan in a fashion business that entails a list of planned actions, key sustainability measures and indicators, required stakeholder engagement venues as well as responsible personnel for achieving the intended sustainable outcomes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Identify and interpret sustainability standards
Code	108258L5
Range	Identify and interpret sustainability standards and guidelines to provide a framework and essential source of inspiration to implement sustainability management systems. This applies to individuals who are required to identify sustainability standards and guidelines for a fashion business aspiring to become a sustainable organisation.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the significance of sustainability management in the fashion industry • examine common sustainability standards and guidelines relating to the fashion industry • identify appropriate sustainability standards and guidelines to facilitate a fashion business in selecting a finite set of sustainability pillars and cornerstones of organisational sustainable behaviour 2. Application and process Be able to: • research sustainability standards and guidelines for the fashion industry • consult with sustainability experts and organisations (e.g. sustainability standards organisations) to identify relevant sustainability standards and guidelines (e.g. Higg Index, WRAP, BSCI, CSC 9000T) that can appropriately fit the business and supply chain processes • evaluate currently available standards and guidelines that can be adapted to fit the range of fashion products as well as the scope of business and supply chain processes 3. Exhibit professionalism Be able to: • see the strategic benefits and practical value to the organisation of endorsing an appropriate sustainability standard and guidelines • keep up to date on the evolving sustainability standards and frameworks
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification and interpretation of sustainability standards and guidelines for a fashion business to provide a framework and essential source of inspiration to implement sustainability management systems, which take into consideration their relevance to the business and supply chain processes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement chemical management system
Code	108259L5
Range	Implement the chemical management system (CMS) in a fashion business to achieve the intended sustainable outcomes in terms of environmental protection and human health. This applies to individuals who are required to implement the chemical management system and ensure compliance with the chemical management performance requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the implementation framework of CMS • critically evaluate the principles and processes of chemical management in a fashion business • understand the techniques for determining which chemicals are hazardous and how to manage them safely and transparently so as to achieve and maintain the required chemical safety performance 2. Application and process Be able to: • allocate resources to facilitate the implementation of chemical management activities and procedures • comply with guidelines of restricted substance lists and manufacturing restricted substance lists to ban and restrict the use of known or potentially hazardous chemicals • liaise, coordinate and collaborate with various stakeholders (e.g. ZDHC) and units for responsible chemical management (e.g. procurement, storage) throughout the implementation process • monitor progress and compliance issues with appropriate chemical management techniques • analyse statistic records and allocate additional resources for performance enhancement measures • maintain a document management system and deploy policy and technical manuals, operating guidelines, document templates, forms, and records across the organisation • keep records and reports according to chemical management policy and procedures 3. Exhibit professionalism Be able to: • solicit awareness and commitment from stakeholders • continually review and update inventory records, hazard and storage requirements, training materials, emergency planning and disposal requirements whenever a new chemical is introduced
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a CMS in a fashion business with well-established documentation of chemical management activities in various business units to ensure compliance with the chemical management performance requirements.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement environmental management system
Code	108260L5
Range	Implement the environmental management system (EMS) in a fashion business to achieve the intended sustainable outcomes in terms of environmental quality. This applies to individuals who are required to implement the environmental management system and ensure compliance with the environmental performance requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the implementation framework of EMS • critically evaluate the principles and processes of environmental management in a fashion business • understand the techniques for integrating the knowledge and commitment of management, staff members and stakeholders to achieve and maintain the required environmental performance 2. Application and process Be able to: • allocate resources to facilitate the implementation of environmental management activities and procedures • liaise, coordinate and collaborate with various stakeholders and units for environmentally friendly decisions and actions throughout the implementation process • monitor progress and compliance issues with appropriate environmental management techniques • analyse statistic records and allocate additional resources for performance enhancement measures • maintain a document management system and deploy policy and technical manuals, operating guidelines, document templates, forms, and records across the organisation • keep records and reports according to environmental management policy and procedures 3. Exhibit professionalism Be able to: • solicit knowledge and commitment from stakeholders • resolve environmental issues creatively, collaboratively and transparently
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a EMS in a fashion business with well-established documentation of environmental management activities in various business units to ensure compliance with the environmental performance requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement social responsibility management system
Code	108261L5
Range	Implement the social responsibility management system (SRMS) in a fashion business to achieve the intended sustainable outcomes in terms of social equity and progress. This applies to individuals who are required to implement the social responsibility management system and ensure compliance with the social responsibility performance requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • examine the implementation framework of SRMS • critically evaluate the principles and processes of social responsibility management in a fashion business • understand the techniques for integrating socially responsible values and behaviour as well as transparency into the organisation and supply chains so as to achieve and maintain the required socially responsible performance 2. Application and process Be able to: • allocate resources to facilitate the implementation of social responsibility management activities and procedures • consult, coordinate and collaborate with various stakeholders and units for socially responsible decisions and actions throughout the implementation process • monitor progress and compliance issues with appropriate social responsibility management techniques • analyse statistic records and allocate additional resources for improvement of performance and further social goals (e.g. community development) • maintain a document management system and deploy policy and technical manuals, operating guidelines, document templates, forms, and records across the organisation • keep records and reports according to social responsibility management policy and procedures 3. Exhibit professionalism Be able to: • solicit initiative and commitment from stakeholders • continually explore the concerns and priorities of communities • demonstrate management commitment to social progress and nurture a sense of respect for ethical conduct in the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a SRMS in a fashion business with well-established documentation of social responsibility management activities in various business units to ensure compliance with the social responsibility performance requirements among stakeholders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Improve product life cycle for sustainability
Code	108262L5
Range	Improve fashion product life cycle for sustainability. This applies to individuals who are required to redesign existing products to improve or eliminate negative life cycle sustainability impacts.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the overall organisational goals and direction with regard to sustainability • critically evaluate the importance of improving product life cycle impacts in the fashion industry • examine the significant life cycle stages and sustainability impacts of existing fashion products • understand the techniques for applying a life cycle perspective to improve the sustainability impact of existing fashion products throughout the entire product life cycle 2. Application and process Be able to: • identify existing product requirements of a fashion business • analyse the life cycle stages to identify requirements with the greatest sustainability impact • develop alternative product or process designs to reduce or eliminate sustainability impact • evaluate and select more sustainable design choices • negotiate solutions to value chain issues caused by the changed design • confirm the design with designated personnel 3. Exhibit professionalism Be able to: • adopt a holistic and proactive approach to achieve product life cycle sustainability improvements • explore ways to improve and optimise sustainability impact within time and cost constraints
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Improvement of fashion product life cycle for sustainability through redesigning existing products to improve or eliminate negative life cycle sustainability impact, which takes into consideration the significant life cycle stages and sustainability impact.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Review sustainability reports
Code	108263L5
Range	Review sustainability reports to identify opportunities for improving sustainability performance and risks of a fashion business. This applies to individuals who are required to review sustainability reports so that the negative sustainability impact of a fashion business can be progressively improved and eliminated.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and procedures for reviewing sustainability performance • outline the range of life cycle impacts of fashion products and the various sustainability impacts along the value chain • apply sustainability reports as a diagnostic tool to help improve and eliminate sustainability impacts 2. Application and process Be able to: • monitor key trends, achievements and risk profiles from different sustainability reports • compare results with performance thresholds (e.g. energy efficiency, hazardous chemical discharge) to identify any significant differences and inadequacies • collaborate with stakeholders (e.g. academics, consultants) in reviewing sustainability reports when required • review and monitor sustainability performance and risks to identify any competency gaps and training issues to be addressed • provide evidence-based advice for sustainability improvement decision-making 3. Exhibit professionalism Be able to: • systematically review and analyse information to assess performance and identify areas for improvement • ensure internal operations and external relationships are compatible with the latest expectations for sustainable fashion
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic examination of sustainability reports and identification of opportunities for improving sustainability performance and risks to progressively improve and eliminate negative sustainability impacts of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Implement a sustainability management plan
Code	108264L4
Range	Implement a sustainability management plan to achieve and maintain the sustainable outcomes in a fashion business. This applies to individuals who are required to execute the sustainability management plan to achieve and consolidate sustainable results.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • have an extensive and in-depth knowledge of sustainability management • explain the sustainability indicators and measurements • understand the techniques for supporting and collaborating with various groups in finding out more sustainable solutions to realise the chosen sustainability goals as well as enhancing the sustainability performance 2. Application and process Be able to: • determine how the sustainability management plan will be introduced and continuously improved • communicate the strategic benefits of sustainability clearly and convincingly to all parties involved • liaise and coordinate sustainability initiatives and efforts of different stakeholders • allocate resources to support organisation or community wide sustainability activities • monitor progress against milestones and metrics and provide additional support or sponsorship when required • establish feedback mechanism for improving the plan • apply appropriate strategy to overcome barriers and manage transition to embrace the business idea of sustainable fashion 3. Exhibit professionalism Be able to: • actively seek commitment from stakeholders and all levels and functions to the sustainability management plan • proactively coordinate the alignment between the chosen sustainability focus top-down and the grassroots initiatives and innovations bottom-up
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementation of a sustainability management plan in a fashion business to achieve and consolidate intended sustainable outcomes through effective coordination and execution of sustainability initiatives of different stakeholders as well as close monitoring of progress against established sustainability measures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Report sustainability results
Code	108265L4
Range	Report sustainability results to confirm and make transparent the sustainability performance of a fashion business. This applies to individuals who are required to report and communicate the sustainability results of a fashion business to different stakeholders.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the evolving requirements and stakeholder expectations for reporting sustainability results • explain the common approaches to report sustainability results in the fashion industry • customise reports for different stakeholders 2. Application and process Be able to: • use appropriate units, labels or scales to present the sustainability data • use charts, tables and graphs to present summarised data and results • organise and collate summary information, key trends and projections, significant achievements or risk profiles in a logical and impactful manner with solid evidence • communicate findings with an appropriate language and level of complexity consistent with the information needs of the targeted stakeholders (e.g. non-scientific community) • prepare reports in accordance with organisational procedures 3. Exhibit professionalism Be able to: • report sustainability results in ways which enhance others' confidence and commitment to sustainability improvements • maintain confidentiality and security of information
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Report on sustainability results to confirm and make transparent the sustainability performance of a fashion business that are organised in a format aligned with the organisational requirements and on a level of complexity appropriate with the targeted stakeholders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Collect sustainability data
Code	108266L3
Range	Collect information to understand the life cycle impacts of fashion products and the various sustainability impacts along the value chain. This applies to individuals who are required to gather sustainability data based on a data collection plan.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the scope and range of sustainability data (e.g. processes, operations, products) • state the common sources of sustainability data in fashion business (e.g. historical records) • employ a range of methods, equipment or software, and safety guidelines for collecting sustainability data on products or processes which may be potentially hazardous 2. Application and process Be able to: • identify the scope and objectives of sustainability data collection in accordance with the data collection plan • employ appropriate methods (e.g. field study, laboratory test, questionnaire) to collect sustainability data • collect data from both internal (e.g. historical records) and external (e.g. supplier or third party) sources • gather and organise sustainability data in accordance with organisational procedures 3. Exhibit professionalism Be able to: • explore newly available sustainability data sources to fulfil the evolving information needs for understanding sustainability performance • observe the organisational policy and procedures in handling confidential data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Systematic collection and organisation of sustainability data in accordance with the data collection plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Approve sample
Code	110236L4
Range	Approve the acceptable fashion sample. This applies to individuals who are required to make sample approval decision against the requirements based on all sample information and evaluation report.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the importance of sample evaluation and approval in the overall quality assurance process • identify the factors (e.g. requirements in terms of time, quality) affecting the sample approval • possess the skill in analysing technical data in fashion sample evaluation report • describe an effective sample approval process 2. Application and process Be able to • examine if the submitted sample and information (e.g. technical specifications, evaluation report) are correct and complete • set the criteria in approving the sample based on the consideration of its use and the required performance • analyse all information / evaluation report for making the approval decision • make the approval decision and suggestions for follow up (e.g. remake of sample, actions to be taken under the decision of conditional approval) 3. Exhibit professionalism Be able to • ensure that the sample approval process is conducted effectively and efficiently
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Approving the fashion sample against requirements based on sample information and evaluation report.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Evaluate sample fit
Code	110237L4
Range	Evaluate fit performance of the fashion sample based on the established criteria. This applies to individuals who are required to assess the sample fit and make recommendations for improvement.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the purposes of fit evaluation • select the appropriate procedure for evaluating the fit of fashion sample • possess in-depth knowledge of fit analysis (e.g. body morphology, product engineering) • apply technical knowledge of pattern making and construction on fit evaluation and recommendation for fit improvement 2. Application and process Be able to • examine the technical specification for fit evaluation • analyse the features of fit model and identify its implications for fitting • determine the evaluation criteria for fitting (e.g. balance, comfort, function) • assess the sample fit against evaluation criteria with comments • make a recommendation for improving the fit in consultation with related parties 3. Exhibit professionalism Be able to • select a fit model that represents the target customer profile size • provide fit comments and recommendations that are thoughtful and practical
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Evaluation of fashion sample fit based on the established criteria • Proposing recommendations for fit improvement based on the evaluation results and consultation with related parties
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Evaluate the suitability of materials for fashion product
Code	110238L4
Range	Evaluate the suitability of materials for a fashion product. This applies to individuals who are required to evaluate the suitability of materials for a fashion product with the consideration of the product's function, performance and manufacturability.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess the knowledge of manufacturing process, methods and facilities for fashion products • relate the material features and properties to the fashion product's function, performance and manufacturability • evaluate fashion product and materials with the technical knowledge • evaluate the suitability of material for fashion product • identify the factors for determining the suitability of materials for fashion products 2. Application and process Be able to • identify the features and properties of the materials used for the fashion product • determine the function and performance required for the fashion product • examine the manufacturing process, methods and facilities for the fashion product • evaluate the suitability of the materials for making the fashion products with the consideration of its function, performance and manufacturability • identify material issues that have to be addressed so as to ensure successful manufacturing of the fashion products with the required function and performance • make recommendation for the use of materials 3. Exhibit professionalism Be able to • ensure that the evaluation of fashion materials take into account factors in various aspects • use a holistic approach in evaluating the materials and its use for the fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Evaluating the suitability of materials for a fashion product with the consideration of the product function, performance and manufacturability.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Assess sample workmanship
Code	110239L3
Range	Assess the workmanship of a fashion sample. This applies to individuals who are required to assess the fashion samples against the acceptable workmanship level.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the common workmanship defects of fashion products (e.g. sewing defects, pressing defects, embellishment defects) • employ a range of techniques for checking the workmanship • use a range of fashion terminology in fashion workmanship • differentiate workmanship levels required by different clients / brands 2. Application and process Be able to • identify the acceptable workmanship level of the fashion sample • assess sample workmanship against the acceptable workmanship level • identify any deviations from the acceptable workmanship levels • record the assessment results and indicate any deviation from the acceptable workmanship level • consult with related parties to determine the required action for the deviation 3. Exhibit professionalism Be able to • demonstrate an understanding of workmanship levels required by different clients or brands
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Assessing and reporting the sample workmanship against the acceptable workmanship levels required by clients / brands.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Interpret technical specifications
Code	110240L3
Range	Interpret the technical specifications of fashion products. This applies to individuals who are required to comprehend information in the technical specifications for the intended use.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the uses of technical specifications • describe the content of technical specifications (e.g. style, size measurements, product construction, use of materials) • understand the information and data stated in the technical specifications • apply fashion terminology in technical specifications 2. Application and process Be able to • comprehend the content of technical specifications which includes written and graphical information • clarify any unclear or missing information with related parties • analyse the information and data in the technical specifications • identify the standard or reference materials that may be applicable for interpreting technical specifications 3. Exhibit professionalism Be able to • demonstrate a sense of fashion in interpreting the technical specifications for fashion products
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Interpretation of information and data in technical specifications for the intended use
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Report sample evaluation results
Code	110241L3
Range	Report the results of fashion sample evaluation. This applies to individuals who are required to report sample evaluation results based on the results of sample evaluation in different aspects.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the purposes of sample evaluation report for intended users • explain different types of sample non-conformance • explain technical specification as a standard for evaluating sample 2. Application and process Be able to • consolidate all checking and evaluation records and comments in the process of sample evaluation • provide an explanation of the non-conformance against technical specification with supporting evidence (e.g. photos of fitting problems) • consult with related parties (e.g. supervisor) for recommended actions • compile a report based on all the findings and recommended actions for use by the intended audience 3. Exhibit professionalism Be able to • structure the report information and materials in a logical and coherent order • ensure the report is appropriately compiled with reference to technical specification
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collating and reporting sample evaluation results and recommendations to a target audience / user.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Check sample materials
Code	110242L2
Range	Check the materials used in a fashion sample. This applies to individuals who are required to check the sample materials against the material specification.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the materials used for making fashion garment • understand the technical specification as a standard for sample checking • describe common defects of fashion materials • use a range of fashion terminology in relation to fashion materials 2. Application and process Be able to • identify the required materials stated in the technical specification (e.g. bill on material sheet) • collect any reference records that support or illustrate the requirements for materials (e.g. trim sample, fabric swatch) • check the correctness of materials used on the sample in terms of composition, position, quantity, etc. • point out defects on the sample materials • record the checking results and indicate any deviation from the specification 3. Exhibit professionalism Be able to • accurately record the material checking results
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Checking and reporting the sample materials against material specification
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Check sample measurements
Code	110243L2
Range	Check the measurements of a fashion sample. This applies to individuals who are required to check the sample measurements against the size specification.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the measurement guidelines and standard • use basic tools and techniques for measuring samples • use a range of fashion terminology in sample measurement 2. Application and process Be able to • identify the required measurements and tolerances stated in the technical specification (e.g. size sheet) • collect the samples for checking measurements (e.g. correct sample size and quantity) • select appropriate measuring tools and prepare the workstation for measuring samples • measure samples in accordance with the guidelines or standard (if any) • record the measurement results and indicate any deviation from the specification (e.g. + / - deviation) 3. Exhibit professionalism Be able to • take the measurements with standard method and setting
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Measuring samples against the size specification and record the measurement results
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Check sample style and construction
Code	110244L2
Range	Check the style and construction of a fashion sample. This applies to individuals who are required to check the sample style and construction against the style and construction specification.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the fashion product styles illustrated by fashion trade drawing and description • understand the construction of fashion products and the making up sequence • identify the use of machinery, equipment and tools for making fashion product • use a range of fashion terminology in fashion style and construction 2. Application and process Be able to • identify the required style and construction stated in the technical specification (e.g. style sketch, construction sheet) • collect any reference records that support or illustrate the requirements for product style and construction (e.g. reference sample, construction guideline) • check the correctness of sample style and construction against the technical specification • record the checking results and indicate any deviation from the specification 3. Exhibit professionalism Be able to • accurately record the style and construction checking results
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Checking and reporting the sample style and construction against the style sketch and construction specification.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Prepare for sample fitting
Code	110245L2
Range	Perform the preparation for fashion sample fitting. This applies to individuals who are required to get all things ready for evaluating the fit of the fashion sample.
Level	2
Credit	1
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the tools and setup for evaluating sample fit • describe the sample fitting procedure • use a range of fashion terminology in sample fitting 2. Application and process Be able to • identify the schedule of sample evaluation and the timing for evaluating sample fit • work with related parties to arrange fitting activities • collect related documents and references (e.g. technical specification, sample pattern) for sample fitting • collect and handle the fashion samples properly for fitting • prepare facilities (e.g. custom dress form, measurement tape) and setup for sample fitting 3. Exhibit professionalism Be able to • ensure correct documents and tools are prepared for sample fitting
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collection of fashion samples and preparation of setup, facilities and references for fit evaluation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Evaluate factory capability and capacity
Code	110246L5
Range	Evaluate the capability and capacity of a production unit or factory. This applies to individuals who are required to assess the factory's capability and capacity based on the established criteria by collecting and analysing information from various sources.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • determine the objectives of evaluating factory capability and capacity • set the criteria for assessing factory capability and capacity • possess in-depth knowledge of fashion production operation and management • identify and collect valid and reliable information in relation to factory capability and capacity by different methods (e.g. observation, document review) • verify and analyse information from different sources for factory evaluation purpose 2. Application and process Be able to • determine the objectives and scope for evaluating factory capability and capacity • set criteria for evaluating factory capability and capacity (e.g. production output, skills of workers) • collect the information relevant to the factory capability and capacity by different methods from various sources (e.g. observing the factory operation and reviewing documents / products) • seek clarification for any ambiguity or uncertainty of the collected information and verify information accuracy by cross-checking from different sources • analyse the collected information and evaluate the factory capacity and capability based on the established criteria • report and communicate the evaluation results to related parties 3. Exhibit professionalism Be able to • exercise impartial and unbiased judgment throughout the evaluation process • demonstrate strong analytical skill in processing data throughout the process of factory evaluation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing a set of criteria for evaluating factory capability and capacity. • Evaluation of factory capability and capacity based on the established criteria by collecting and analysing information from various sources.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Identify potential production risks
Code	110383L5
Range	Identify potential production risks as implied in sample making. This applies to individuals who are required to critically review the fashion sample and the making process so as to identify risks that may occur in the production process.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept of risk assessment • examine the purpose of risk identification before production • analyse the bulk production and sample making processes • appraise the role of sample making in revealing potential production risks 2. Application and process Be able to • review all comments, problems and reports in the process of fashion sample making • consult the production personnel and other related parties in identifying potential production risks • organise all information and feedback on the production risks and identify a list of risks in key areas such as productivity, quality, facilities, labour, cost, etc. • evaluate the impact of the identified production risks • report the risk assessment and communicate with related parties for further action 3. Exhibit professionalism Be able to • demonstrate openness to all types of risks that may or may not exist in normal situations • work collaboratively with related parties to understand the potential production risks which can then be managed
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of a report identifying potential production risks and their impact based on the information and feedback in the sample development process.
Remark	Common UoC across the functional areas : Product Development / Technical Support

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Provide product development related advice
Code	110247L5
Range	Provide advice on product development-related issues. This applies to individuals who are required to provide technical advice on product development-related issues.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • critically review the process of product development • evaluate the construction of fashion products in terms of quality and process efficiency • appraise the design and materials used for creating the fashion product • plan and conduct research to investigate the product development issue (includes data collection, evaluation and analysis) • formulate solution or advice based on the research findings and other considerations • prepare and present written and/or oral report 2. Application and process Be able to • receive, observe and clarify the product development circumstances that require technical advice • identify and confirm the issue, if necessary, through consultation with relevant personnel • interpret and define the issue • conduct research to investigate the issue • formulate options related to the provision of advice • formulate advice taking resource constraint and operational requirement into consideration • discuss the advice with the stakeholders (e.g. designer) and make adjustments where appropriate 3. Exhibit professionalism Be able to • provide evidence-based advice for the product development • consider technical feasibility and cost-effectiveness in formulating the advice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Providing advice to product development issues through proper investigation, consultation and thorough consideration of different factors.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Provide production related advice
Code	110248L5
Range	Provide advice on production-related issues. This applies to individuals who are required to provide technical advice on production-related issues.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • critically review the production systems and processes • evaluate the construction of fashion products in terms of quality and process efficiency • determine facilities used for the production of fashion products • plan and conduct research to investigate the production issue (includes data collection, evaluation and analysis) • formulate solution or advice based on the research findings and other consideration • prepare and present written and/or oral report 2. Application and process Be able to • receive, observe and clarify the production circumstances that require technical advice • identify and confirm the issue, if necessary, through consultation with relevant personnel • interpret and define the issue • conduct research to investigate the issue • formulate options related to the provision of advice • formulate advice taking resource constraint and operational requirement into consideration • discuss the advice with the stakeholders (e.g. vendor) and make adjustments where appropriate • report the production-related advice in a written or oral format 3. Exhibit professionalism Be able to • work collaboratively with stakeholders in formulating solutions / advice to production issues • demonstrate a high level of analysing skill • demonstrate a well-rounded knowledge of the production environment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Providing advice to production issues through proper investigation, consultation and thorough consideration of different factors.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Verify full-size measurements
Code	110249L4
Range	Verify the full-size measurements of a fashion product. This applies to individuals who are required to determine the validity of the grade rule and full-size measurements in making the fashion product with outlook and fit consistency over a specific range of sizes.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the principle of grading and use of grade rule • appraise the importance of outlook and fit consistency across a range of sizes • determine the outlook and fit of fashion product by reviewing the sample and related documents • examine the key factors that have to be taken into account in developing a grade rule achieving outlook and fit consistency across a range of sizes • explain the common mistakes found in grade rule and full-size measurements 2. Application and process Be able to • receive the proposed full-size measurements and check for missing information • identify the grade rule used for generating the proposed full-size measurements • analyse the fashion product in terms of outlook and fit by reviewing the approved sample and related document (e.g. technical specifications) • evaluate the applicability of the grade rule for generating the full-size measurements and achieving the required outlook and fit consistency of the fashion products across the size range • examine the full-size set samples and nested pattern if required 3. Exhibit professionalism Be able to • objectively evaluate the full-size measurements by collecting and analysing evidence from different sources
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Determining the validity of the grade rule and full-size measurements in making the fashion product with outlook and fit consistency over a specific range of sizes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Communicate pre-production issues
Code	110250L3
Range	Communicate important issues with the factory prior to the production of fashion products. This applies to individuals who are required to discuss and communicate pre-production issues with the factory or related personnel so as to get them ready for a successful production.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of communicating pre-production issues in the fashion production • describe the pre-production procedure and parties involved • identify preproduction issues by examining the related documents (e.g. evaluation reports) and samples • employ techniques and tools in illustrating the preproduction issues (e.g. mock-up, visual aid) • communicate pre-production issues with correct fashion terminology 2. Application and process Be able to • examine production details in the technical specification, approved samples and evaluation reports • identify issues that need to be addressed for a successful production • set up regular meetings with the factory and related personnel for the discussion of the pre-production issues • explain the issues and provide details for the precautionary measures or resolution to be taken • record all decisions made for preproduction issues and disseminate the records to all parties involved 3. Exhibit professionalism Be able to • demonstrate a good presentation skill in illustrating facts and ideas clearly to different audience • be detail-oriented without missing any critical issues that may jeopardise the production
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Communicate with the factory and related personnel all preproduction issues for successful production of fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Develop technical specifications
Code	110251L4
Range	Develop technical specifications to set out the key information for realising fashion designs into fashion products. This applies to individuals who are required to specify the technical requirements for the creation of fashion products based on the design ideas. The specifications form the master document for developing and producing fashion products.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the concept of fashion design • explain the construction and production of fashion products • understand the principle of pattern making of fashion products • possess knowledge of materials and their properties • review the content of technical specifications • convert the design requirements into technical specifications 2. Application and process Be able to • clarify and confirm the information regarding design requirements / specifications with the related parties (e.g. designer) • analyse the design requirements / specifications and identify end-use of the fashion product • develop technical specifications which include key information on: o production drawing illustrating details of the fashion product o construction details o measurements with tolerance o labelling and packaging details o material details • verify the content of the technical specifications by analysing the initial sample • consult with related parties in developing the technical specifications (e.g. designer, sample maker) and make adjustments where appropriate • finalise the technical specifications with appropriate personnel (e.g. getting approval from senior) and complete the documentation 3. Exhibit professionalism Be able to • demonstrate strong written and verbal communication skills in specifying the ways to realise a design into a product • have insight into fashion trend so as to interpret the designers' ideas • develop the technical specifications in accordance with the brand standard • ensure that the technical specifications are concise, accurate, clear and complete
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of technical specifications to specify the technical requirements for the creation of fashion products based on the design ideas.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Apply computer-aided design tools
Code	110379L3
Range	Apply computer-aided design tools (CAD) to facilitate the design process. This applies to individuals who are required to use computer-aided design tools for fashion design purposes.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the computer-aided design tools or software for fashion design available in the market (e.g. Adobe Photoshop, Adobe Illustrator, 3D CLO, 3D Vidya) • understand the features and operation of common computer-aided design tools and software • employ computer-aided design tools and software for fashion design purposes 2. Application and process Be able to • identify the purposes of using the design tools • use appropriate design tools for fashion drawings, illustrations or fitting • input the materials required • use design tools to modify and edit designs, patterns or other design elements • make special effects (e.g. 3D) with specialised design tools • generate outputs in the required formats 3. Exhibit professionalism Be able to • keep up to date on the latest developments of computerised fashion design tools • store and protect the softcopies of designs and drawings in accordance with organisational procedures
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Application of appropriate computer-aided design tools for fashion design purposes and generation of fashion design outputs in the required format.
Remark	Common UoC across the functional areas : Design / Technical Support

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Compile technical specifications
Code	110252L3
Range	Compile technical specifications to set out key information for realising fashion designs into fashion products. It applies to individuals who are required to produce technical specifications by collecting information from different sources and presenting them effectively. The specifications form the master document for developing and producing fashion products.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the concept of fashion design • describe the construction and production of fashion products • understand the principle of pattern making of fashion products • possess knowledge of materials and their properties • outline the content of technical specifications • apply fashion terminology in technical specifications 2. Application and process Be able to • clarify and confirm the information regarding design requirements / specifications with the related parties (e.g. designer) • interpret the design requirements / specifications and identify end-use of the fashion product • identify the types and sources of information for compiling the technical specifications • collect the identified information from reliable sources and review for validity • organise the information into the appropriate sections of the technical specifications which include: o production drawing illustrating details of the fashion product o construction details o measurements with tolerance o labelling and packaging details o material details • translate, modify or add written or graphical information where appropriate to enhance its clarify • examine the content of technical specifications against the initial sample • consult with related parties in compiling the technical specifications (e.g. designer, sample maker) • finalise the technical specifications with appropriate personnel (e.g. getting approval from senior) and complete the documentation 3. Exhibit professionalism Be able to • demonstrate strong technical knowledge in verifying the information from various sources. • ensure that the language and illustration used in the technical specifications are understandable by different parties

Functional Area - Technical Support

	• have insight into fashion trend so as to interpret the designers' ideas
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Compilation of technical specifications by collecting and presenting the required information for realising fashion design into fashion products.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Apply system tool
Code	110380L2
Range	Apply computer system (e.g. Enterprise Resource Planning (ERP), Product Lifecycle Management (PLM)) to report information in fashion business. This applies to individuals who are required to use system tools to enter and record data.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose of the system tool • state the functions performed by the system tool and its relationship with relevant personnel (e.g. design staff, clients) • describe the system structure and application in the fashion business • use a range of the techniques in applying the system tool • understand the security policy in relation to the application of system tool (e.g. assess right) 2. Application and process Be able to • identify the roles and responsibilities of different parties in handling data in the system • identify the types of information and data that need to be entered into the system • verify information and data with related parties before entering the system • generate reports in accordance with organisational procedures 3. Exhibit professionalism Be able to • comply with the data security policy • ensure data are entered accurately and in a timely manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Application of computer system in entering data and generating reports in the standard format in accordance with organisational procedures.
Remark	Common UoC across the functional areas : Design / Product Development / Technical Support / Production Planning and Control

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Coordinate between departments
Code	110388L5
Range	Coordinate between departments to achieve business objectives or meet work requirements. This applies to individuals who are required to coordinate work and collaboration between departments in the organisation so as to achieve business objectives or to meet work requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of effective coordination to the overall operational efficacy • critically examine the business workflow and working procedures • state the key considerations of coordinating work and collaboration between departments and that of establishing the supporting mechanism 2. Application and process Be able to • analyse the work or issue that requires coordination • plan and coordinate the approach for departmental collaboration • establish the platform and channel for communications between departments • organise meetings for key personnel of related departments to exchange ideas over the arrangements • establish agreed arrangements (e.g. how day-to-day work will be coordinated) between departments • monitor and make the necessary adjustment to the arrangements 3. Exhibit professionalism Be able to • ensure that related departments share common values and aim to achieve the business goals • proactively engage the key personnel in reviewing and improving the arrangements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Coordination of work and collaboration between departments in the organisation so as to achieve business objectives or to meet work requirements.
Remark	Common UoC across the functional areas : Technical Support / Material Development / Production Planning and Control / Laundry Services

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Develop guidelines for garment construction
Code	110253L5
Range	Develop guidelines for garment construction issues. This applies to individuals who are required to develop guidelines for intended users on how the garment should be constructed or/and what garment construction should be.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • analyse the construction and production sequence of garments • review the quality performance of garments from the construction and production perspectives • evaluate the effect of garment construction on the production process • conduct research as a way to collect evidence for guideline development • demonstrate a thorough understanding of a guideline development process and the guideline content 2. Application and process Be able to • identify the garment construction issues covered by the guidelines • conduct research (e.g. experiment, data collection and analysis) to collect evidence for developing the guidelines • consult with the stakeholders (e.g. buyer, vendor) in developing the guidelines to address the garment construction issues • develop the garment construction guidelines with the appropriate content (e.g. scope of application, intended user, construction method) • communicate the guidelines with the intended users and ensure their understanding • collect feedback from the intended users and follow up with the guideline revision if necessary 3. Exhibit professionalism Be able to • involve the stakeholders who can reflect the views of intended users in the development process • make a recommendation in the guideline based on systematic investigation and consultation with stakeholders
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of guidelines for garment construction based on findings from the systematic investigation to address the garment construction issues
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Develop guidelines for measurement
Code	110254L5
Range	Develop guidelines for measurement issues. This applies to individuals who are required to develop guidelines for the intended users on how measurement should be done and/or what measurements should be.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the importance of measurement on fashion product performance • analyse the relationship between size specifications and style of fashion product • evaluate the points of measurement and measurement methods for fashion product • conduct research as a way to collect evidence for guideline development • demonstrate a thorough understanding of guideline development process and the guideline content 2. Application and process Be able to • identify the measurement issues covered by the guidelines • conduct research (e.g. experiment, data collection and analysis) to collect evidence for developing the guidelines • consult with the stakeholders (e.g. buyer, vendor) in developing the guidelines to address the measurement issues • develop measurement guidelines with the appropriate content (e.g. scope of application, intended user, how to measure, tolerance) • communicate the guidelines with the intended users and ensure their understanding • collect feedback from the intended users and follow up with the guideline revision if necessary 3. Exhibit professionalism Be able to • involve the stakeholders who can reflect the views of intended users in the development process • make a recommendation in the guidelines based on systematic investigation and consultation with stakeholders
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of guidelines for measurement based on findings from the systematic investigation to address the measurement issues
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Develop guidelines for the use of trim
Code	110255L5
Range	Develop guidelines for the use of trims. This applies to individuals who are required to develop guidelines for intended users on how trims should be used and/or what trims should be used.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the importance of trims on fashion product • describe the application of trims on fashion product • appraise the influence of trims on the production of fashion product • conduct research as a way to collect evidence for guideline development • demonstrate a thorough understanding of a guideline development process and the guideline content 2. Application and process Be able to • identify the types of trims use covered by the guidelines • conduct research (e.g. experiment, data collection and analysis) to collect evidence for developing the guidelines • consult with the stakeholders (e.g. buyer, vendor, supplier) in developing the guidelines to address the use of trims • develop the guideline for the use of trims with the appropriate content (e.g. scope of application, intended user, recommended use of trims) • communicate the guidelines with the intended users and ensure their understanding • collect feedback from the intended users and follow up with the guidelines revision if necessary 3. Exhibit professionalism Be able to • involve the stakeholders who can reflect the views of intended users in the development process • make a recommendation in the guideline based on findings from systematic investigation and consultation with stakeholders
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of guidelines for the appropriate use of trims based on findings from the systematic investigation to address the trims issues
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Develop grade rule
Code	110256L4
Range	Develop grade rule with reference to the master pattern for grading purpose. This applies to individuals who are required to construct a grade rule table based on the master pattern for grading in the specified size range.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the principle of pattern making and grading • differentiate the various figure types and their body growth pattern • analyse the size specification for grading • determine the parameters of constructing a grade rule • evaluate grade rule by conducting fit test 2. Application and process Be able to • identify the figure type of the target customers and their body growth pattern • identify the garment style and intended purpose • identify the size range and master pattern • analyse size specification • determine the growth of circumference and length increments based on the analysis of figure type, growth pattern and garment style • develop the grade rule table by allocating increments at the identified grade points • evaluate the grade rule by conducting fit test on mock-up garments • consult with related parties in evaluating the grade rule • maintain full record of the grade rule development 3. Exhibit professionalism Be able to • have insight into latest body measurements / sizing trend of the target market
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of grade rules based on the master pattern for grading in the specified size range.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Communicate established guidelines and standards
Code	110257L3
Range	Communicate the established guidelines and standards to the intended users. This applies to individuals who are required to communicate with the intended users about the established guideline and standards to facilitate their understanding and compliance.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the use of established guidelines and standards in the organisation • explain the principles of effective communications • employ different methods for communicating established guidelines and standards (e.g. presentation, example case) 2. Application and process Be able to • interpret the guidelines and standards as well as their implications to the intended users • disseminate the guidelines and standards to the intended users • explain the contents of guidelines and standards in details • apply appropriate methods to elaborate and illustrate the use of the guidelines and standards • apply effective communication skills to enhance intended users' understanding of the guidelines and standards 3. Exhibit professionalism Be able to • clearly explain and communicate established guidelines and standards to intended users with different backgrounds (e.g. staff members or vendors in different countries) • establish two-way communications to collect feedback for the continuous improvements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Communicating the established guidelines and standards to the intended users effectively to facilitate their understanding and compliance.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Technical Support

Title	Maintain records of guidelines and standards
Code	110258L3
Range	Maintain the records of guidelines and standards in fashion business. This applies to individuals who are required to keep updated records of guidelines and standards readily accessible to intended users.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the organisational policy and procedures for maintaining the records of guidelines and standards • apply the documentation system for maintaining the records of guidelines and standards in the organisation • state the purposes and importance of maintaining records of guidelines and standards 2. Application and process Be able to • organise and store the records of guidelines and standards in a system that is safe and easily accessible to the intended users • identify the access right and responsible parties of the records • establish procedures for the receipt, retrieval, transfer and review of records • handle the receipt, retrieval and transfer of records in accordance with the established procedures • communicate with related parties for updates and regular review of guidelines and standards • archive or dispose the inactive records in accordance with the organisational policy and procedures 3. Exhibit professionalism Be able to • protect confidential information and adhere to copyright requirements in the storage of records • ensure that the records kept in the documentation system are accurate and complete
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Maintaining records of guidelines and standards in the documentation system that is safe and easily accessible to the intended users
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Plan material development budgeting
Code	110259L5
Range	Develop a budget for material development. This applies to individuals who are required to prepare a budget for material development in the fashion industry.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the principles and methods of budget planning • state the key components of a budget plan • describe the data and information used for planning a budget for material development • specify factors that would affect the costs and benefits for material development activities in the planned period • examine the financial and accounting standards of the budget plan • apply the methods of financial analysis 2. Application and process Be able to • identify and access information required for preparing budgets • review previous budgets and evaluate the financial implications of planned activities in relation to material development • make estimates of costs (expenditures) and benefits (incomes) based on the relevant information • consult related parties in budget planning • plan budget to accurately reflect the financial requirements of material development activities 3. Exhibit professionalism Be able to • ensure projections and estimates made in the budget are based on reliable, valid and relevant data • develop a realistic plan that can address future plan and changes • explore the funding opportunity from governmental, institutional or private sectors to support the material development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a budget for material development based on the analysis of relevant data and include an estimation of costs and benefits.
Remark	Associated with 110260L5 Plan material development process

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Plan material development process
Code	110260L5
Range	Plan the process of developing new materials in the fashion industry. This applies to individuals who are required to plan the material development process from its conception, to development and commercialisation.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the goals of material development to business objectives • delineate a general process of material development from conception to commercialisation • identify the key parties and their interactions in the material development process • specify the parameters for planning a material development process (e.g. timeframes, resources) 2. Application and process Be able to • establish the goals that the material development process aims to achieve • identify the resources required for achieving the goals through the material development process • determine the sequence of tasks and timeline for material development • devise a plan to deploy resources and set the sequence of tasks for achieving the material development goals within an established timeframe • consult with related parties and make adjustment to the plan in accordance with their feedback • determine the method for evaluating the process against the set goals (e.g. performance indicator) • identify all possible scenarios and obstacles and devise contingency measures for coping with unexpected situations in the course of implementation 3. Exhibit professionalism Be able to • regularly review the current business environment which may have an impact on the material development process • engage key parties in the planning stage so as to make the plan more realistic and to enhance their commitment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of a material development plan, which includes resource and time components, for achieving the established goals.
Remark	Associated with 110259L5 Plan material development budgeting

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Review material development process
Code	110261L5
Range	Review the process of material development. This applies to individuals who are required to perform periodic reviews of the effectiveness of the material development process in achieving its goals.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the strategic purposes and directions of material development which would align with business goals • review the specific goals that a material development process aims to achieve • describe the techniques for collecting and analysing performance data • state the indicators of process outcomes and performance • show awareness of the industry trend in material development • understand the material development requirement of the fashion market and clients 2. Application and process Be able to • compile data in relation to the process outcomes and performance • identify and evaluate outcomes of the material development process in terms of time, cost and effectiveness • compare the outcomes with the plan and determine the causes of inconsistencies • analyse the strengths and weaknesses of the process • identify areas for improvement that can be done to enhance the process against the established goals • make recommendations for process improvement • report the process performance and recommendations for future reference 3. Exhibit professionalism Be able to • systematically analyse information to assess the new material development process and identify areas for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of review report for analysing the performance of the material development process.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Solve problems (material development)
Code	110262L5
Range	Solve problems in the fashion material development processes. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to fashion material development • review the organisational policy in relation to solving fashion material development problems • understand the functions and process of fashion material development • apply logical thinking and soft skills to facilitate problem resolution 2. Application and process Be able to • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate one to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to • build on experience and established networks to assist problem-solving, especially for novel problems
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the fashion material development processes to achieve the success of new material creation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Control material development process
Code	110263L4
Range	Control the process of material development. This applies to individuals who are required to manage and ensure the material development processes meet the intended goals.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the goals that a material development process aims to achieve • state the key parties and their interactions in a material development process • describe the control points in the process of material development • employ a range of skills in controlling process parameters (e.g. resources) in accordance with requirements set in the plan 2. Application and process Be able to • identify the requirements, timelines and budget with related parties (e.g. clients, engineer) • allocate resources in accordance with the material development plan • collect and analyse process data at the identified control points for monitoring purpose • execute the material development schedule and monitor its progress • maintain communication with related parties to ensure requirements are met • monitor costs and identify budget implications of any process changes • propose revisions to the plan or budget in response to variances or unforeseen issues in the process 3. Exhibit professionalism Be able to • ensure the outcome of the material development process meets the requirements within the established timeline and budget • ensure prompt response to the issues raised in the material development process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Execution of data collection and monitoring of the material development process in accordance with the established material development plan.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Facilitate protection and use of intellectual property
Code	110264L4
Range	Facilitate protection and use of intellectual property for launching new material. This applies to individuals who are required to ensure and defend the uniqueness that the new materials offer.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept and types of intellectual property • explain how an invention can be protected by intellectual property rights • review the organisational policy and process of protecting the intellectual property • identify the parties that may get involved in the process of seeking IP protection 2. Application and process Be able to • identify the types of intellectual property (IP) rights used to protect the newly developed materials • review the policy and process for protecting the IP right of the newly developed materials • determine sources of assistance or parties involved in the process of seeking IP protection • coordinate with related parties (e.g. IP unit, IP agent) for the IP protection or application • collect and compile related information for the IP protection or application 3. Exhibit professionalism Be able to • select the most appropriate way to protect the IP right of the newly developed materials by consulting with the IP related parties
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Facilitating protection and use of intellectual property for launching new material so as to ensure and defend the uniqueness that the new materials offer.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Analyse and interpret fashion trend research findings
Code	110374L5
Range	Analyse and interpret fashion trend research findings to explore fashion design ideas or business development. This applies to individuals who are required to analyse fashion trends for the latest fashion design ideas.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify fashion trend implications for fashion design and business • review the industrial practice of forecasting fashion trends • apply a range of specialised techniques for identifying fashion trends • communicate and report fashion trend findings electively by using fashion terminology 2. Application and process Be able to • integrate the data and information collected from different sources of fashion trends • evaluate the credibility of fashion trend information gathered • conduct analysis to fulfill the information needs of different parties about the implications and consequences of fashion trends • apply appropriate methods to analyse fashion trend data • interpret and identify trend elements that could be applied to a target collection / market 3. Exhibit professionalism Be able to • appreciate the fashion trend information from both creative and business perspectives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis and interpretation of fashion trend findings that can serve as a basis for generating design concepts or business opportunities for target markets.
Remark	Common UoC across the functional areas : Design / Product Development / Merchandising and Material Procurement / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Analyse and interpret market research findings
Code	110375L5
Range	Analyse and interpret market research findings to explore fashion design ideas or business development. This applies to individuals who are required to perform market analysis to identify opportunities for fashion products or materials.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the characteristics of a specific market (e.g. market size, consumer demographics) • critically analyse the market to identify opportunities for fashion products • communicate and report market research findings electively by using industrial terminology 2. Application and process Be able to • integrate the data and information collected from different sources about the target or new markets • evaluate the credibility of market information gathered • conduct analysis to fulfill the information needs of different parties • apply appropriate methods (e.g. statistics or policy analysis) to analyse market data • interpret and identify market opportunities and potential barriers 3. Exhibit professionalism Be able to • comprehensively assess opportunities and risks associated with a specific market
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis and interpretation of market research findings that can serve as a basis for generating business insights for the prospects of fashion products in a specific market.
Remark	Common UoC across the functional areas : Design / Product Development / Merchandising and Material Procurement / Sales and Marketing / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Analyse and interpret material trend research findings
Code	110376L5
Range	Analyse and interpret material trend research findings to explore fashion design ideas or product development. This applies to individuals who are required to analyse material trends for fashion design ideas or material development.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify material trend implications for fashion design and business • understand the industrial practice of forecasting material trend • relate material features and properties to fashion end-use • communicate and report material trend findings electively by using fashion terminology 2. Application and process Be able to • integrate the data and information collected from different sources of material trends • evaluate the credibility of material trend information gathered • conduct analysis to fulfill the information needs of different parties about the implications and consequences of material trends • apply appropriate methods to analyse material trend data • interpret and identify fashion materials that could be applied to a target collection / market 3. Exhibit professionalism Be able to • appreciate the material trend information from both creative and business perspectives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Detailed analysis and interpretation of material trend findings that can serve as a basis for generating material development direction / fashion design ideas.
Remark	Common UoC across the functional areas : Design / Product Development / Merchandising and Material Procurement / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Explore development in material technology
Code	110265L5
Range	Explore the latest development in fashion material technology. This applies to individuals who are required to research the development of material technology so as to identify opportunities or get inspiration for material development.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state sources of information for exploring the development in material technology (e.g. from literature, internet and observation) • employ a variety of research and investigation techniques for exploring the development of material technology • possess extensive and in-depth technical knowledge of material technology 2. Application and process Be able to • establish the scope and purpose of exploring new material technology • identify sources or events that showcase the latest material technology • visit the sources or events to collect information on new material technology • analyse and compare the new material technology with existing technologies in terms of features, benefits and limitations • identify opportunities that the new material technology can be applied for developing new materials • liaise with related parties for chances of collaboration and make recommendation for further action if there is any 3. Exhibit professionalism Be able to • critically assess the impacts of new material technology in the fashion market and industry • demonstrate innovativeness and creativity to translate the new material technology into the innovative materials demanded by customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Exploration of new material technology and identification of opportunities for application on material development.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Plan and conduct fashion trend research
Code	110377L4
Range	Plan and conduct fashion trend research to retrieve information about the up-to-date fashion trend or cutting-edge design concepts. This applies to individuals who are required to plan and gather information about global design trends to inform others of new business or fashion design ideas.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the significance, objectives and approaches to fashion trend research in the fashion industry • identify the key elements of the fashion trend (e.g. silhouette, colour) • outline the key sources of fashion trend information • state the research planning procedures to explore fashion trends (e.g. setting timeframe, budgeting) • employ techniques for creative thinking and research (e.g. mind map) and conducting data collection 2. Application and process Be able to • identify the kinds of fashion trend data (e.g. colour trend, use of materials) that are relevant to the organisational product line • devise an appropriate image and trend data collection strategy (e.g. desk research, visiting clients' stores) • identify relevant sources of fashion trend information • formulate a fashion trend research plan consistent with the organisational direction • conduct desk research to gather fashion trend information (e.g. clients' websites) • arrange to collect fashion trend information from other sources (e.g. trade fairs, visiting clients' stores) • organise information systematically for fashion trend analysis • keep exploring new and alternative sources and make adjustments to the research plan when required 3. Exhibit professionalism Be able to • complete the fashion trend research in a timely manner • proactively network with industry practitioners and expand the sources of fashion trend information for future use
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a research plan with appropriate data collection strategy to retrieve the up-to-date fashion trend information as well as systematic collection and organisation of fashion trend information for the formulation of fashion design ideas or business development strategy.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Remark	Common UoC across the functional areas : Design / Product Development / Merchandising and Material Procurement / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Plan and conduct market research
Code	110381L4
Range	Plan and conduct market research to collect information and intelligence for decision-making. This applies to individuals who are required to plan and gather information so as to understand the situation and identify opportunities in domestic or overseas fashion markets.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the significance, objectives and approaches to market research in the fashion industry • outline the key sources of market information • state the research planning procedures for market research (e.g. setting timeframe, budgeting) • employ a range of specialised techniques for conducting data collection 2. Application and process Be able to • define the scope and objectives of market research (e.g. to understand market demands for fashion products) • devise an appropriate data collection strategy (e.g. conduct a fashion consumer survey) • formulate a market research plan • conduct desk research to gather information on target markets • arrange to collect primary or secondary information (e.g. annual report of fashion retailer, meeting at fashion trade fair) to gain knowledge about situations of target markets • organise information systematically for target market analysis • keep exploring new and alternative sources and make adjustments to the research plan when required 3. Exhibit professionalism Be able to • complete the market research in a timely and proactive manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a research plan with appropriate data collection strategy to gather information on target markets as well as systematic collection and organisation of market information for identification of opportunities in domestic or overseas fashion markets.
Remark	Common UoC across the functional areas : Product Development / Merchandising and Material Procurement / Sales and Marketing / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Plan and conduct material trend research
Code	110378L4
Range	Plan and conduct material trend research to retrieve information about the latest material trend and innovation in fashion materials. This applies to individuals who are required to plan and gather information about material trends for design inspiration, material development, product development or sourcing.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • recognise the importance of material trend research in developing fashion products • understand the approaches of material trend research in the fashion industry • outline the key sources of material trend information • state the research planning procedures to explore material trends (e.g. setting timeframe, budgeting, implementation plan) • employ a range of specialised techniques for conducting data collection 2. Application and process Be able to • identify the material needs and the needs for developing new materials in support of the fashion product line • devise an appropriate data collection strategy (e.g. desk research, visiting suppliers or vendors) • identify relevant sources of material trend information • formulate a material trend research plan consistent with the organisational direction • conduct desk research to gather material trend information (e.g. major fabric manufacturers' and suppliers' websites) • arrange to collect material trend information from other sources (e.g. trade fairs) • organise information systematically for material trend analysis • keep exploring new and alternative sources and make adjustments to the research plan when required 3. Exhibit professionalism Be able to • complete the material trend research in a timely manner • proactively network with industry practitioners and expand the sources of material trend information for future use
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a research plan with appropriate data collection strategy to retrieve information about the latest material trends and innovation in fashion materials as well as systematic collection and organisation of material trend information for design inspiration, material development, product development or sourcing.
Remark	Common UoC across the functional areas : Design / Product Development / Merchandising and Material Procurement / Material Development

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Evaluate commercial viability of new materials
Code	110266L5
Range	Evaluate the viability of the new material project from the commercial perspective. This applies to individuals who are required to determine the business opportunity and commercial feasibility of the new material project.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply a range of specialised methods (e.g. market survey) in developing a feasibility study • possess the skill in evaluating the concept and commercial features of the new materials • possess the analytical ability in identifying key commercial factors determining a successful launch of new material project • possess the knowledge of identifying resource requirement in bringing new materials to the market • develop commercialisation strategy and plan for new material product • analyse the cost and determine the return on investment 2. Application and process Be able to • estimate the market demand for the new material in terms of the market size, type of customer, competition, etc. • estimate the revenue that may be generated by the new materials • determine the investment needed to bring the new material to the market • evaluate the strategy and plan that need to be in place to market and commercialise the new material • determine the obstacles that may hinder the launch of new materials • assess the commercial feasibility and business opportunity of the new material project based on the analysis of all commercial factors (e.g. market, competitors) • make recommendation to overcome the obstacles and enhance business opportunity for the new materials 3. Exhibit professionalism Be able to • Conduct evaluation of commercial viability of new material project based on valid and reliable data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Evaluating the commercial feasibility of the new material projects by analysing all commercial factors
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Evaluate technical viability of new materials
Code	110267L5
Range	Evaluate the viability of the new material project from the technical perspective. This applies to individuals who are required to determine if the new materials are producible and can perform to its requirements.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply a range of specialised methods in developing a feasibility study • interpret the concept and technological requirements for producing the new materials • plan a system for producing new materials • analyse the key factors that would affect the effectiveness and efficiency of a production system • critically review the resources needed for producing the materials 2. Application and process Be able to • analyse the performance requirements and specifications of the new materials • review the material performance to check if it can perform to its requirements • develop the system for producing the new materials • determine the resources requirement (e.g. raw material, manpower) for producing the new materials • assess the technical investment that has to be in place to ensure that the technical capacity of the organisation could produce the new materials (e.g. acquisition of new facilities, training of new skills) • determine technical barriers that may hinder the new material project (e.g. availability of the required raw materials, facilities and vendors) • assess the safety and environmental factors of the production system • evaluate the practicability of the project by taking into consideration of all technical factors • make recommendations for further action 3. Exhibit professionalism Be able to • have insight into latest trend of new material development • collect feedback from the stakeholders and include their views in determining the project feasibility • make recommendations based on facts and figures
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Evaluating the technical viability of the new material projects in order to determine the project feasibility and make recommendation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Generate ideas for material development
Code	110268L4
Range	Generate ideas for material development in fashion business. This applies to individuals who are required to generate and screen the ideas for material development.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the principle and approach of idea generation • identify and analyse relevant information for idea screening (e.g. cost data, production capabilities, availability of raw materials) • review criteria for screening new material ideas (e.g. chances of success, potential barriers) 2. Application and process Be able to • identify and collect relevant information about ideas for new materials • organise the collected information in a way that helps develop ideas • review information and draw up ideas for new materials • screen and choose ideas of new materials to progress, based on the established set of criteria and with the help from key personnel if required • seek feedback from key personnel and related parties • refine the ideas with details for concept generation based on the feedback 3. Exhibit professionalism Be able to • ensure that creativity, feasibility and commercial acceptance are balanced in the process of idea generation • determine the uniqueness of the new ideas which have high value than existing and competitive substitute
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Generating the ideas for material development based on the analysis of relevant information and screening the ideas against the criteria.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Generate new material concepts
Code	110269L4
Range	Generate new material concepts from the ideas and requirements. This applies to individuals who are required to convert the ideas into concept with illustrated details.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the principle of integrating knowledge and know-how for generating new material concepts • interpret the expectation and requirements of key personnel and related parties involved in the idea and concept generation • employ a range of specialised techniques for translating the ideas and requirements into new material concepts • identify all details necessary to rationalise the new material concepts 2. Application and process Be able to • identify and consolidate the new material ideas and requirements • convert the ideas into key elements of the new material concept that are appealing to the market (e.g. key features, benefits to the customers) • develop details of the new material concept providing the direction of the development process (e.g. manufacturing approach) • illustrate the concept by written description, graphic images, artefacts, etc. 3. Exhibit professionalism Be able to • precisely analyse the ideas and requirements in the conceptualisation process • develop an appealing concept from the customer's perspective
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Converting the new material ideas into an illustrated concept with details that is appealing to the customer and provides a direction for the development process.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Identify market opportunities for material development
Code	110270L4
Range	Identify the market opportunities for material development in fashion business. This applies to individuals who are required to analyse the internal and external information to explore and identify the unmet market needs for new materials.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the value and business goals of the organisation • analyse data from different sources for identifying market needs and opportunities • organise systematic investigation with different parties in exploring new opportunities • apply a range of specialised techniques for identifying market opportunities 2. Application and process Be able to • review information from relevant research (e.g. market, customer and trend) to identify market opportunities for new materials • collect feedback from internal sources (e.g. sales team, engineering team) to explore the unmet needs for new materials • conduct investigation or discussion for the opportunities preliminarily identified • consolidate the findings and define the opportunities 3. Exhibit professionalism Be able to • have insight into the emerging market trend • facilitate discussion among different parties for exploring new ideas • cross the boundaries of traditional material application to explore new, untapped market needs
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of market opportunities for material development through analysing the internal and external information to explore and identify the unmet market needs for new materials.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Present new material concepts
Code	110271L4
Range	Present the new material concept to the audiences. This applies to individuals who are required to introduce and communicate details of the new material concept to seek acceptance for further development.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the importance of identifying the needs of the audiences in the presentation • explain the core content of and requirements for the new material concept • select appropriate methods and tools for presenting new material concept • develop the content and flow of concept presentation 2. Application and process Be able to • review the concept of new material and identify the key features and benefits that are appealing to the customers • identify the audiences to the presentation • outline the key elements that have to be included to bring out the concept (e.g. technology, outputs, benefits) • develop details of the key elements in a format that is attractive and understandable by the audiences • apply software and other tools in producing the presentation • prepare visual aids to support the presentation (e.g. video, image) 3. Exhibit professionalism Be able to • ensure the presentation is prepared to address the audiences' concern and interest • conduct the presentation in an effective and professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective presentation of the new material concept to the audiences to seek their acceptance for further development.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Develop new material specifications
Code	110272L4
Range	Develop technical specifications to guide the development of new materials in accordance with the requirements. This applies to individuals who are required to set material specifications in technical terms for achieving the requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • analyse the materials in terms of composition, structure and production • specify the requirements for materials in technical terms • explain the key components of technical specifications for materials • review the quality or technical standards for the materials 2. Application and process Be able to • analyse the requirements for new material in different aspects (e.g. performance, construction, manufacturing, aesthetics) • convert the requirements into specifications with technical details which may include written description and graphic illustration • compare the specifications with relevant standards and similar products in the market and make adjustments when necessary • consult with related parties in the process of developing specifications and make adjustments where appropriate 3. Exhibit professionalism Be able to • have insight into trend of new material development • demonstrate a strong technical knowledge in specifying the material in accordance with its requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a technical specification for new material based on the requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Evaluate performance of new materials
Code	110273L4
Range	Evaluate the performance of new material against the performance requirement and specifications. This applies to individuals who are required to assess the performance of new material and check if it can perform to its requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • specify the standards and methods for evaluating fashion materials • explain the purposes of material evaluation at different stages of development • identify qualified external resources for material evaluation • analyse and report material performance data for different purposes (e.g. technical viability) 2. Application and process Be able to • identify the performance requirements of the new material • determine the reference standard and method for evaluating the material performance against the specifications • conduct the material performance evaluation according to the identified standard and method. • collaborate with external parties (e.g. laboratory) when necessary • report the material performance with details of the adopted standard, method and condition • consult with related parties in verifying the performance data and finalizing the findings 3. Exhibit professionalism Be able to • keep up to date on the international standards for evaluating new materials • apply a holistic approach in analysing and reporting the material performance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of the standard and method used for evaluating the material performance. • Reporting the new material performance against the performance requirement and specifications.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Identify and select suppliers for material development
Code	110274L4
Range	Identify and select suppliers to build partnership for the new material development. This applies to individuals who are required to identify potential suppliers as partners for material development.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purposes of partnering with suppliers in new material development • describe the roles and responsibilities of suppliers in the material development • identify the organisational policy and procedures in selecting suppliers • examine the criteria for selecting suppliers • employ the appropriate means to approach the potential suppliers for partnership 2. Application and process Be able to • identify types of technology and expertise required in the new material development • identify the organisational policy that governs the supplier selection and partnership • establish the criteria for partnering with suppliers (e.g. technology, R&D capability, expertise) • select the potential suppliers who can meet the criteria • establish partnership arrangement with the selected suppliers 3. Exhibit professionalism Be able to • have insight into trend of the material industry • establish network with professional bodies and organisations in material development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing a set of criteria for selecting or partnering with suppliers in developing new materials.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Identify requirements for new materials
Code	110275L4
Range	Identify the requirements for new materials in fashion business. This applies to individuals who are required to set the requirements for the new materials based on the key features and benefits that are to be brought to the customers.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate the unmet needs of the customer to key features and benefits of the new materials • identify the end-use or potential applications of new materials • specify the requirements for new materials in technical terms (e.g. finish, construction) • outline the content of specification 2. Application and process Be able to • identify the idea or concept of new materials and their potential market • explore the key features and benefits of new materials for the customers • specify the requirements for new material based on the key features, benefits and target customers in key aspects (e.g. performance, construction, aesthetics) • consult with related parties (e.g. potential customers, suppliers) for the new material requirements and make adjustments where appropriate • document and record the communication for future reference 3. Exhibit professionalism Be able to • determine the new material requirements from different perspectives
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identifying the requirements for new materials based on the key features and benefits that are to be brought to the customers.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Monitor development of material prototypes
Code	110276L4
Range	Monitor the progress of making new material prototypes. This applies to individuals who are required to control the process of prototyping that can meet the planned schedule and specifications for the new material.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the process of making material prototypes • identify key checkpoints in the material prototype development process for monitoring purpose • possess the knowledge of common problems and barriers in the prototyping process • apply problem-solving skills for rectifying off-track situations of material prototype development (e.g. delay) 2. Application and process Be able to • identify the specifications of the new material and schedule plan for making prototypes • set the checkpoints in the development process to track the progress of making material prototypes • collect and analyse data at each checkpoint for evaluating the progress • identify problems and barriers that affect the progress of making prototypes • consult with related parties for solutions, or making adjustments to the schedule when problems arise 3. Exhibit professionalism Be able to • identify off-track signals that may jeopardise the prototype development process • demonstrate a full understanding of the new material prototyping process and set checkpoints sensibly for monitoring purpose
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring the process of prototyping to ensure that it can meet the planned schedule and specifications for the new material.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Present new materials
Code	110277L4
Range	Present new materials to the target audiences. This applies to individuals who are required to plan and conduct a presentation of the new materials for selling purpose.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of identifying the needs of the target audiences in preparing a sales presentation • apply appropriate techniques for presenting new materials • arrange the use of visual aids and activities for a presentation 2. Application and process Be able to • plan the sequence of an effective presentation • identify the interests and needs of the target audiences about the new materials • define the key contents for the presentation (e.g. the application, features and benefits of the new materials) • compile for and organise the presentation contents in a systematic manner • collaborate with related parties to arrange the preparation for the presentation (e.g. facilities setup, visual aids) • apply appropriate techniques and styles to deliver the presentation according to target audiences' preference • interpret the target audiences' questions and make appropriate responses 3. Exhibit professionalism Be able to • show the uniqueness and benefits of new materials to the target audiences
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective sales presentation of the new materials to the target audiences.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Collect feedback on new materials
Code	110278L3
Range	Collect feedback from the intended users on the new materials. This applies to individuals who are required to collect feedback for end-users' experience on the new materials in trials.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purposes of trial events and the importance of the intended users' feedback • collaborate with related parties in organising trial events • describe the different methods and techniques of collecting feedback • state the proper form of report for presenting feedback data 2. Application and process Be able to • identify and use proper channels to approach the intended users of the new materials • work with related parties (e.g. marketing department) in organising the trial events for collecting end-users' feedback • select methods and develop tools to collect feedback in the new material trials (e.g. questionnaire, focus group, interview) • apply appropriate techniques (e.g. questioning) and timing in soliciting the feedback of the intended users in trials • record and organise the data in the proper form for facilitating analysis at a later stage 3. Exhibit professionalism Be able to • ensure that the feedback is collected in an accurate and effective manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collection of data related to the intended user's feedback on the new materials • Preparing report of the intended users' feedback on the new materials
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Develop material prototypes
Code	110279L3
Range	Develop material prototype based on the new material specification. This applies to individuals who are required to make new material prototypes in collaboration with related parties for a range of different purposes.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the purposes of making prototypes (e.g. design evaluation, optimizing manufacturing, promoting sales) • interpret the specification and requirements for new materials • outline the process of making new materials prototype • identify the resources required for making new material prototypes • identify the roles and responsibility of key parties involved in the new material prototyping (e.g. technicians, suppliers) • select the appropriate partners in developing new material prototypes 2. Application and process Be able to • identify the purpose of the prototype • interpret the specifications and requirements for new material prototyping • identify the resources required for the prototype making (e.g. raw materials, technology, expertise) • select and collaborate with related parties, both internal and external, in developing details of prototype making (e.g. method, sequence, facilities) • coordinate with related parties the prototype making activities • work with related parties (e.g. supplier, laboratory) to review the feedback or performance of the prototype and identify areas which need to be adjusted 3. Exhibit professionalism Be able to • work collaboratively with all parties involved in the new material prototyping • demonstrate creativity in proposing solutions to problems arise in the prototyping process • build up a network of suppliers and vendors who could support the new material development
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of new material prototypes based on the new material specifications and requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Material Development

Title	Prepare new materials for promotion
Code	110280L2
Range	Perform the preparation works for promoting new materials. This applies to individuals who are required to prepare the new materials in the appropriate form for promotional purposes.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the purposes of promotional activities related to new materials • identify the resources required for preparing new materials for promotion • communicate the promotional information of new materials by using fashion terminology • state the different forms (e.g. photo, visual image, artefact like mock-up) of new materials that can be used for promotion 2. Application and process Be able to • identify the required form for illustrating new materials in promotional activities (e.g. photo for advertisement) • work with related parties (e.g. marketing department) to prepare the information and materials in a form that support the promotional activities • schedule the preparation works to meet the timeline of promotional activities 3. Exhibit professionalism Be able to • ensure the preparation of new materials meet the time frame and requirements of the promotion plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Preparation of new materials in an appropriate form for promotional activities.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Formulate a production strategy
Code	110281L6
Range	Formulate a production strategy for guiding the resource acquisition or adaptation to achieve the production goals. This applies to individuals who are required to develop a production strategy for a fashion business.
Level	6
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess in-depth knowledge in the costs and benefits of various production strategies (e.g. lean production, level production, flexible manufacturing, or mass customisation) • evaluate the strategic implications of production priorities (e.g. sustainability, cost, quality) • evaluate different production approaches used in manufacturing fashion products • analyse production capability and capacity with reference to the production goals 2. Application and process Be able to • critically review the business goals for setting production goals • determine the production priorities and approaches (e.g. manufacturing techniques, cultural adaptation) to the strategy for a given type of fashion manufacturing • develop the production strategy with minimum cost and risk to achieve production goals • identify the production capability required and resource acquisition or adaptation for implementing the production strategy • set criteria for measuring the effectiveness of a production strategy 3. Exhibit professionalism Be able to • ensure alignment of the production strategy with the overall business goals and strategies
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a production strategy that can guide the resource acquisition or adaptation to achieve the production goals.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Estimate product demand
Code	110282L5
Range	Estimate the product demand for fashion production. This applies to individuals who are required to estimate the product demand for the production planning of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • relate product demand to fashion production planning • critically evaluate the common approaches to demand forecasting in the fashion industry • outline the information and data required for estimating fashion product demand • evaluate the different factors that have a bearing on the accuracy of demand estimates 2. Application and process Be able to • determine the estimation approaches and sources for collecting the information and data required (e.g. different forecasts, past demand) • evaluate the key factors that can affect the accuracy of demand estimate (e.g. special promotions, forecast bias) • analyse the information and data for an estimate of product demand for the specified period • consult with related parties to improve the estimated product demand • report the product demand estimation for future reference 3. Exhibit professionalism Be able to • adopt a holistic consideration of factors from the fashion production planning perspective • learn from the accuracy of past estimates and adjust for the potential errors
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Estimating the product demand for production planning of a fashion business over a specified period.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Formulate a capacity requirements plan
Code	110283L5
Range	Formulate a capacity requirements plan to guide the capacity decisions which would align with the material requirements plan. This applies to individuals who are required to plan for the capacity requirements to ensure sufficient capacity is available for manufacturing fashion products in the planned schedule.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise the role and functions of capacity requirements plan (CRP) in fashion manufacturing • critically evaluate the key elements of capacity requirements planning (e.g. number of labour and machines, standard production time) • examine the organisational policy in relation to the production capacity (e.g. overtime policy, number of working hours per day) • appraise the use of capacity cushion commonly required for fashion manufacturing • state the common approaches for closing the capacity gap in fashion manufacturing • apply a range of specialised techniques and tools for calculating capacity requirements 2. Application and process Be able to • examine the order information and planned schedule for the production • determine the required capacity for fulfilling the orders in a production unit • analyse the required and available capacities of the production unit to identify the capacity gap • develop options to close the capacity gap (e.g. asking for orders, working overtime) • determine sufficient capacity cushion that has to be in place for mitigating impacts of inefficacy and uncertainty (e.g. absenteeism, machine breakdown) • develop a CRP with consideration of the required capacity, capacity cushion and the proposed options • communicate and disseminate the CRP to related parties for feedback and make adjustments when necessary • set criteria for evaluating the effectiveness of CRP 3. Exhibit professionalism Be able to • identify the available capacity of a production unit by critically evaluating the production resources in terms of manpower and machines as well as the known constraints (e.g. policy) • keep track of the changes in production and update the capacity requirements accordingly
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a capacity requirements plan to ensure sufficient capacity is available for manufacturing fashion products in the planned schedule.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Formulate a master production schedule
Code	110284L5
Range	Formulate a master production schedule for fashion products. This applies to individuals who are required to plan the overall production schedule for different fashion products with quantities and deliveries determined for a specified period.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise the role and functions of master production schedule (MPS) in fashion manufacturing • evaluate the parameters for formulating MPS in fashion business • examine the organisational policy in relation to master production scheduling • collaborate with different parties in performing master production scheduling • apply a range of specialised techniques and tools to perform master production scheduling (e.g. ERP) 2. Application and process Be able to • determine the parameters for the MPS by analysing sales reports (e.g. projected production and reservation), orders (e.g. confirmed quantities, delivery dates) and capacity required • select an appropriate master production scheduling approach • develop a MPS based on the identified parameters (e.g. time frame, resource availability) • maintain stability and proper buffering of the MPS • communicate and disseminate the MPS to related parties for feedback and make adjustments when necessary • set criteria for evaluating the feasibility of MPS 3. Exhibit professionalism Be able to • ensure the MPS is accurate and viable • demonstrate sophisticated techniques for handling unexpected issues (e.g. rush orders, postponement) • take full consideration of cost and operational effectiveness as well as the clients' satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a master production schedule for different fashion products with quantities and deliveries determined for a specified period.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Formulate a material requirements plan
Code	110285L5
Range	Formulate a material requirements plan to guide the material procurement and delivery based on the master production schedule. This applies to individuals who are required to plan for the material requirements to ensure the necessary materials are available in the right quantity and at the right time stipulated in the master production schedule.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • appraise the role and functions of material requirements plan (MRP) in fashion manufacturing • specify the data required for material requirements planning (e.g. order information, bill of material (BOM), inventory) • examine the organisational policy in material procurement and inventory management • apply a range of specialised techniques and approaches to calculate the requirements for the materials used in the fashion manufacturing 2. Application and process Be able to • examine the order information and MPS for the timeline and the materials required in the production • analyse the material requirements to determine the required inventory levels, material order quantities and deliveries • devise a MRP to schedule the material procurement and delivery (e.g. material schedule) • identify material requirements issues and devise contingency measures for coping with unexpected situations • communicate and disseminate the MRP to related parties for feedback and make adjustments when necessary • set criteria for evaluating the effectiveness of MRP 3. Exhibit professionalism Be able to • work collaboratively with related parties in performing material requirements planning (e.g. purchasing department) • ensure MRP facilitate the continuous production
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a material requirements plan to ensure the necessary materials are available for smooth production in the right quantity and at the right time stipulated in the master production schedule.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Formulate a production plan
Code	110286L5
Range	Formulate a production plan to effectively achieve the output and delivery targets of fashion production orders within resources and capabilities. This applies to individuals who are required to formulate a production plan for deploying the required resources to effectively achieve the output and delivery targets of fashion production orders over a specified period.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess in-depth knowledge in the methods and steps for formulating fashion production plans • examine the organisational policy in relation to deploying production resources • explain the key content of a fashion production plan (e.g. client information, quantities, delivery time) • apply a range of specialised techniques and tools for formulating fashion production plans 2. Application and process Be able to • identify the requirements as well as the output and delivery targets of production orders • determine the production resources required by the production units • analyse the production capacity and flexibility of production units to identify constraints on the production plan • develop a plan to deploy the production resources to achieve the output targets in the relevant period (e.g. per week, per month) • communicate the production plan to related parties for feedback and make adjustments when necessary • set criteria for evaluating the reliability of the production plan 3. Exhibit professionalism Be able to • constantly strive for a balance among workforce stability, cost and efficiency in production • engage key parties in the planning process so as to ensure their commitments to the fashion production plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a production plan for deploying the required resources to achieve the output and delivery targets of fashion production orders over a specified period.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Implement a production strategy
Code	110287L5
Range	Implement a production strategy to ensure the achievement of production goals. This applies to individuals who are required to implement a production strategy in fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • review the principles of developing an implementation plan for a production strategy • develop plans and policies for implementing a production strategy • critically evaluate the determinants of the successful implementation of production strategy 2. Application and process Be able to • identify the production goals and priorities • devise policies or plans for implementing the production strategy (e.g. skill inventory, material allocation, stock control) • coordinate with related parties (e.g. human resources, industrial engineering, purchasing) to work out the requisite production capability • identify and address issues arising during the implementation of production strategy • monitor the implementation of the production strategy 3. Exhibit professionalism Be able to • ensure the resources are properly acquired and deployed to achieve the production goals
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a production strategy to ensure the achievement of production goals of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Develop a production schedule
Code	110288L4
Range	Schedule the production activities for the fulfilment of fashion production orders. This applies to individuals who are required to plan the sequence of production activities for the completion of fashion production orders by due dates.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the importance of production schedule in enhancing the overall production efficiency and customer satisfaction • examine the parameters for setting a production schedule • explain the factors affecting the production process • apply specialised methods in sequencing production activities (e.g. Gantt chart, critical path analysis) • select appropriate scheduling methods for different manufacturing environments or product types 2. Application and process Be able to • identify the order requirements in terms of quantity, delivery time, and other production factors • determine the production resources requirements in terms of capacity and materials for the production orders • analyse the production activities and plan the sequence of these activities to maximise the efficiency • identify factors that would affect the production process (e.g. material availability, machine performance) and incorporate sufficient buffer in the schedule • determine order priorities (e.g. orders from important clients, first-come-first-served) when sequencing orders in the schedule • schedule the production activities by taking into account all key parameters (including order and production requirements, the sequence of production activities for the orders, buffer, production priorities) • adjust the production schedule in response to changes in production and order requirements 3. Exhibit professionalism Be able to • demonstrate an ability to accommodate sudden changes in the production and market environments
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a production schedule, which includes a planned sequence of production activities, for the fulfilment of fashion production orders in the most economical and efficient way.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Identify production resources requirements
Code	110289L4
Range	Identify the resources requirements for fashion production orders. This applies to individuals who are required to specify the necessary resources in every step of production for fashion production orders.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the key resources required for fashion production (e.g. facilities, workforce, materials) • differentiate the resources required for making different products (e.g. raw materials, machines, manpower and construction methods) • translate the production order into production resources to be acquired 2. Application and process Be able to • review the production orders and product requirements (e.g. fabric types, quantities, quality standards) • analyse the product features and production processes to determine the types and quantity of production resources required • calculate the overall resource requirements (e.g. manpower, machine, material, method) to complete the production orders • identify issues that would affect the production resources requirements • communicate the production resources requirements to related parties for their feedback and make adjustments when necessary 3. Exhibit professionalism Be able to • keep regular updates on the changes of production orders and product requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of the necessary resources required to complete fashion production orders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Implement a production plan
Code	110290L4
Range	Implement a production plan to complete the fashion production orders. This applies to individuals who are required to execute the production plan and facilitate a smooth completion of the fashion production orders.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • have extensive and in-depth knowledge of fashion production processes • examine the determinants of the successful implementation of the production plan • identify the roles and responsibilities of related parties in the completion of fashion production orders 2. Application and process Be able to • identify the production plan as well as the planned output targets and the production resources required to complete the fashion production orders • assign the production units to execute the production orders within the established timeframe and budget • coordinate with related parties (e.g. purchasing and engineering departments) to ensure all production resources are ready at the right time • engage the production units to achieve the output targets • identify and address issues arising during the implementation of the production plan • monitor the implementation process and order status, and determine if modifications or additional resources are required 3. Exhibit professionalism Be able to • ensure the resources are ready at the right time to complete the fashion production orders • work collaboratively with key parties involved in each phase of the production process and ensure their commitments to the production plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective implementation of a production plan to ensure all production resources are available at the right time for completing the fashion production orders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Allocate orders to factories
Code	110291L5
Range	Plan and allocate fashion orders to factories. This applies to individuals who are required to select the right factories and allocate the orders to them for proceeding the fashion production.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • critically review the organisational strategy and policy regarding factory selection and order allocation • analyse the general production requirements of fashion orders • specify the factors which affect order allocation • select the appropriate approach for order allocation 2. Application and process Be able to • analyse the production requirements of fashion orders (e.g. quantity, cost, delivery and quality) • select factories that may fulfil the production requirements of fashion orders • set the criteria for order allocation (e.g. relationship, economies of scale, distance to the market, quality consistency) • allocate the orders to selected factories based on the criteria • liaise and confirm the order allocation with factories 3. Exhibit professionalism Be able to • demonstrate full awareness of risk factors in order allocation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing a plan for order allocation among the factories with the aim to fulfil the production requirements of the fashion orders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Solve problems (production planning and control)
Code	110292L5
Range	Solve problems in the fashion production planning and control processes. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a fashion business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to fashion production planning and control • review the organisational policy in relation to solving fashion production planning and control problems • understand the functions and process of fashion production planning and control • apply logical thinking and soft skills to facilitate problem-solving 2. Application and process Be able to • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate solution to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. software suppliers) when required • identify resources to implement the solutions and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to • build on experience and established network to assist problem-solving
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the fashion production planning and control processes by analysing the causes of problems to develop appropriate solutions.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Allocate production capacity
Code	110293L4
Range	Allocate capacity to production lines for specific fashion production orders. This applies to individuals who are required to allocate sufficient amount of capacity to production lines to support the completion of specific fashion production orders.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational policy and procedure regarding production capacity allocation • assess the sufficiency of capacity for specific fashion production orders throughout the production period • explain the factors that would affect production capacity allocation • analyse the common problems in allocating capacity for fashion production orders 2. Application and process Be able to • assess the production schedule and capacity requirements for completing a fashion production order • examine if the existing capacity of production lines (e.g. current workloads) is sufficient for executing the production order • assign and secure a sufficient amount of capacity (e.g. skilled operator hours, special machine hours) for the production period • collate the records of capacity allocation in an effective manner for future analysis 3. Exhibit professionalism Be able to • allocate the required capacity for each fashion production order in a timely manner • keep up to date on the dynamic changes of the fashion production environment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Allocation of a sufficient amount of capacity to production lines to support the completion of specific fashion production orders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Allocate production materials
Code	110294L4
Range	Allocate materials to production lines for specific fashion production orders. This applies to individuals who are required to allocate sufficient amount of materials to production lines to ensure the completion of specific fashion production orders.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational policy and procedure regarding production materials allocation • assess the inventory or delivery of materials for specific fashion production orders throughout the production period • explain the factors (e.g. inventory level, production schedule) that would affect production materials allocation • analyse the common problems in allocating materials for fashion production orders 2. Application and process Be able to • assess the production schedule and material requirements for completing a fashion production order • examine if the existing inventory level or planned material procurement is sufficient for executing the production order • arrange for specified materials to arrive at the production units across the production process • collate the records of materials in an effective manner for future analysis 3. Exhibit professionalism Be able to • allocate the required materials for each fashion production order in a timely manner • keep up to date on the dynamic changes of the material market and fashion production environment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Allocation of sufficient amount of materials to the production lines to ensure the completion of specific fashion production orders.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Collect data for production planning and control
Code	110295L3
Range	Collect data for production planning and control of a fashion business. This applies to individuals who are required to gather data for production planning and control at a particular stage.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the data requirements for a given stage of fashion production planning and control (e.g. pre-planning, scheduling) • state the sources of data for typical fashion production planning and control purposes (e.g. estimating, material allocation, inventory control) • employ a range of methods, system tools and databases for collecting data for fashion production planning and control (e.g. ERP, system report) 2. Application and process Be able to • confirm the fashion production planning and control stage and purpose for which data collection is performed • identify the range of data required and locate their sources • employ appropriate methods to collect the data with consideration of their time-specific availability • clarify unclear or missing data with related parties • organise the collected data in a form that is ready for use to facilitate analysis for the production planning and control purpose 3. Exhibit professionalism Be able to • ensure the data are latest, complete and accurate • deal with the dynamic nature of changing fashion production environment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collection and organisation of data for a particular stage and purpose of production planning and control of a fashion business that can facilitate further analysis.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Review capacity utilisation
Code	110296L5
Range	Review capacity utilisation of the fashion production unit. This applies to individuals who are required to review the status of capacity utilisation and make suggestions for achieving the expected optimal level in the future.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept of capacity utilisation and its effect on production and profitability • select the approaches used for analysing the long-term trend or pattern of capacity utilisation • compare options for improving capacity utilisation issues (e.g. underload) in the long run and at the strategic level • apply the analytical skill in identifying common issues of capacity utilisation 2. Application and process Be able to • compile all data on capacity utilisation over a specific period of time • apply an appropriate approach in analysing the long-term trend or pattern of capacity utilisation • assess common issues of capacity utilisation that have a significant impact on production and profitability • develop and compare options for solving the common issues. • make recommendations, in consultation with related parties (e.g. production department) for improving the level of capacity utilisation in the future 3. Exhibit professionalism Be able to • make suggestions to enhance capacity utilisation that drives profitability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review of the capacity utilisation of a fashion production unit and making suggestions for achieving the expected optimal level in the future.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Review material utilisation
Code	110297L5
Range	Review material utilisation of the fashion production line. This applies to individuals who are required to review the level of actual material utilisation and make suggestions for enhancing the utilisation rate in the future.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept of material utilisation and its effect on production and profitability • select the approaches used for analysing the level or variation in material utilisation • compare options for improving material utilisation issues (e.g. wastage) in the production run and at the strategic level • apply the analytical skill in identifying common issues of material utilisation 2. Application and process Be able to • compile all data on actual material utilisation over a specific period of time • apply an appropriate approach in analysing the level or variation in material utilisation • assess common issues of material utilisation that have a significant impact on production and profitability • develop and compare options for solving the common issues • make recommendations, in consultation with related parties (e.g. production department) for improving the level of material utilisation in the future 3. Exhibit professionalism Be able to • make suggestions to enhance material utilisation that drives profitability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review of the material utilisation of a fashion production line and making suggestions for enhancing the future utilisation rate
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Review production performance
Code	110298L5
Range	Review the performance data of fashion production to ensure the ongoing attainment of production goals. This applies to individuals who are required to review and analyse the production performance in achieving the production goals of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purposes of and procedures for conducting a production performance review • apply a range of specialised approaches for reviewing performance data of different fashion production units • review different aspects of production performance of a fashion production unit (e.g. on-time delivery, shipment quantity) to identify areas for improvement • establish appropriate indicators for measuring production performance 2. Application and process Be able to • define the purposes and scope of production performance review • establish key performance indicators (KPI) and measures in accordance with the production goals • determine the performance targets for each KPI in consultation with stakeholders • analyse key performance data to identify deviations of performance against performance targets (e.g. short shipment percentage, on-time delivery percentage) • analyse factors inhibiting production performance to identify areas for improvement • report the key issues and suggest improvement measures for different aspects of production performance 3. Exhibit professionalism Be able to • critically evaluate production performance from an all-round perspective and at a system level
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review and analysis of the performance data to identify opportunities for enhancing the efficiency and effectiveness in achieving the production goals of fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Monitor capacity utilisation
Code	110299L4
Range	Monitor capacity utilisation of a fashion production unit. This applies to individuals who are required to monitor the extent to which productive capacity is being used in the generation of products and react to critical situations that may have an impact on production or profitability.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept of capacity utilisation and its effect on production and profitability • review the common approaches and methods in determining capacity utilisation • plan to collect data for capacity utilisation • identify issues of capacity utilisation by analysing related data • develop options in reacting to capacity utilisation issues (e.g. overload) 2. Application and process Be able to • identify the optimal capacity utilisation of the existing facilities • select an approach for determining capacity utilisation • devise a plan for collecting data at checkpoints in accordance with the selected method • monitor the capacity utilisation by analysing the data during production • identify issues of capacity utilisation that may have an impact on production or profitability (e.g. overload) • decide on corrective actions in response to the identified issues (e.g. managing shifts). • consult with related parties if required 3. Exhibit professionalism Be able to • adopt a cost-effective approach in determining capacity utilisation • identify signals that reveal issues of capacity utilisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring the capacity utilisation of a fashion production unit by analysing the relevant data and identifying issues of capacity utilisation that may have an impact on production or profitability.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Monitor material utilisation
Code	110300L4
Range	Monitor material utilisation of a fashion production line. This applies to individuals who are required to monitor the extent to which allocated materials are being used in the fashion production process and react to critical situations that may have an impact on production or profitability.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the concept of material utilisation and its effect on production and profitability • review the common approaches and methods in determining material utilisation • plan to collect data for material utilisation • identify issues of material utilisation by analysing related data • develop options in reacting to material utilisation issues (e.g. safety stock, leftover) 2. Application and process Be able to • identify the highest possible material utilisation level of the production line • select an approach for determining material utilisation • devise a plan for collecting data at checkpoints in accordance with the selected method • monitor the material utilisation by analysing the data during production • identify issues of material utilisation that may have an impact on production or profitability (e.g. over-consumption) • decide on corrective actions in response to the identified issues (e.g. reducing wastage, replenishing stock) • consult with related parties if required 3. Exhibit professionalism Be able to • adopt a cost-effective approach in determining material utilisation • identify signals that reveal issues of material utilisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring the material utilisation of a fashion production line by analysing the relevant data and identifying any issues of material utilisation that may have an impact on production or profitability.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Monitor production progress
Code	110301L4
Range	Monitor the work progress of fashion production units. This applies to individuals who are required to control the work progress of fashion production units to ensure completion of production orders in the agreed timeframe.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • familiarise with the production flow and line balancing • apply a range of tools for monitoring the production progress • apply a range of specialised approaches for collecting and analysing production progress data • explain the key obstacles that can affect the production progress 2. Application and process Be able to • identify the production schedule and the key dates of different production activities • assign checkpoints for monitoring and tracking the work progress of production units in the production activities • collect production progress data at the checkpoints (e.g. cutting output, work-in-progress, daily output) • analyse the production progress data to identify deviations from the production schedule • consult with related parties for solutions or making adjustments to the production schedule if appropriate 3. Exhibit professionalism Be able to • tackle unexpected situations in a professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Monitoring the work progress of fashion production units to ensure completion of production orders in the agreed timeframe.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Production Planning and Control

Title	Report production progress
Code	110302L3
Range	Report work progress of fashion production units. This applies to individuals who are required to report the status of fashion production activities.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the production progress reporting schedule of the organisation (e.g. weekly, monthly) • state the key content of production reports and the reporting format • understand the techniques for reporting work progress of the responsible production units 2. Application and process Be able to • identify data and records that have to be included in the progress report • organise and collate production records (e.g. progress sheets, system records) and then consolidate the required information for the report • report on production issues and the corresponding arrangements in the period • prepare the production progress report 3. Exhibit professionalism Be able to • report work progress of the production units in a timely and accurate manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reporting the status of fashion production activities by collecting the data and information related to the work progress of production units and updates on production issues.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Set laundry machine control system
Code	110303L4
Range	Set laundry machine control system based on the requirements. This applies to individuals who are required to set laundry machine control system and configure or adjust associated programmes on the basis of business or client needs or requirements.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • examine the functions, range of application and main technical parameters of common laundry machines • apply the correct methods for configuring programmes and setting control system • explain the procedures and guidelines for setting laundry machines in accordance with the client requirements 2. Application and process Be able to • identify the client requirements or the handling requirements of clothing items • identify the associated parameters for system setting based on the client requirements • configure or adjust the programmes required based on the identified parameters • conduct and evaluate trial runs of the programmes and make adjustments when necessary 3. Exhibit professionalism Be able to • fully understand the settings and configurations of laundry machines in the organisation • ensure that the programmes or control system settings meet the business or client requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Setting laundry machine control system and configure or adjust associated programmes on the basis of business or client needs or requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Identify cleaning and finishing processes required
Code	110304L4
Range	Identify cleaning and finishing processes required for clothing items to make the most appropriate arrangement. This applies to individuals who are required to arrange the most appropriate handling processes for clothing items based on considerations of their characteristics.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • familiarise with the work processes of laundry services and the handling arrangements of different clothing items • possess the techniques in making a reasonable arrangement of laundry work processes • relate characteristics of clothing items to the cleaning and finishing processes and conditions required (e.g. time, temperature, type and amount of detergents) • use test methods to identify materials and stain types • assess the potential risks in the process of cleaning and finishing clothing items 2. Application and process Be able to • use appropriate methods (e.g. test) to identify material characteristics of clothing items and potential risks in the cleaning and finishing processes (e.g. colour fading) • use appropriate methods (e.g. checking orders for causes of stains, performing tests) to identify types and degrees of stains on clothing items • decide the cleaning and finishing processes and conditions required according to characteristics of clothing items (e.g. time, temperature, type and amount of detergents) • communicate with the customer to determine the cleaning and finishing arrangements • arrange for handling by related parties according to the cleaning and finishing arrangements of clothing items 3. Exhibit professionalism Be able to • comprehensively assess the potential risks in the process of cleaning and finishing clothing items • carefully test clothing items and accessories to reduce the likelihood of mistake • keep regular updates on the cleaning and finishing requirements of upcoming fashion styles and materials
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Arranging the most appropriate handling processes for clothing items based on considerations of their characteristics.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Identify stain removal methods
Code	110305L4
Range	Identify stain removal methods to remove stains on clothing items. This applies to individuals who are required to select stain removal agents, methods and procedures according to both stain types and characteristics of clothing items.
Level	4
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the general material characteristics of clothing items • possess knowledge of the stain classification • possess knowledge of the application of different stain removal agents • understand different stain removal methods and their associated procedures and precautions • relate stains to the characteristics of clothing items and the stain removal agents and methods required • assess the extent and risks of stain removal on clothing items 2. Application and process Be able to • analyse the type(s) of stain(s) • identify the characteristics of clothing items (e.g. materials) • select stain removal agents, methods and procedures according to both stain types and characteristics of clothing items • assess the extent of stain removal, and inform customers of the expected extent and potential risks when necessary • inform and arrange related parties to perform the stain removal 3. Exhibit professionalism Be able to • carefully assess the applicability and potential risks of different stain removal methods • keep accumulating experience from practice and have insight into the application of different stain removal agents
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Selection of stain removal agents, methods and procedures according to both stain types and characteristics of clothing items.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Apply continuous batch washing system
Code	110306L3
Range	Apply continuous batch washing system to control linen cleaning processes. This applies to individuals who are required to apply automated continuous batch washing system by following established business procedures as well as to control and complete the linen cleaning process in each stage.
Level	3
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the categories and characteristics of common clothing items (including materials) • familiarise with the control methods for automated continuous batch washing system and its characteristics • understand the safe operation guidelines for automated continuous batch washing system and ancillary equipment in the organisation • Interpret the common signals of washing system • understand the automated linen washing processes and the coordination among related parties 2. Application and process Be able to • set the cleaning priorities and sequencing of linens according to the production plan • adjust the cleaning sequence based on actual situation • determine the correct loads (e.g. weight, volume) • prepare continuous batch washing system as well as detergents and additives in accordance with established procedures • start up the system to clean linens • monitor the system operation to ensure the smooth completion of cleaning processes • make appropriate responses according to the system signals and coordinate with related parties to solve production issues when there is operational fault of the system and ancillary equipment 3. Exhibit professionalism Be able to • completely control the operation of laundry production and properly coordinate among related parties to cope with production issues in a flexible manner • observe safety precautions and correctly operate automated continuous batch washing system and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Applying automated continuous batch washing system by following established business procedures as well as controlling and completing the linen cleaning process in each stage.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Apply iron for ironing works
Code	110307L3
Range	Apply iron to perform ironing on clothing items. This applies to individuals who are required to apply iron to carry out manual ironing procedures on different clothing items according to both characteristics of clothing items and the corresponding ironing requirements.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the functions and application of iron and ancillary equipment or tools (e.g. vacuum table, water sprayer) • relate material characteristics to the ironing methods and conditions required (e.g. moisture, temperature, pressure, time) • describe the performance requirements for ironing • demonstrate the ironing techniques for different clothing items 2. Application and process Be able to • identify the ironing methods and conditions based on the ironing performance requirements and characteristics of clothing materials • set iron and ancillary equipment or tools according to the ironing performance requirements and clothing material characteristics • apply appropriate techniques to carry out manual ironing procedures on clothing items • check if the clothing items have reached the required ironing performance requirements 3. Exhibit professionalism Be able to • keep accumulating experience from practice to pursue perfection of skills of ironing different clothing items • keep regular updates on the ironing requirements of upcoming fashion styles and materials
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Applying iron to carry out manual ironing procedures on different clothing items according to both characteristics of clothing items and the corresponding ironing requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Apply pressing machine for ironing works
Code	110308L3
Range	Apply manual pressing machine to perform ironing on clothing items. This applies to individuals who are required to apply manual pressing machine to iron different clothing items according to both characteristics of clothing items and the corresponding ironing requirements.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the functions and application of pressing machine • relate material characteristics to the ironing techniques and conditions required (e.g. moisture, temperature, pressure, time) • describe the performance requirements for ironing • demonstrate the ironing techniques for different clothing items • understand and execute the safe operation guidelines for pressing machine and ancillary equipment in the organisation 2. Application and process Be able to • identify the ironing techniques and conditions required based on the characteristics and ironing performance requirements of clothing items (e.g. care instruction) • set the pressing facilities according to the ironing requirements and characteristics of clothing items • apply appropriate techniques to iron clothing items • check if the clothing items have reached the ironing performance requirements 3. Exhibit professionalism Be able to • ensure that the ironing technique is used correctly with the consideration of the characteristics of the clothing items.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Applying manual pressing machine to iron different clothing items according to the characteristics of clothing items and the ironing requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Classify items
Code	110309L3
Range	Classify clothing items into preliminary cleaning classifications. This applies to individuals who are required to consider the basic characteristics of clothing items and preliminarily classify them into appropriate cleaning classifications.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the common cleaning methods • understand the methods and principles of classifying clothing items • describe the categories and characteristics of common clothing items (including materials) • outline the stain types and the general preparatory procedures for cleaning 2. Application and process Be able to • identify the methods and principles for classifying clothing items • consider the basic characteristics of clothing items and preliminarily classify them into appropriate cleaning classifications • identify the special handling requirements of clothing items and prepare for special classifications (e.g. express service) • identify issues related to clothing items (e.g. stain locations) so as to assist related parties in handling 3. Exhibit professionalism Be able to • carefully identify the appropriate cleaning classifications for clothing items • solicit support from related parties or refer care label instructions to decide the appropriate cleaning classifications
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Considering the basic characteristics of clothing items and preliminarily classifying them into appropriate cleaning classifications.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform complex garment alteration
Code	110310L3
Range	Perform complex alteration on a garment so as to fit it to the wearer. It applies to those who are already equipped with simple garment alteration competency and are required to make complex changes to the garment (e.g. altering girth dimension of garment, altering garment length at cuff) using advanced alteration techniques in accordance with the customer's requirements.
Level	3
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the construction, pattern making and making up processes of complex garments (e.g. jacket) • understand the materials used for making up complex garments • apply the facilities and techniques required for performing complex garment alterations • identify the alteration requirements and determine the garment alteration operation • conduct body and garment measurements • evaluate fitting of garment on the customer • communicate and collect feedback from the customer • understand the general quality requirements for a garment 2. Application and process Be able to • identify the types of garment alteration • determine alteration requirements • determine the garment alteration operation • measurements are taken where alteration is required • prepare materials and workstation for altering the garment • conduct complex garment alteration by advanced alteration techniques according to the requirements • perform fitting of the altered garment on the customer to evaluate the performance • take appropriate actions or make adjustments based on the evaluation and customer's feedback • perform routine maintenance of machine, equipment and tools for garment alteration 3. Exhibit professionalism Be able to • demonstrate sophisticated fitting evaluation and problem-solving techniques
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Performing complex alteration on a garment using advanced techniques in accordance with the requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform stain removal
Code	110311L3
Range	Perform stain removal by carrying out the required procedures on clothing items. This applies to individuals who are required to remove stains on clothing items by carrying out different stain removal procedures according to the selected methods.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • state the procedures and associated techniques of different stain removal methods • describe the categories and characteristics of common clothing items (including materials) • possess knowledge of different stain removal equipment or tools as well as the functions and application of stain removal agents • possess knowledge of the precautions of stain removal procedures • assess the extent of stain removal and potential risks in the process 2. Application and process Be able to • identify the stain removal agents, methods and procedures required for clothing items • select stain removal equipment or tools together with the stain removal agents and auxiliaries • perform different stain removal procedures on clothing items • assess the extent of stain removal, and make adjustments or seek support from related parties when necessary • mark the non-removable stains to assist related parties in handling 3. Exhibit professionalism Be able to • carefully and tactfully perform different stain removal procedures to ensure removal of stains without damage to clothing items • keep stain removal equipment or tools in good condition
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Removal of stains on clothing items by carrying out different stain removal procedures according to the selected methods.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Carry out hand-washing
Code	110312L2
Range	Carry out hand-washing of clothing items. This applies to individuals who are required to carry out basic hand-washing procedures to clean clothing items according to their handling requirements.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and function of performing hand-washing • outline the common basic hand-washing methods (e.g. scrubbing, soaking) and their associated precautions (e.g. temperature, strength) • state the care label contents associated with hand-washing • understand the items and ancillary equipment required for carrying out hand-washing in the organisation 2. Application and process Be able to • identify the basic hand-washing methods required of clothing items • prepare the associated hand-washing items and ancillary equipment (e.g. detergents) • use appropriate techniques to carry out basic hand-washing procedures to clean clothing items • check if the clothing items have attained the required cleaning results and then arrange for handling by related parties 3. Exhibit professionalism Be able to • skillfully use basic hand-washing techniques and the associated items and ancillary equipment to ensure thorough cleaning of clothing items
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Carrying out basic hand-washing of clothing items according to their handling requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Carry out non-machine drying procedures
Code	110313L2
Range	Carry out non-machine drying procedures to dry clothing items. This applies to individuals who are required to carry out various non-machine drying procedures to dry different clothing items according to their handling requirements.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and function of performing non-machine drying • outline the common non-machine drying methods (e.g. line drying) • outline the ways that can be used for understanding the appropriate drying methods of clothing items (e.g. care label) • understand the associated items and ancillary equipment for carrying out non-machine drying in the organisation 2. Application and process Be able to • identify the drying methods of clothing items according to their handling requirements • prepare associated items and ancillary equipment according to the required drying methods • use appropriate techniques to carry out non-machine drying procedures on clothing items in a suitable environment • check if the clothing items have reached the required drying effects and then arrange for handling by related parties (e.g packaging department) 3. Exhibit professionalism Be able to • ensure that the associated items and ancillary equipment for non-machine drying procedures are kept in good condition
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Carrying out various non-machine drying procedures to dry different clothing items according to their handling requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Inspect results of cleaning and finishing
Code	110314L2
Range	Inspect the results of cleaning and finishing. This applies to individuals who are required to inspect clothing items for cleaning and finishing results in accordance with established procedures.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the inspection criteria of different clothing items • outline the general procedures and methods of inspecting the cleaning and finishing results • describe the categories and characteristics of common clothing items (including materials) • outline the common problems associated with the results of cleaning and finishing as well as their handling arrangements (e.g. rewashing, repair) 2. Application and process Be able to • prepare clothing items in accordance with established procedures • inspect clothing items according to the inspection procedures and criteria • identify within the specified scopes the common cleaning and finishing problems on the clothing items • record the problems or set identification symbols on clothing items (e.g. indicating the location of problem), and then arrange for handling by related parties 3. Exhibit professionalism Be able to • carefully inspect clothing items to ensure conformance to standards and requirements • clearly record or mark the problems on clothing items to ensure their proper handling
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Inspecting clothing items for cleaning and finishing results in accordance with established procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate continuous batch washer
Code	110315L2
Range	Operate continuous batch washer to clean linens. This applies to individuals who are required to operate continuous batch washer to clean linens by following established business procedures as well as to monitor the machine to ensure smooth completion of the cleaning process in each stage.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the structure, functions and operation methods of continuous batch washer • understand the safe operation guidelines for continuous batch washer and ancillary equipment in the organisation • interpret the basic signals of continuous batch washer • understand the workflow and requirements of cleaning linens 2. Application and process Be able to • identify the cleaning priorities and sequencing of linens • determine the correct loads (e.g. weight, volume) • prepare continuous batch washer as well as detergents and additives in accordance with established procedures • load linens into the machine correctly to ensure smooth execution of the cleaning operation • start up cleaning with the required programme • monitor the smooth completion of cleaning process at each stage of the machine • make appropriate responses according to the signals or seek support from related parties when there is operational fault of the machine and ancillary equipment 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate continuous batch washer and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating continuous batch washer to clean linens by following established business procedures as well as monitoring the machine to ensure smooth completion of the cleaning process in each stage.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Package and prepare items for storage and despatch
Code	110316L2
Range	Package and prepare clothing items for storage and despatch to ensure on-time delivery of order items in an appropriate way. This applies to individuals who are required to package and prepare clothing items for storage and despatch in accordance with the delivery methods to ensure on-time delivery of order items in an appropriate way.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the delivery methods and procedures of finished clothing items in the organisation (including rewashed items) • outline the common packaging methods and requirements of finished clothing items (e.g. returned on hangers) • understand the transportation schedule and storage requirements of different clothing items • outline the content and remark items (e.g. quantity differences) of finished items delivery records 2. Application and process Be able to • identify the delivery methods and procedures of finished clothing items • use appropriate techniques and tools to package clothing items in accordance with the specified packaging methods and quantities (e.g. returned on hangers) • store packaged clothing items in the specified location in accordance with established procedures or transportation schedule • adjust delivery arrangements in response to changes in production or transportation schedule • check the quantity of clothing items delivered, update or prepare delivery records, and seek support from related parties when necessary 3. Exhibit professionalism Be able to • carefully verify and clearly record the clothing items to be delivered and their quantity • properly package and wrap up clothing items to ensure the cleanliness and integrity of the items and accessories are maintained
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Packaging and preparing clothing items for storage and despatch in accordance with the delivery methods to ensure on-time delivery of order items in an appropriate way.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform garment repair
Code	110317L2
Range	Repair a damaged garment using machines and mending techniques. It applies to those who are required to repair garments that have damages on its construction and attachment (e.g. broken seam, loosened button, broken zipper) but not those on the fabric. It aims to recover the garment to its original state.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the construction and making up processes of a garment • understand the basic materials used for making up a garment • describe the categories and characteristics of common clothing items (including materials) • apply sewing machines, equipment and tools for garment repair • apply mending techniques on damaged garments • identify the repair requirements and determine the garment repair operation • understand the general quality requirements for a garment 2. Application and process Be able to • identify the types of garment damage • determine repair requirements • determine the repair operation • prepare machine, equipment and tools for repairing the garment • prepare materials and workstation for repairing the garment • conduct garment repair according to the requirements • check the repaired garment for faults and take appropriate actions to rectify • perform routine maintenance of machine, equipment and tools for garment repair 3. Exhibit professionalism Be able to • ensure garment repair requirements are correctly identified
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Repairing a damaged garment using machines and mending techniques to recover the garment to its original state.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform simple garment alteration
Code	110318L2
Range	Perform simple alteration on a garment so as to fit it to the wearer. It applies to those who are required to make simple changes to the garment (e.g. altering garment length) using basic alteration techniques in accordance with the customer's requirements but it does not incur a new design.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the construction and making up processes of a garment • understand the basic materials used for making up simple garments (e.g. simple shirt) • apply the facilities and techniques required for performing simple garment alterations • identify the alteration requirements and determine the garment alteration operation • describe the categories and characteristics of common clothing items (including materials) • conduct body and garment measurements • understand the general quality requirements for a garment 2. Application and process Be able to • identify the types of garment alteration • determine alteration requirements • determine the garment alteration operation • measurements are taken where alteration is required • prepare materials and workstation for altering the garment • conduct simple garment alteration by basic alteration techniques according to the requirements • check the altered garment against requirements and make adjustments where appropriate • perform routine maintenance of machine, equipment and tools for garment alteration 3. Exhibit professionalism Be able to • ensure garment alteration requirements are correctly identified
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Performing simple alteration on a garment using basic techniques in accordance with the requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Pick and assemble items
Code	110319L2
Range	Pick and assemble finished clothing items and match them with laundry services orders. This applies to individuals who are required to pick and assemble clothing items from the finished stock and match them with laundry services orders.
Level	2
Credit	1
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational procedures of picking and assembling finished clothing items and order matching (e.g. automated system) • outline the common methods of picking and assembling clothing items • outline the common problems associated with the process of picking and assembling clothing items as well as their handling arrangements (e.g. lost identification tag, missing order items) • understand the storage requirements of matched order items (e.g. clean laundry trolley) 2. Application and process Be able to • identify the established procedures and methods for picking and assembling finished clothing items • pick and assemble clothing items from the finished stock and match them with laundry services orders in accordance with the business procedures • check order contents (e.g. style, quantity) to ensure they are identical with that of the assembled clothing items • request confirmation of clothing items or support from related parties when necessary • store matched order items according to established procedures or requirements 3. Exhibit professionalism Be able to • carefully check order contents and match them with the corresponding clothing items
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Picking and assembling clothing items from the finished stock and matching them with laundry services orders by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Prepare items for cleaning
Code	110320L2
Range	Perform pre-cleaning preparation to properly carry out the preparatory works required for clothing items. This applies to individuals who are required to carry out different preparatory works according to the handling requirements of clothing items so as to ensure every item can complete the cleaning process in a safe and smooth manner.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and function of pre-cleaning preparation • understand the pre-cleaning preparatory works and processes in the organisation • use a range of tools (e.g. laundry bag) and techniques to perform the common pre-cleaning preparatory works • use laundry services terminology for communications about handling clothing items 2. Application and process Be able to • identify the pre-cleaning preparatory works required for clothing items • prepare the tools and ancillary supplies according to the handling requirements of clothing items • use the tools and techniques to perform different preparatory works on clothing items (e.g. removal of accessories or wrapping with aluminium foil) • record the works (e.g. removed accessories) in accordance with established procedures to assist related parties in handling (e.g. recovery after cleaning) • seek support from appropriate parties to solve difficulties in the preparation process 3. Exhibit professionalism Be able to • carefully perform all pre-cleaning preparatory works required for clothing items • clearly record or communicate the follow-up issues to ensure proper handling of clothing items
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Carrying out different preparatory works according to the handling requirements of clothing items.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Receive and check items
Code	110321L2
Range	Receive and check clothing items to identify problems so as to make proper handling. This applies to individuals who are required to receive and perform simple checking on clothing items in the laundry shop or workshop so as to identify existing or potential problems and have them handled.
Level	2
Credit	1
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance and purpose of proper receipt and checking of clothing items • outline the laundry services procedures and criteria for receiving and checking clothing items • describe the common problems and risks associated with clothing items • outline the ways and methods that can be used for understanding clothing items (e.g. care label) • use common laundry services terminology for communications about receiving and checking clothing items 2. Application and process Be able to • identify the established procedures and criteria for receiving and checking clothing items • receive clothing items in accordance with the business procedures • check clothing items in accordance with the criteria and procedures • identify clothing items that cannot be handled and make appropriate arrangements (e.g. communicate with and return the items to the customer) • record the problems located • explain the problems to the customer and seek instructions when necessary (e.g. returning items to customer, special treatment) • set identification symbols on clothing items (e.g. identification tags) to assist related parties in handling in accordance with procedural requirements 3. Exhibit professionalism Be able to • check and try to understand clothing items with care and effort so as to identify problems for customer confirmation • accurately record the problems so as to make proper handling of clothing items
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Receiving and checking clothing items by following established procedures and then recording and confirming the problems located to assist related parties in handling.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate calender for ironing works
Code	110322L1
Range	Operate calender to perform ironing on linens. This applies to individuals who are required to operate calender to iron linens by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of calender • understand the safe operation guidelines for calender and ancillary equipment in the organisation • understand the workflow and requirements of ironing linens 2. Application and process Be able to • identify the ironing requirements of linens based on the instructions • prepare calender and ancillary equipment, and then correctly feed linens onto the specified position in accordance with established procedures • start up ironing with the required programme • seek support from related parties when there is operational fault of calendar and ancillary equipment • record ironing works of linens according to established procedures (e.g. time, quantity) 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate calender and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating calender to iron linens by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate dry-cleaning machine
Code	110323L1
Range	Operate dry-cleaning machine to clean clothing items. This applies to individuals who are required to operate dry-cleaning machine to clean different dry-cleaning items by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of dry-cleaning machine • understand the safe operation guidelines for dry-cleaning machine and ancillary equipment in the organisation • understand the workflow and requirements of performing dry-cleaning on clothing items 2. Application and process Be able to • identify the dry-cleaning priorities and sequencing of clothing items based on the instructions • state the correct load size or weight • prepare dry-cleaning machine as well as solvents and additives, and then load clothing items in accordance with established procedures • start up dry-cleaning with the required programme • seek technical support from related parties (e.g. technician, supervisor) when there is operational fault of dry-cleaning machine and ancillary equipment • record dry-cleaning works according to established procedures (e.g. time, quantity) • unload clothing items and deliver them to related parties for handling 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate dry-cleaning machine and ancillary equipment by following organisation procedures or guidelines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating dry-cleaning machine to clean different dry-cleaning items by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate dryer
Code	110324L1
Range	Operate dryer to dry clothing items. This applies to individuals who are required to operate dryer to dry different clothing items by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of dryer • understand the safe operation guidelines for dryer and ancillary equipment in the organisation • understand the workflow and requirements of drying clothing items 2. Application and process Be able to • identify the drying priorities and sequencing of clothing items based on the instructions • state the correct load size or weight • prepare dryer and then load clothing items in accordance with established procedures • start up the required programme to dry clothing items • seek support from related parties when there is operational fault of dryer and ancillary equipment • record drying works according to established procedures (e.g. time, quantity) • unload clothing items and deliver them to related parties for handling 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate dryer and ancillary equipment (including prevention of fire hazards caused by negligence)
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating dryer to dry different clothing items by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate form finisher for ironing works
Code	110325L1
Range	Operate form finisher to perform ironing on clothing items. This applies to individuals who are required to operate form finisher to iron clothing items by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of form finisher (e.g. collar & cuff finishing, body form finisher) • understand the safe operation guidelines for form finisher and ancillary equipment in the organisation • understand the workflow and requirements of ironing clothing items with form finisher (e.g. secured and straightened on the former) 2. Application and process Be able to • identify the ironing requirements of clothing items based on the instructions • prepare form finisher and ancillary equipment, and then correctly place clothing items onto the specified position in accordance with established procedures • start up ironing with the required programme • seek support from related parties when there is operational fault of form finisher and ancillary equipment • record ironing works of clothing items according to established procedures (e.g. time, quantity) 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate form finisher and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating form finisher to iron clothing items by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate tunnel finisher for ironing works
Code	110326L1
Range	Operate tunnel finisher to perform ironing on clothing items. This applies to individuals who are required to operate tunnel finisher to iron clothing items by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of tunnel finisher • understand the safe operation guidelines for tunnel finisher and ancillary equipment in the organisation • understand the workflow and requirements of ironing clothing items through tunnel finisher 2. Application and process Be able to • identify the ironing requirements of clothing items based on the instructions • prepare tunnel finisher and ancillary equipment, and then correctly hang clothing items onto the specified position in accordance with established procedures • start up ironing with the required programme • seek support from related parties when there is operational fault of tunnel finisher and ancillary equipment • record ironing works of clothing items according to established procedures (e.g. time, quantity) 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate tunnel finisher and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating tunnel finisher to iron clothing items by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Operate washing machine
Code	110327L1
Range	Operate washing machine to clean clothing items. This applies to individuals who are required to operate washing machine to clean different washing items by following established business procedures.
Level	1
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of washing machine • understand the safe operation guidelines for washing machine and ancillary equipment in the organisation • understand the workflow and requirements of performing washing on clothing items 2. Application and process Be able to • identify the washing priorities and sequencing of clothing items based on the instructions • state the correct load size or weight • prepare washing machine as well as detergents and additives, and then load clothing items in accordance with established procedures • start up washing with the required programme • seek support from related parties when there is operational fault of washing machine and ancillary equipment • record washing works according to established procedures (e.g. time, quantity) • unload clothing items and deliver them to related parties for handling 3. Exhibit professionalism Be able to • observe safety precautions and correctly operate washing machine and ancillary equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Operating washing machine to clean different washing items by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform folding works
Code	110328L1
Range	Perform folding to meet clothing item delivery requirements. This applies to individuals who are required to fold clothing items manually or with folding machine according to their delivery requirements.
Level	1
Credit	1

Competency	Performance Requirements
	1. Knowledge in the subject area
	Be able to
	• understand the folding procedures and delivery requirements of ordinary clothing items (e.g. manual, machine folding)
	• outline the manual folding methods of common clothing items
	• wherein the use of folding machine is required,
	  ○ outline the functions and operation methods of folding machine
	  ○ understand the safe operation guidelines for folding machine and ancillary equipment in the organisation
	
	2. Application and process
	Be able to
	• identify the delivery requirements and folding methods of clothing items based on the instructions
	• fold clothing items in accordance with the specified manual folding methods
	• wherein the use of folding machine is required,
	  ○ prepare folding machine and ancillary equipment, and then correctly feed the items onto the specified position in accordance with established procedures
	  ○ start up folding with the required programme
	  ○ seek support from related parties when there is operational fault of folding machine and ancillary equipment
	
	3. Exhibit professionalism
	Be able to
	• pay attention to the cleanliness of environment in which folding works are performed
	• observe safety precautions and correctly operate folding machine and ancillary equipment

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Folding clothing items manually or with folding machine by following established business procedures and delivery requirements.
Remark	

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Laundry Services

Title	Manage goods promotional activities
Code	105055L4
Range	This unit of competency (UoC) is applicable to staff responsible for promotional activities in the retail industry. It covers the abilities to analyze and judge meticulously; manage goods promotional activities effectively in accordance with factors such as the organization's marketing plan, business objectives and resources invested and assist the organization's retail business development.
Level	4
Credit	6
Competency	Performance Requirements 1. Knowledge of goods promotional activities • Possess international marketing knowledge • Understand marketing theories • Understand the organization's marketing objectives and resources invested in promotion and publicity • Understand goods provided by the organization and details of goods to be launched, including: o Existing/expected sales performance of goods o Different sales channels of goods o Different groups of target customers of goods o Basic factors affecting the sales performance of goods, etc. • Understand the procedures for collecting and reporting the sales information of goods • Master the business skills and system management methods for goods promotional activities • Master manpower and interpersonal skills for goods promotional activities • Understand related business ordinances and codes governing goods promotion 2. Manage goods promotional activities • Apply sound organization and management skills to manage, coordinate and monitor the goods promotional activities of the organization, including: o Plan publicity and promotional activities ▪ Refer to related information channels to give assistance in the planning of publicity and promotional activities ▪ Devise and assess publicity and promotional activities to ensure that they fulfil the requirements of the company and are suitable for local culture ▪ Plan publicity and promotional activities according to market demand ▪ Discuss with related persons to decide the overall publicity and promotion policy/direction ▪ Cooperate with colleagues of the accounting department to ensure that the schedule and costs of promotional activities fall within resources budget ▪ Formulate the entire promotional plan for products and/or service to be promoted o Arrange publicity and promotional activities ▪ Find out and arrange resources required for supporting publicity and promotional activities in order to achieve intended objectives ▪ Find out, decide and allocate duties and responsibilities of overseas and local staff responsible for publicity and promotional activities

Functional Area - Laundry Services

	▪ Build relationship with the target groups of the overseas market ▪ Support overseas staff who are engaged in publicity and promotional activities ▪ Make use of business network to organize publicity and promotional activities o Review publicity and promotional activities ▪ Listen to customers' feedback to assess the effectiveness of publicity and promotional activities and give suggestions for future activities ▪ Assess the effectiveness of the planning process in order to formulate and improve future planning for publicity and promotional activities ▪ Analyze costs and schedule in order to calculate the effectiveness of publicity and promotional activities ▪ Give suggestions and constructive opinions for future development direction 3. Exhibit professionalism • Ensure the adherence to all ordinances and governing codes when managing goods promotional activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Manage goods promotional activities in accordance with factors such as the organization's business objectives and invested resources; and • Review the effectiveness of publicity and promotional activities and give suggestions for improving future publicity activities.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Build and maintain customer relationships
Code	110329L3
Range	Build and maintain relationships with customer of laundry services. This applies to individuals who are required to build and maintain a long-term trust relationship with the customers in the interactions so as to improve the business performance.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • recognise the importance of good customer relationship to laundry services business • understand the guiding principles and associated measures or guidelines about customer relationship of the organisation (e.g. loyalty programme) • understand the methods and techniques for building and maintaining daily customer relationships 2. Application and process Be able to • use appropriate techniques to know and build relationships with customers and to understand their needs and preferences of laundry services • use appropriate methods and channels to keep contact with customers so as to maintain customer relationships • record, renew or retrieve customer information when necessary • execute applicable customer relationship activities in accordance with project planning of the organisation (e.g. invitation to become a member) 3. Exhibit professionalism Be able to • adopt a positive and friendly attitude to build a good relationship with all kinds of customers • carefully store the personal information of customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Building and maintaining a long-term trust relationship with customers in the interactions so as to improve the business performance.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105074L2)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Implement laundry storage and organisation
Code	110330L3
Range	Implement laundry storage and organisation at laundry shops. This applies to individuals who are required to implement laundry storage and organisation at laundry shops to make effective use of space and ensure orderly receipt and delivery of clothing items.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance and principles of proper storage and organisation of clothing items • understand the common approaches to space utilisation and clothing items storage and organisation of laundry shops • familiarise with the common clothing items storage methods and precautions (e.g. storage location) • understand the organisational procedures and guidelines for clothing items storage and organisation (including safety, hygiene) 2. Application and process Be able to • identify the categories and storage requirements of clothing items • use appropriate approaches to store clothing items at the specified locations in accordance with storage requirements • place clothing items safely and orderly by using appropriate methods (e.g. by weight, order number) • arrange suitable storage and locations for special clothing items when necessary • record storage information of clothing items 3. Exhibit professionalism Be able to • systematically store and organise clothing items of the laundry shop • effectively utilise storage space in the shop
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementing laundry storage and organisation at laundry shops in accordance with the requirements so as to make effective use of space and ensure orderly receipt and delivery of clothing items.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Implement workplace safety procedures
Code	110331L3
Range	Implement laundry services workplace safety procedures. This applies to individuals who are required to implement safety measures and arrangements at the laundry shop or workshop in accordance with the safety plan to ensure workplace safety and avoid incurring losses.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of strict implementation of workplace safety procedures • outline the general safety issues and preventive measures of laundry services workplace (e.g. fire safety) • understand the safety plan, procedures and arrangements of the organisation (e.g. application of safety equipment, reporting procedures) 2. Application and process Be able to • identify the current safety plan, procedures and arrangements of the organisation • implement the safety measures in the workplace according to the plan • use appropriate safety equipment for safety and hazard prevention works • cooperate and liaise with related parties (e.g. regulatory bodies) when necessary • record safety issues and report potential safety loopholes to related parties (e.g. incident reports) 3. Exhibit professionalism Be able to • strictly follow safety procedures and implement each safety measure in the workplace • watch out for any violation of safety requirements or potential loopholes
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementing safety measures and arrangements at the laundry shop or workshop in accordance with the safety plan to ensure workplace safety and avoid incurring losses.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Issue orders
Code	110332L3
Range	Issue laundry services orders to customers at the shops. This applies to individuals who are required to understand and determine the customer needs for laundry services, and issue orders with service details at the shops.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the sales process, systems and techniques of laundry shops • outline the types and pricing policies of laundry services • state the common clothing item categories and customer needs • describe the content and remark items of laundry services orders 2. Application and process Be able to • understand the service needs of customers by following established sales procedures and techniques • recommend appropriate laundry services according to the customer needs • determine the service contents (e.g. storage) and special handling requirements (e.g. removal of unique stains) with customers • determine the order amounts and pickup arrangements with customers according to service pricing schemes and their associated terms and conditions • check received clothing items and record them to the order or related sales system • record special issues (e.g. stain locations) to the order or related sales system so as to assist related parties in handling 3. Exhibit professionalism Be able to • clearly record the quantity, colours, accessories and status of received clothing items • proactively understand any problems of clothing items from customers in order to provide professional and appropriate laundry services
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Understanding and determining the customer needs for laundry services, and then issuing orders with service details by following established sales procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Process orders
Code	110333L3
Range	Process laundry services orders and the follow-up issues. This applies to individuals who are required to carry out daily management of laundry services orders in the laundry shop or workshop to ensure clothing items stated in the orders and their associated follow-up issues will be properly handled.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the policies for processing laundry services orders and the collaboration format among related parties (e.g. between laundry shop and workshop) • understand the organisational procedures of order processing and service standards • outline issues about daily management of laundry services orders and the ways to process and handle them 2. Application and process Be able to • interpret the contents and requirements of orders • identify the processing status of order items and their associated follow-up issues • conduct cross-departmental communications by following business procedures to understand issues about order items • use appropriate measures to prevent problems in order processing • record the processing status of order items and any special remarks for reference by related parties 3. Exhibit professionalism Be able to • uphold the order processing policies and service standards of the organisation and properly handle customer orders • accurately check and update order information to make sure the contents are correct
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Carrying out daily management of laundry services orders according to their contents and requirements to ensure clothing items stated in the orders and their associated follow-up issues will be properly handled.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Provide support and advice to customers (including self-service laundry business)
Code	110334L3
Range	Provide support and consulting services to customers of laundry services. This applies to individuals who are required to provide general support and consulting services to customers of laundry services (including self-service laundry business).
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of and techniques for customer relationships and customer services (e.g. good communication) • understand the types, features and details of laundry services (e.g. handling or operation steps, limitations) • understand the customer service standards and procedures of the organisation • state the common enquiries of laundry services and corresponding handling methods (e.g. consulting care label) 2. Application and process Be able to • use appropriate techniques to answer customer enquiries and provide suitable responses or information • understand the questions or needs of customers and provide suitable advice or support to them (including demonstration of how to operate self-service laundry facilities) • seek support from related parties when necessary • explain the laundry services follow-up arrangements with clarity to customers whose enquiries would demand professional judgment or are complex in nature 3. Exhibit professionalism Be able to • promptly and politely provide support and assistance to customers • keep up to date on the latest developments of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Providing general support and consulting services to customers of laundry services according to their questions or needs.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105071L1)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Apply the laundry retail sales system
Code	110335L2
Range	Apply the laundry retail sales system to complete laundry services transactions. This applies to individuals who are required to apply the laundry retail sales system to complete different laundry services transactions at the shops.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the functions and operation methods of the laundry retail sales system • understand the usage and storage procedures and guidelines of retail sales system and the associated items and ancillary equipment in the organisation • interpret basic information of the retail sales system and respond in accordance with organisational guidelines (e.g. correcting information entered) 2. Application and process Be able to • prepare and start up the laundry retail sales system and ancillary equipment in accordance with organisational guidelines (e.g. identity verification) • identify the types of laundry services transactions and proceed the retail sales system operations required • enter relevant information and make appropriate responses in accordance with system instructions • check all the information is correct and the related system instructions, and then complete the transactions • record transactions and print out transaction documents according to established procedures and methods 3. Exhibit professionalism Be able to • accurately enter sales-related information • keep all transaction records properly
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Applying the laundry retail sales system to complete different laundry services transactions by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Collect customer feedback
Code	110336L2
Range	Collect customer feedback to assist the organisation in understanding the performance of laundry services. This applies to individuals who are required to collect daily customer feedback on laundry services to assist the organisation in understanding the service performance.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the value of customer feedback to laundry services business • outline the key channels and methods for collecting customer feedback on laundry services (e.g. hotline, questionnaire survey) • understand the arrangements and guidelines for collecting customer feedback in the organisation 2. Application and process Be able to • identify the existing channels and methods for collecting customer feedback • use appropriate communication skills to collect customer feedback on laundry services • record for reference or handling by related parties according to established procedures (e.g. suggestions for new services) • organise the customer feedback collected and report them to related parties when necessary 3. Exhibit professionalism Be able to • present a courteous and sincere attitude to obtain customer feedback • accurately record customer feedback for documentation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Collecting customer feedback on laundry services to assist the organisation in understanding the service performance.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle order pickups
Code	110337L2
Range	Handle order pickups of laundry services customers. This applies to individuals who are required to handle order pickups and return cleaned clothing items properly to laundry services customers.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational policy in relation to clean clothing item returns (including clothing item storage) • understand the procedures and requirements of returning order items • outline the common problems and matters of concern of customers picking up their orders 2. Application and process Be able to • verify the laundry services order • interpret the order contents and the clean clothing item return arrangements (e.g. notice period for storage items) • check the storage location and status of order items • check the order items with customers by following business procedures and associated terms and conditions, and get their confirmations of proper receipt of all items • state the problems of particular clothing items to customers when necessary (e.g. tough stains) • record the items picked up according to established procedures 3. Exhibit professionalism Be able to • take note of the completion status of order items, and proactively look into possible delays and notify the customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Handling order pickups and returning cleaned clothing items properly to laundry services customers by following established business procedures.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle transaction payments
Code	110338L2
Range	Handle transaction payments for laundry services at the shops. This applies to individuals who are required to handle and complete transaction payments for laundry services at the shops.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the transaction payment process of laundry shops • describe the common methods and matters of concern of payment (e.g. electronic payment, acceptable amount) • understand the common problems and corresponding handling methods with regard to transaction payments (e.g. counterfeit notes or system failure) 2. Application and process Be able to • handle the preferred payment methods of customers by following established transaction procedures • verify and collect the amount being paid in accordance with the organisational guidelines (including current discount offer or membership policy) • record the received or change amount according to established procedures • issue formal receipts to customers to complete the transactions, and then properly handle the received amounts and transaction documents • seek support from appropriate parties to solve problems in the handling process 3. Exhibit professionalism Be able to • carefully and accurately verify the received and change amounts • present a professional customer service attitude in handling different payment methods of customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Handling and completing transaction payments for laundry services by following established procedures.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105128L2)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Implement promotional activities
Code	110339L2
Range	Implement laundry services promotional activities. This applies to individuals who are required to advertise and promote business to laundry services customers in accordance with promotional activity arrangements in order to achieve the sales targets of the organisation.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the targets of sales and promotional activities of the organisation • understand the contents and arrangements of promotional activities (e.g. season, membership) • outline implementation techniques of laundry services promotional activities 2. Application and process Be able to • identify the targets of sales and promotional activities of the organisation • carry out advertisement and promotion of laundry services to customers by following established business procedures and activity arrangements • clarify the details of activities to customers • perform registration or record update for customers when necessary 3. Exhibit professionalism Be able to • positively align efforts with the sales targets of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Advertising and promoting business to laundry services customers in accordance with promotional activity arrangements in order to achieve the sales targets of the organisation.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105046L3)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Maintain workplace environment and facilities
Code	110340L2
Range	Maintain laundry services workplace environment and facilities. This applies to individuals who are required to keep the laundry shop or workshop environment clean and hygienic and the facilities properly running so as to maintain the daily operation of the organisation.
Level	2
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance of a clean and hygienic workplace environment and properly running facilities • understand the measures and standards for maintaining workplace environment and facilities in the organisation • outline the routine maintenance works and associated matters of concern in relation to laundry services workplace environment and facilities (e.g. occupational safety and health guidelines) 2. Application and process Be able to • keep the cleanliness and hygiene of workplace environment in accordance with established arrangements and standards • carry out routine facility maintenance to ensure all facilities are properly running by following established business procedures • store items in the shop or workshop correctly so as to preserve work efficiency and prevent accidents • report to the related parties to arrange for follow-up in the events of facility failure 3. Exhibit professionalism Be able to • constantly keep the workplace environment clean and hygienic and the facilities smoothly running
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Keeping the laundry shop or workshop environment clean and hygienic and the facilities properly running by following established business procedures so as to maintain the daily operation of the organisation.
Remark	

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Laundry Services

Title	Perform retail sales system clearing
Code	105119L2
Range	This unit of competency (UoC) is applicable to staff responsible for cash settlement in the retail industry. It covers the abilities to complete related work accurately within specified time in familiar and routine working environment according to established codes and procedures for retail sales system clearing of the organization.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge of retail sales system clearing • Understand the code of practice and operating procedures for retail sales system clearing, including: o Handling deposits, withdrawals and balance o Handling cash and non-cash items o Security for the property being kept o Handling disposable cash o Operating the retail sales system and its ancillary devices • Understand the ways to handle cash and non-cash items, including: o How to turn on and off the retail sales system o Retail sales system clearing, e.g. clearance and transfer o Maintaining cash flow o Counting cash and non-cash items o Auditing non-cash papers o Recording withdrawn and deposited amount and balance o Handling credit cards and cheques • Master the legislations and regulatory codes on business transactions imposed by the Government and regulators • Master the clearing methods of the retail sales system, e.g.: o Manual method o Electronic method o Clearing done by dedicated operator/expert o Clearing done at specified time /closing time on a daily basis 2. Perform retail sales system clearing • Operate the retail sales system according to the code of practice and operating procedures • Handle cash, withdrawals and cash flow according to established procedures • Record the data and information of the retail sales system accurately • Verify the records and clearing information of the retail sales system, including: o Checking related documents, e.g. the memorandum, invoice and receipt of financial transactions o Checking signed credit card slips o Checking the automatic printout with all the items listed by the retail sales system • Stop the system if there is any problem, and report to the high level and ask the maintenance company for repair 3. Exhibit professionalism

Functional Area - Laundry Services

	• Perform retail sales system clearing in a professional manner and prevent any corrupt conduct or fraudulent conduct from happening
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Perform retail sales system clearing accurately within the specified time according to relevant codes and procedures established by the organization; and • Verify the records and clearing information of the retail sales system and if in doubt, report to the high level immediately.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Control costs
Code	110341L5
Range	Control costs of laundry services. This applies to individuals who are required to assess and control the actual operating expenses of laundry services business so that the organisation can effectively control costs within the budget and achieve cost-effectiveness.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the importance and principles of effective cost control • review the expense items and the cost-effectiveness of different departments of a laundry services business • critically evaluate the reasons for changes in major expense items or inconsistencies between them and the budget (e.g. market demand and supply situation) • possess in-depth knowledge of cost control methods for laundry services and their associated considerations (e.g. energy saving) 2. Application and process Be able to • collect the actual expense data of a laundry services business • verify the expense data of different departments and assess for discrepancies against the budget • investigate the actual operation of related departments and analyse for reasons behind the discrepancies • explore effective expense or cost control methods for specific departments via different channels • consult related parties to put into effect the expense control measures required 3. Exhibit professionalism Be able to • effectively balance service quality and elimination of wastes • keep up to date on the latest cost control methods for laundry services
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Assessing and controlling the actual operating expenses of laundry services business so that the organisation can effectively control costs within the budget and achieve cost-effectiveness.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Develop budgets
Code	110342L5
Range	Develop budgets for laundry services. This applies to individuals who are required to develop cost-effective budget plans for laundry services in accordance with the business goals and different departmental costs.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and function of budgeting • possess in-depth knowledge in the methods and key considerations of developing laundry services budgets (e.g. socio-economic conditions) • specify the general cost items of laundry services and their calculation methods • explain the application of cost-effectiveness analysis in the development of budget plans 2. Application and process Be able to • confirm the business goals of laundry services and the time coverage of budget plans • gather and analyse relevant operational data and business information • evaluate the business conditions of the organisation and different influencing factors of budget (e.g. development plan) • estimate cost items according to the actual operation and related data • consult related parties to confirm the final budget amount and make adjustments when necessary 3. Exhibit professionalism Be able to • ensure the data and information are accurate for calculation so that the budget can fulfill the actual needs and cost-effectiveness • stick to the business goals and take full account of both operational and business conditions when developing budgets
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Developing cost-effective budget plans for laundry services over a specified period in accordance with the business goals and different departmental costs.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Establish occupational safety and health guidelines
Code	110343L5
Range	Establish occupational safety and health (OSH) guidelines for laundry services. This applies to individuals who are required to establish suitable OSH guidelines for laundry services so as to comply with the legislative and regulatory requirements and to protect the safety and health of staff.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess in-depth knowledge of the legislative and regulatory requirements for OSH • specify the common OSH problems and preventive measures of laundry services (e.g. manual handling operations, chemical safety, solvent wastes and effluent disposal) • understand the channels and methods for obtaining OSH information 2. Application and process Be able to • consult the latest legislative and regulatory requirements for OSH and identify the potential risks in laundry services workplace and processes • assess the preventive measures required for different job positions based on different risk types (e.g. uses of equipment or tools) • set code of practice and use arrangements for equipment or tools (including procurement of protective device) that comply with the legislative and regulatory requirements • develop relevant guidelines, and explain the details and provide useful information to related parties • document the guidelines for reference by related parties 3. Exhibit professionalism Be able to • regularly update the understanding of the current OSH-related legislative and regulatory requirements • ensure workplace and processes comply with the legislative and regulatory requirements and improve staff understanding of OSH
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishing suitable OSH guidelines for laundry services so as to comply with the legislative and regulatory requirements and to protect the safety and health of staff.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Formulate a facility maintenance plan
Code	110344L5
Range	Formulate a laundry services facility maintenance plan. This applies to individuals who are required to formulate a laundry services facility maintenance plan to make sure all kinds of facilities are in good condition in order to ensure safe production.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the principles and common approaches of laundry services facility maintenance (e.g. contractor services) • assess the maintenance cycles of common laundry services facilities • examine the configurations and operation of all kinds of facilities in the organisation • understand how to formulate facility maintenance arrangements in line with actual business conditions 2. Application and process Be able to • define the scope and purposes of the facility maintenance plan (e.g. major, backup facilities) • determine the resources and budget required for facility maintenance • examine the stipulated maintenance cycles of related facilities and the corresponding inspection and maintenance items • consult related parties to explore the kinds of facility maintenance arrangements that can fit actual production or operation conditions • develop both routine and regular maintenance procedures and guidelines for different facilities with details about responsibilities, resources and scheduling • establish suitable monitoring mechanisms to ensure effective implementation of facility maintenance (e.g. facility inspection records) 3. Exhibit professionalism Be able to • develop maintenance arrangements for different facilities to accommodate actual business conditions • develop clear guidelines for operators to follow and implement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulating a laundry services facility maintenance plan to make sure all kinds of facilities are in good condition in order to ensure safe production.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Formulate a laundry production plan
Code	110345L5
Range	Formulate a laundry production plan to effectively achieve the output and delivery targets of laundry services within resources and capabilities. This applies to individuals who are required to formulate a laundry production plan for deploying the required resources to effectively achieve the output and delivery targets of laundry services over a specified period.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess in-depth knowledge of the methods and steps for formulating laundry production plans (e.g. identification of production requirements) • examine the organisational policy in relation to deploying production resources (including existing and new clients) • explain the key contents of a laundry production plan (e.g. client information, quantities, delivery time) • apply appropriate techniques and tools for formulating laundry production plans 2. Application and process Be able to • identify the production requirements as well as the output and delivery targets • analyse the production capacity and flexibility of production units against the production requirements to identify any constraints governing the production plan • identify the production resources required by production units to achieve the production requirements as well as the output and delivery targets • develop a plan to deploy the production resources in the relevant period • estimate the output targets in phases (e.g. per shift, per day) on the basis of production requirements and resources deployment • adjust the production plan when required • communicate the production plan to related parties • set criteria for evaluating the reliability of the laundry production plan 3. Exhibit professionalism Be able to • constantly strive for a balance among workforce stability, cost and efficiency in the production planning • engage key parties in the planning process so as to ensure their commitments to the laundry production plan
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulation of a laundry production plan for deploying the required resources to effectively achieve the output and delivery targets of laundry services over a specified period
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Formulate a safety plan
Code	110346L5
Range	Formulate a laundry services safety plan. This applies to individuals who are required to formulate a laundry services safety plan to ensure that the safety procedures and measures of the organisation can comply with the legislative and regulatory requirements and can effectively provide a safe working environment and protect the interests of the organisation.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the concept of safety and the principles and purposes of a safety plan • possess in-depth knowledge of the safety standards and the legislative and regulatory requirements applicable to laundry services • critically evaluate the safety hazards of business or work processes (e.g. shop, workshop) • specify the common safety procedures, measures and equipment of laundry services 2. Application and process Be able to • evaluate the safety hazards of business or work processes (e.g. past safety issues) • examine the effectiveness and implementation of current safety procedures and measures • set appropriate safety standards and budgets based on the safety hazards evaluation and in accordance with the legislative and regulatory requirements • select suitable hazard prevention systems and safety equipment, and develop a set of safety procedures and measures with details about responsibilities, resources and scheduling • establish suitable monitoring mechanisms to ensure effective implementation of the safety measures (e.g. machine loading records) • explain relevant safety procedures and requirements to related parties when necessary 3. Exhibit professionalism Be able to • ensure all safety procedures and measures can comply with the legislative and regulatory requirements • develop clear guidelines for related parties to follow and implement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Formulating a laundry services safety plan to ensure that the safety procedures and measures of the organisation can comply with the legislative and regulatory requirements and can effectively provide a safe working environment and protect the interests of the organisation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Improve process efficiency
Code	110347L5
Range	Improve the business or production processes of laundry services to increase efficiency. This applies to individuals who are required to analyse the current business or production processes of laundry services so as to identify opportunities for improvement and assist in increasing efficiency.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess in-depth knowledge in the business operation or production processes of laundry services • understand the methods and principles that can increase the business or production process efficiency of laundry services • outline the common causes for low efficiency in the business or production processes of laundry services (e.g. waiting, wearing off) • evaluate the critical success factors and potential barriers to implementation of process efficiency improvement in the organisation (e.g. equipment, training) 2. Application and process Be able to • analyse the current business operation or production processes of laundry services • identify the low-efficiency sections in the workflow or the areas in need of improvement • evaluate for the causes of low efficiency or the rooms for improvement and determine the improvement targets and goals • consult related parties to explore the kinds of improvement measures that can fit actual business operation or production conditions • develop both improvement programmes and implementation plans • conduct trial runs and collect feedback or assess the effectiveness of the improvement programmes and measures for the sake of making the needed amendments, if necessary • coordinate with related parties to implement and put into effect the improvement programmes and measures 3. Exhibit professionalism Be able to • fully consider the necessity and reasonable arrangement of different sections or areas in the business or production processes when developing improvement programmes • keep up to date on the latest methods for increasing the business or production process efficiency of laundry services
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Analysing the current business or production processes of laundry services so as to identify opportunities for improvement and assist in increasing efficiency.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Review laundry production performance
Code	110348L5
Range	Review performance data of laundry production to assess the production performance. This applies to individuals who are required to review and analyse different performance data of production to assess the laundry production performance and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and procedures of conducting production performance review • recognise the concepts and principles of production management • possess in-depth knowledge of the factors that would affect the laundry production performance (e.g. staff ability, material, equipment) • apply appropriate methods for collecting and analysing different performance data of production (e.g. production volume, resource utilisation, quality) 2. Application and process Be able to • confirm the purposes and scope of the production performance review • gather relevant performance data of production • analyse and assess the production performance against the production indicators of the organisation • analyse factors inhibiting the production performance to identify areas for improvement • prepare reports to make recommendations for improving the laundry production performance 3. Exhibit professionalism Be able to • carefully evaluate factors that inhibit the production performance (e.g. bottleneck) so as to make targeted improvement recommendations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reviewing and analysing different performance data of production to assess the laundry production performance and make recommendations for improvement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Review sales performance
Code	110349L5
Range	Review sales data of laundry services to assess the sales performance. This applies to individuals who are required to review and analyse different sales data to assess the laundry services sales performance and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and procedures of conducting sales performance review • recognise the concepts and principles of sales management • possess in-depth knowledge of the factors that would affect the laundry services sales performance (e.g. season, promotional activity) • apply appropriate methods for collecting and analysing different sales data (e.g. sales system and records) 2. Application and process Be able to • confirm the purposes and scope of the sales performance review • gather relevant sales data to analyse the sales performance against the indicators of sales of the organisation • assess the sales condition of laundry services or products as well as the effectiveness of related sales channels or activities • analyse factors inhibiting the sales performance to identify areas for improvement • prepare reports to make recommendations for improving the sales of laundry services or products 3. Exhibit professionalism Be able to • comprehensively evaluate factors that would affect the laundry services sales performance • make sales improvement recommendations in accordance with the business direction of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reviewing and analysing different sales data to assess the laundry services sales performance and make recommendations for improvement.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105054L4)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Review service performance
Code	110350L5
Range	Review performance data of laundry services to assess the service quality and extent of satisfaction. This applies to individuals who are required to review and analyse different service performance data to assess the laundry services quality and extent of satisfaction and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and procedures of conducting service performance review • recognise the concepts and principles of service quality management • possess in-depth knowledge of the factors that would affect the extent of satisfaction with laundry services (e.g. delivery period, cleaning and finishing results) • apply appropriate methods for collecting and analysing different service performance data (e.g. service satisfaction survey, complaint) 2. Application and process Be able to • confirm the purposes and scope of the service performance review • gather relevant service performance data to analyse the service performance against the service quality indicators of the organisation • assess the level and effectiveness of laundry services • analyse factors inhibiting the service performance to identify areas for improvement • prepare reports to make recommendations for improving the laundry services performance 3. Exhibit professionalism Be able to • objectively assess the level of service performance and provide feasible improvement recommendations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reviewing and analysing different service performance data to assess the laundry services quality and extent of satisfaction and make recommendations for improvement.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Solve problems (laundry services)
Code	110351L5
Range	Solve problems in the laundry services business processes. This applies to individuals who are required to work on their own or in a team to resolve the problem situations of a laundry services business.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the common approaches to problem-solving (e.g. analytic, creative, collaborative) • examine the common problems related to laundry services business • review the organisational policy in relation to solving problems related to laundry services business • understand the functions and processes of laundry services • apply logical thinking and soft skills to facilitate problem-solving 2. Application and process Be able to • define the problems and identify their extent and nature by means of observation or investigation • determine areas of expertise and data required to analyse the problem • develop approaches appropriate to the context as well as protocols for obtaining required data and information • gather data and information and assess the situation based on experience or specialist knowledge • analyse the causes of the problem and develop solutions • select the most appropriate solution to address the problem (e.g. with the best cost-benefit ratio) • consult external parties or stakeholders (e.g. software suppliers) when required • identify resources to implement the solution and gain approval when required • monitor and evaluate the effectiveness of the solution 3. Exhibit professionalism Be able to • build on experience and established networks to assist problem-solving
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Resolution of problems in the laundry services business processes by analysing the causes of problems to develop appropriate solutions.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Develop a laundry production schedule
Code	110352L4
Range	Develop a laundry production schedule to sequence production works for the fulfilment of order requirements. This applies to individuals who are required to develop a laundry production schedule to plan the sequence of production works for the completion of orders within the delivery time.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • explain the importance of production schedule in enhancing the overall production efficiency and client satisfaction • examine the parameters for setting a production schedule • explain the factors affecting the production process • apply appropriate methods for sequencing production works (e.g. Gantt chart) • select appropriate scheduling methods for preparing production schedules of different laundry services 2. Application and process Be able to • identify the order requirements (including quantity, delivery time) • determine the production resources required by the orders (e.g. capacity and materials) • analyse the production works required for order completion, and plan for the most efficient sequence of them • identify factors that would affect the laundry production process (e.g. equipment stability, skill level) and incorporate sufficient buffer in the schedule • determine order priorities (e.g. orders from important clients, delivery time) when sequencing orders in the schedule • develop laundry production schedules that incorporate all key parameters (e.g. order and production requirements of clients, buffer) • communicate with and distribute the laundry production schedules to all related parties • adjust the laundry production schedules in response to changes in order and production requirements 3. Exhibit professionalism Be able to • demonstrate an ability to accommodate sudden changes in the production and market environments
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a laundry production schedule to plan the sequence of production works for fulfilling order requirements and completing the production works within the delivery time.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Establish effective communication with clients
Code	110386L4
Range	Establish effective communication with clients to facilitate attainment of fashion business objectives. This applies to individuals who are required to develop methods and mechanisms to foster communications with and obtain feedback from clients.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify organisational client relationship strategy and quality standards of client services • explain the established procedures for handling clients' communications (e.g. enquiries, complaints) • employ appropriate techniques for engaging in positive and open communications with different clients in the fashion industry 2. Application and process Be able to • interpret the established client relationship strategy to apply appropriate approaches to interact with different types of clients (including both current and potential clients) • select preferred communication styles and channels for contacting clients (e.g. meeting, electronic communications) • establish rapport with clients during verbal or non-verbal communication processes • develop methods and mechanisms to obtain feedback for improving relationships and ongoing interactions with clients • identify and address potential barriers to effective communication with clients • document and maintain the currency of contact details 3. Exhibit professionalism Be able to • communicate with clients in a polite and professional manner to gain their trust and convey a positive image of the organisation • apply effective communication skills (e.g. cross-cultural) to establish open and two-way communications with clients • ensure confidentiality and security of client information in accordance with the organisational policy
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Establishment of effective communications with clients that can facilitate the attainment of fashion business objectives.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Sales and Marketing / Laundry Services

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle customer complaints
Code	110353L4
Range	Handle laundry services customer complaints. This applies to individuals who are required to handle laundry services customer complaints that require investigations and follow-ups with an aim to arrive at solutions that are in line with the organisational policy and reasonable.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • familiarise with the common complaints of laundry services and their handling methods • understand the organisational policy and procedures about handling customer complaints • understand the relevant legislation about laundry services complaints • state what is meant by a valid customer complaint and reasonable solution 2. Application and process Be able to • understand the causes and details of laundry services customer complaints • make investigations to determine if the customer complaints are valid in accordance with the organisational policy and within own authority • evaluate the measures required for handling the customer complaints • negotiate with the complainants for suitable solutions and follow through properly • make proper record of customer complaints and final solutions for future reference 3. Exhibit professionalism Be able to • ensure that the complaints are handled politely • assimilate and balance the interests of the organisation and customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Handling laundry services customer complaints that require investigations and follow-ups with an aim to arrive at solutions that are in line with the organisational policy and reasonable.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105079L3)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Monitor laundry production progress
Code	110354L4
Range	Monitor the progress of laundry production works. This applies to individuals who are required to control the progress and outputs of production units to ensure that production works of different laundry services will be completed according to the production plan and schedule.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • familiarise with the works and production time management of laundry production units • apply a range of tools for monitoring laundry production progress and outputs (e.g. production records of a stage) • apply appropriate methods for collecting and analysing production progress data (e.g. progress reports) • explain the key obstacles that can affect laundry production progress 2. Application and process Be able to • identify the output and delivery targets of the production units (e.g. per shift, per day) in accordance with the production plan and schedule • assign appropriate checkpoints for monitoring and tracking the progress of laundry production works • collect production progress data at the checkpoints (e.g. quantity of output, deviation) • analyse the production progress data to identify any key issues of laundry production works (e.g. delay) • consult with related parties for solutions or making adjustments to the production plan and schedule if appropriate 3. Exhibit professionalism Be able to • tackle unexpected situations in a professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Controlling the progress and outputs of production units to ensure that production works of different laundry services will be completed according to the production plan and schedule.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Implement facility maintenance
Code	110355L3
Range	Implement laundry services facility maintenance. This applies to individuals who are required to implement laundry services facility maintenance in accordance with the facility maintenance plan so as to ensure smooth business operations.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • possess knowledge of the common laundry services facilities • understand the facility maintenance plan, procedures and guidelines of the organisation (including contractor services) • understand the importance of proper facility maintenance to laundry services • describe the common problems and corresponding handling techniques with regard to laundry services facility maintenance 2. Application and process Be able to • identify the current facility maintenance plan, procedures and guidelines of the organisation • carry out regular cleaning and routine inspection of facilities • track the operation, performance and usage of facilities and keep regular records • report facility problems and liaise with related parties for handling (e.g. repairs, replacement of components) 3. Exhibit professionalism Be able to • strictly follow the user manuals and maintenance guidelines provide by suppliers • keep facility maintenance records and documents properly
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Implementing laundry services facility maintenance in accordance with the facility maintenance plan so as to ensure smooth business operations.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Report laundry production progress
Code	110356L3
Range	Report work progress of laundry production units. This applies to individuals who are required to report work progress of laundry production units.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the laundry production progress reporting schedule of the organisation (e.g. by time period, by batch) • state the key content of laundry production reports and the reporting format (e.g. generated by computer system) • understand the techniques for reporting work progress of the responsible department or unit 2. Application and process Be able to • examine work progress of the department or unit during the reporting period • organise and collate production records (e.g. progress sheets, system records) and then consolidate the required information for the report • report on production issues and the corresponding arrangements in the period • prepare the production report 3. Exhibit professionalism Be able to • report work progress of the department or unit in a timely and accurate manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reporting work progress of laundry production units and complete different production reports.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Develop business opportunities
Code	110387L6
Range	Develop new business opportunities to expand and develop a fashion business. This applies to individuals who are required to develop new business opportunities and realise their contributions to the development of a fashion business.
Level	6
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand business goals, objectives, initiatives and capabilities of the organisation • assess the viability of business opportunities in a complex business environment • state the key considerations associated with different markets or risk exposure • create value or synergy from new business opportunities for the current business 2. Application and process Be able to • assess the identified business opportunities comprehensively for their impacts on the current business and client base • evaluate potentially viable or profitable business options • rank each opportunity in terms of their likely fit with the business objectives and capabilities • identify resources (e.g. human, finance) required to take up each opportunity • assist in the development of business proposals and supporting business activities in consultation with related parties to translate the viable opportunities into actions 3. Exhibit professionalism Be able to • assess precisely and realistically the benefits and costs of each business option • adopt a holistic consideration to strive for added value and synergy for the current business
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identifying and evaluating business opportunities and different potentially viable or profitable business options to expand and develop a fashion business.
Remark	Common UoC across the functional areas: Sales and Marketing / Laundry Services

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Develop contracts
Code	110357L5
Range	Develop laundry services contracts to determine the contents and details of the product or service provision. This applies to individuals who are required to determine the contents and details of the product or service provision with business clients for developing laundry services contracts.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the function and legal significance of the contract as well as the principles, considerations and steps of developing contracts • understand the commercial contract legislation and industry practices related to laundry services contracts • describe the contents and details of common laundry services contracts • understand the importance of negotiating the contents of contracts with clients • identify the organisational policy and procedures about developing contracts 2. Application and process Be able to • determine the contents of the product or service provision • identify the contract requirements and negotiate with the clients for agreement • set the contents and terms of contracts • assess the potential risks and legal liabilities of contract terms and propose amendments when necessary • arrange contracts to related parties for review or approval • seek legal advice from related parties when necessary 3. Exhibit professionalism Be able to • always devote to protect the organisational interests • ensure contract documents can comply with the organisational and legal requirements under the principles of good faith and fair dealing
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Determining the contents and details of the product or service provision with business clients for developing laundry services contracts.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Develop service proposals
Code	110358L5
Range	Develop laundry services proposals to recommend the right products or services to business clients. This applies to individuals who are required to prepare the required information and compose service proposals recommending the right products or services according to the needs and requirements of laundry services business clients.
Level	5
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the contents of common laundry services proposals • understand the common needs and requirements of business clients of laundry services • explain the key considerations of developing service proposals • outline the commonly required documents and information to be appended to a laundry services proposal 2. Application and process Be able to • determine the needs and requirements of laundry services of clients • identify the documents and information required for the proposals • recommend the right products, services and associated arrangements to clients according to the business capabilities of the organisation • evaluate different operating cost items and the reasonable prices for the provision of services • use appropriate formats to compose service proposals and append the required documents and information 3. Exhibit professionalism Be able to • objectively evaluate the needs of clients and the operating costs for the provision of services • verify the proposal contents are faultless
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Composing service proposals with the required documents and information appended to recommend the right products or services according to the needs and requirements of laundry services business clients.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Identify clients' needs
Code	110385L5
Range	Identify client needs for exploring business opportunities. This applies to individuals who are required to identify client needs for fashion products and related services.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the importance of identifying client needs • review the organisational behaviour of fashion-related businesses • explain the data and information required for identifying client needs • understand the methods of collecting and analysing information • relate client needs to business opportunities 2. Application and process Be able to • determine the organisational behaviour of the client (e.g. order type, service standards) • identify information required for identifying client needs (e.g. client profile, client feedback, market situation) • identify methods and sources for collecting relevant information (e.g. regular meetings with the clients) • analyse the information for identifying client needs • relate the client needs to the product or service offerings • explore business opportunities to meet the identified client needs 3. Exhibit professionalism Be able to • inform the client that for business development, the organisation is keen to learn about their needs and meet their expectations • adopt a holistic and proactive approach to collecting data related to client needs which may be affected by the macro environment and their business challenges
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Identification of client needs by investigating the organisational behaviour and researching relevant information.
Remark	Common UoC across the functional areas: Merchandising and Material Procurement / Laundry Services

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Common

Title	Produce fashion samples
Code	110382L3
Range	Produce a fashion sample based on the sample specifications. This applies to individuals who are required to make up the fashion sample that meets the specifications and quality requirements.
Level	3
Credit	6
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand sample specifications as the standard of sample making • understand the construction of fashion products and the making up sequence • use appropriate materials (including trims) for making up fashion products • employ a range of techniques for making up fashion products • use a range of machinery, equipment and tools for fashion sample making • communicate sample making by using fashion terminology 2. Application and process Be able to • identify design requirements and sample specifications • select the appropriate machines, equipment and tools and get them ready for use • develop a sample making up sequence • use the appropriate technique to make up the fashion sample • evaluate the sample against quality standards, design requirements and specifications • take actions to rectify faults or deviations 3. Exhibit professionalism Be able to • utilise materials appropriately and economically for making up a fashion sample • check the sample quality throughout the sample making process • perform safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Production of fashion samples in accordance with the sample specifications and requirements.
Remark	Common UoC across the functional areas: Product Development / Auxiliary Skill

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Produce tailored garments
Code	110359L3
Range	Produce a tailored garment for an individual client. This applies to individuals who are required to apply advanced techniques for the making of tailored garments that fit the needs of individual clients.
Level	3
Credit	9
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • recognise the characteristics of body shapes that affects the making of tailored garment • describe the construction and design requirements of tailored garments • explain the making up process of tailored garments • explain the characteristics of materials (e.g. interlinings) used for different parts of tailored garments • possess knowledge of garment fit and fit evaluation technique • possess advanced technique in making and shaping tailored garments • possess advanced techniques in finishing tailored garments • explain the quality requirements of tailored garments (e.g. shape of sleeves in relaxed condition, alignment of components) 2. Application and process Be able to • identify client requirements for the tailored garment • develop the making up sequence • apply trims and finish to the tailored garment • sew tailored garment with advanced technique • press tailored garment to the appropriate form • make adjustments to the tailored garment based on the client's feedback and garment fit performance • inspect sewn items to ensure that the garment is of appropriate fit, look and comfort 3. Exhibit professionalism Be able to • demonstrate a well-rounded knowledge of body fit and recognise its effects on the garments • analyse clients' feedback about the garment so as to obtain a better understanding of their preferences and enhance client satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Applying advanced techniques for making tailored garments and meeting the needs of individual clients.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Sew complex garments
Code	110360L3
Range	Sew a complex garment using advanced sewing techniques. This applies to individuals who are already equipped with simple garment sewing competency and are required to produce complex garments (e.g. jacket, styled dress) in accordance with the design requirements and specifications.
Level	3
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply a range of sewing machines for different operations (e.g. special sewing machines and attachments) • adjust the sewing techniques to accommodate different characteristics of fabrics and materials (e.g. zipper) • demonstrate the ability to shape the end products with appropriate feeding, handling and pressing techniques • explain the design requirements and specifications of complex garments • describe quality requirements for complex garments 2. Application and process Be able to • identify the design requirements and specifications for complex garments • identify operation sequence and all requirements related to making up of a complex garment • set the workstation, materials and workpieces • apply advanced sewing technique and perform sewing operation for producing a complex garment • control machine speed and work handling for different types of operation, fabric and product • check regularly the machine performance and take appropriate action to rectify faults • evaluate sewn items against specifications, design and quality requirements, and take appropriate action to improve 3. Exhibit professionalism Be able to • carefully examine the product throughout the sewing process • perform safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Sewing a complex garment to meet the design performance requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Sew simple garments
Code	110361L2
Range	Sew a simple whole garment using basic sewing techniques. This applies to individuals who are already equipped with component sewing competency and are required to use basic facilities, tools and techniques for producing simple garments (e.g. simple shirt).
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the basic construction of a garment • describe the structure and functions of a limited range of sewing machines and attachment (e.g. button-hole machine, overlock sewing machine, presser foot) • apply the appropriate feeding and handling skills in sewing • apply a range of facilities for different operations in garment making • recognise the effects of fabric and materials characteristics (e.g. sewing thread, sewn-in label) on sewing • perform basic maintenance of sewing machines • describe the quality requirements for simple garments 2. Application and process Be able to • identify sewing and machining requirements from operation sequence • prepare and check sewing machines, equipment, tools, materials and workpieces or panels • apply basic sewing technique for producing a simple garment • check regularly the machine performance and take appropriate action to rectify faults • inspect sewn items against quality standards and take appropriate action to rectify faults • report faults and action taken to related parties (e.g. supervisor) 3. Exhibit professionalism Be able to • comprehend the operation sequence precisely for sewing • perform safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Sewing a simple garment in accordance with the operation sequence.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Sew components
Code	110362L1
Range	Sew components as part of a garment or simple textile products using basic sewing facilities. This applies to individuals who are required to perform simple sewing of textile products or components as part of the whole garment sewing operation.
Level	1
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the basic components of a garment • describe the functions of basic sewing machines (e.g. lockstitch machine) • apply the basic sewing machines, equipment and tools (e.g. scissors) for simple operations • apply feeding and handling skills in sewing • recall the basic quality requirements for garment components or textile products 2. Application and process Be able to • identify sewing requirements from work instructions or operation sequence • state the sewing machines and tools used for sewing components • check if the types and quantity of materials, workpieces or panels are accurate • sew workpieces with basic sewing technique in accordance with work instructions • apply simple tools and equipment to assist sewing (e.g. iron) • inspect sewn items in accordance with workplace procedure and take action to rectify faults 3. Exhibit professionalism Be able to • ensure the materials and facilities are well prepared for sewing • perform safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Sewing a textile product or component of a garment in accordance with work instructions or operation sequence.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Grade patterns
Code	110363L3
Range	Grade patterns into a range of sizes. This applies to individuals who are already equipped with complex garment styled pattern making competency and are required to grade patterns into different sizes based on the grade rule while keeping the integrity of patterns.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • describe the different grading methods / systems • determine grade rules for grading purposes • assess the factors affecting the development of grade rule (e.g. fabric, style, body growth) • apply the grading tools or equipment for grading 2. Application and process Be able to • select and prepare workstation and / or equipment and / or tools • identify the grading method / system for pattern grading • collect information required for performing grading (e.g. base size, size range) • determine the grade rule taking into consideration of key factors (e.g. fabric characteristics, style) • determine stacking or outlay requirements • set up base patterns and grade them by using the selected grading method and grade rule • label all pattern pieces with appropriate pattern marking symbols • check patterns for accuracy and rectify faults as required 3. Exhibit professionalism Be able to • preserve the integrity of pattern attributes during grading
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Grading the patterns into a specific range of sizes according to the grade rule.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Make markers
Code	110364L3
Range	Make the marker for fabric cutting. This applies to individuals who are required to develop a marker plan for the most efficient use of fabric.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the methods of marker planning for optimising fabric utilisation • identify features of fabrics and pattern pieces that affect marker planning • describe the information to be included in the marker • understand the practices of pattern making, laying and cutting 2. Application and process Be able to • set up and prepare work area and equipment for making marker • identify marker requirements (e.g. fabric characteristics, fabric width, garment sizes) • select the marker planning method • collect and check the required pattern pieces • make a marker plan by manipulating pattern pieces and position for the most efficient use of fabrics • check pattern grain indication against the grain of the fabric • draw up marker according to pattern requirements • prepare laying instructions according to requirements 3. Exhibit professionalism Be able to • ensure that the markers can maximise fabric utilisation and facilitate the cutting process
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Development of a marker for laying pattern pieces in order to cut fabric efficiently for fashion production.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Make patterns for complex garment style
Code	110365L3
Range	Make patterns for a garment of complex style. This applies to individuals who are already equipped with simple garment styled pattern making competency and are required to draft patterns using advanced pattern making techniques for a complex garment style (e.g. jacket, styled dress).
Level	3
Credit	4
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the construction of complex garments (e.g. jacket, styled dress) • identify the key points of measurement needed for complex garments • apply advanced techniques in making patterns for complex garment style • interpret design requirements of a complex garment • understand the effects of fabrics and trims on garment construction • understand the relationship between pattern making and sewing • evaluate features of body form for pattern making 2. Application and process Be able to • select tools and equipment for pattern making • collect information and design requirements • analyse the body form and measurement for pattern making • assess fabric and trim characteristics for complex garments • construct patterns by using advanced patternmaking techniques • document methods and formulas used • construct toiles / mock-up when required • verify proportion, fit and balance of garment and make adjustments when required • mark information on the patterns for cutting and sewing reference 3. Exhibit professionalism Be able to • adopt a well-rounded approach for constructing patterns that can meet both technical and aesthetic requirements of the garment • keep up to date on the fashion design trend of the target market
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Making patterns by using advanced pattern making techniques for a complex garment style.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Measure, lay and cut materials for tailored garment
Code	110366L3
Range	Measure, lay and cut materials to produce tailored garments. This applies to individuals who are already equipped with complex garment pattern making competency and are required to measure, lay and cut all materials for the making of tailored garments with reference to the design, body shape and material characteristics. It may involve the selection and modification of patterns to meet design and client's requirements.
Level	3
Credit	5
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the key points of measurement needed for tailored garments • apply the methods of body measurement • select and modify patterns to meet design and client's requirements • recognise all relevant body shape characteristics that determine the requirements • assess the effects of fabric characteristics on garment construction • apply the laying and cutting methods for tailored garments 2. Application and process Be able to • examine body measurements as well as body shape characteristics of the client • determine the fabric and incorporate the special needs of the client into the design • convert the design into the patterns or select/modify the patterns to meet the requirements • check materials against quality standards • lay up materials according to the design and pattern requirements (e.g. grainline, plaid alignment) • cut materials according to the design and pattern requirements • mark all information needed for tailored garment sewing 3. Exhibit professionalism Be able to • ensure a thorough understanding of the client's requirements and preferences • demonstrate a good knowledge of body shape characteristics and its effects on tailored garments
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Measuring, laying and cutting materials for making a tailored garment that meets the client's needs.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Perform draping
Code	110367L3
Range	Drape fabric to make patterns. This applies to individuals who are required to make patterns by using draping techniques.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply the equipment and tools for draping • apply the draping techniques for making patterns based on the design and information • relate 3D drape to 2D flat patterns • interpret design requirements of a garment 2. Application and process Be able to • collect information and design requirement for draping • select equipment and tools for draping • select fabric and body form with marked reference points for draping • develop drape plan • execute draping on body form • convert the 3D drape to 2D patterns • mark information on the patterns for cutting and sewing reference 3. Exhibit professionalism Be able to • perform the draping in a professional manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Making patterns by using draping techniques in accordance with the design requirements.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Lay and cut fabrics
Code	110368L2
Range	Lay and cut fabrics according to the marker and cut order. This applies to individuals who are required to perform fabric laying and cutting operations so as to prepare cut panels for sewing.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • apply cutting equipment and tools • interpret marker and lay plan • understand the factors affecting laying and cutting operations • describe the use of the different laying methods 2. Application and process Be able to • set up the working area • identify marker and lay-up plan • lay up and position fabric so as to prepare for accurate cutting • use layering methods to assist lay-up in special conditions (e.g. difficult-to-manage fabric) • use cutting equipment to cut the fabric according to the plan and requirements • inspect cutwork, identify any faults and take appropriate action to rectify • perform routine maintenance of cutting equipment and regularly check its performance 3. Exhibit professionalism Be able to • examine the fabric characteristics and quality to ensure the appropriate methods and operation for laying and cutting fabrics • perform safe working practices that conform to current codes of practice
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Laying and cutting fabrics according to the marker and cut order for fashion production.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Auxiliary Skill

Title	Make patterns for simple garment style
Code	110369L2
Range	Make patterns for a garment of simple style. This applies to individuals who are required to draft patterns using basic pattern making techniques for a simple garment style (e.g. simple shirt, shorts)
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the construction of simple garments (e.g. simple shirt and shorts) • describe the information needed for pattern making • apply pattern equipment and tools in making patterns • apply basic pattern techniques in making patterns for simple garment style • describe the information marked on pattern pieces 2. Application and process Be able to • select tools, equipment and materials for pattern making • collect information required for pattern making • construct patterns using basic patternmaking techniques • document methods and formulas used • construct toiles / mock-up when required • mark information on the patterns for cutting and sewing reference 3. Exhibit professionalism Be able to • ensure the patterns are accurate in accordance with the measurements and garment style
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Making patterns by using basic pattern making techniques for a simple garment style.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Appraise performance of team members
Code	110370L5
Range	Appraise performance of team members of a fashion business to drive team effectiveness. This applies to individuals who are required to manage the performance of team members and take appropriate action on substandard performance to drive team effectiveness.
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisational policies and procedures on performance appraisal • state key considerations in performance management and appraisal (e.g. personal development) • construct a personal development plan for team members and provide feedback and guidance 2. Application and process Be able to • establish clear and measurable objectives to assess individual and team results which can be aligned with the performance targets of the business unit • guide team members to set up performance objectives and plans after considering the organisational strategies, their aspirations and competencies, etc. • analyse the strengths and weaknesses of subordinates and guide them to achieve key operational metrics and business goals consistently • guide new co-workers to reconcile their job expectations and required work performance • coach and motivate others to achieve their performance goals • analyse the performance problems of those who do not meet pre-set standards, identify the root causes and formulate solutions • provide coaching / counselling to subordinates who cannot meet the basic performance requirements • evaluate others' work performance regularly and provide constructive feedback for improvement • motivate others to correct deficiencies and follow up improvement progress within a mutually agreed time frame • discuss with the sub-standard subordinates about the follow-up action according to the cause and solutions identified • formulate plans on disciplinary actions if insufficient improvement of a subordinate is observed 3. Exhibit professionalism Be able to • beware of discriminatory legislation and avoid offence or personal attacks
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Appraisal of performance of team members of a fashion business and management of substandard performance with appropriate actions to drive team effectiveness.

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Remark	Modified from the UoC of Specification of Competency Standards for the Banking Industry Retail Banking (Version 2 , UoC code : 107601L5)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Assign jobs to team
Code	110371L5
Range	Assign jobs to team members of a fashion business. This applies to individuals who are required to assign jobs to team members to achieve goals of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the organisational policy and procedures regarding job assignment • identify the composition and dynamics in the team • determine the work activities for performing a job • review the prevalent approaches of job assignment in a fashion business (e.g. rotation) • possess skill in analysing team members' capability based on qualification and experience • evaluate the factors to be considered when assigning jobs to teams in a fashion business (e.g. nature of work activities, team member capability) 2. Application and process Be able to • analyse the job requirements of a fashion business to achieve the business goal (e.g. expertise required) • examine the work activities and capability of team members • assign team member with appropriate capability to perform different sets of work activities • specify the expected standard of work with individual members 3. Exhibit professionalism Be able to • ensure that the job assignment matches the team member's capability
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Assigning jobs to team members to achieve goals of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Build alignment among different team members to work towards a unified goal
Code	108268L5
Range	Build alignment among different team members to accomplish task assignments. This applies to individuals who are required to align team members to work on the same goal in a fashion business.
Level	5
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the importance of building alignment among team members (e.g. cross-functional team) in the fashion industry • evaluate the key elements for fostering team consensus (e.g. a common goal) • cultivate a sense of common purpose and team cohesion 2. Application and process Be able to • set goals which are aligned with organisational strategies • develop team managing plans with reference to the needs, preferences and personalities of fellow team members • cultivate shared understanding of the team goal among team members • articulate the vision, mission, values, directions, plans and strategies, etc. • act as a role model by demonstrating proper attitudes and behaviour to encourage the work team to achieve higher performance • set priority for goals and resources based on their importance and availability and communicate specifically with responsible team members • make active attempts to influence team members to achieve goals effectively • foster an environment and culture for change, actively lead and champion change initiatives in the work unit • promote and recognise achievements of individuals and work teams by giving constructive feedback and incentives 3. Exhibit professionalism Be able to: • demonstrate patience and make a decision at a point where there is general agreement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Aligning team members to work on the same goal and accomplish task assignments in a fashion business.
Remark	Modified from the UoC of Specification of Competency Standards for the Banking Industry Retail Banking (Version 2 , UoC code : 107598L6)

Specification of Competency Standards
for the Human Resource Management
Unit of Competency

Functional Area - Personnel Management

Title	Conduct training needs analysis
Code	107008L5
Range	Identifying competency gaps and development needs of various levels of the organisation. This applies to the implementation of local and / or global training needs analysis to address existing training needs and anticipated work performance challenges, with the involvement of managers.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the principles, methodologies, techniques and challenges of conducting a training needs analysis 2. Applications and Processes • Identify competency gaps at organisational level and individual development needs with relevant methodologies and tools (e.g. training needs analysis, competency-based performance reviews) • Assess current workforce capabilities in terms of skill sets and competencies and project the required capabilities for the future workforce • Analyse employees' individual development plans and provide constructive feedback on development effectiveness • Partner with managers to identify common or specific competency gaps, or development needs of employees for future training arrangement • Set training priorities and action plans based on findings of training needs analysis 3. Professional Behaviour and Attitude • Benchmark best practices of conducting training needs analysis in the market
Assessment Criteria	The integrated outcome requirements of this UoC are: • Execution of training needs analysis to identify development needs and competency gaps at various levels of the organisation. • Establishment of action plans with training priorities based on findings of training needs analysis.
Remark	

Specification of Competency Standards
for the Human Resource Management
Unit of Competency

Functional Area - Personnel Management

Title	Develop learning and development (L&D) programmes
Code	107009L5
Range	Developing quality training design and training materials for all L&D programmes provided by the organisation. This applies to the development of local and / or global L&D programmes internally and / or in collaboration with external vendors.
Level	5
Credit	5
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the key components of a quality training design and a variety of delivery methodologies 2. Applications and Processes • Develop clear learning objectives and assessment mechanism for each L&D programme • Select appropriate training methodologies (e.g. lecture, case study, role-playing, e-learning) for each L&D programme with due consideration of the pros and cons of different training methodologies • Develop training plans, to be delivered with a methodology and mechanism that is most suitable to meet identified training needs and competency gaps • Obtain endorsement from relevant users, business units or departments on customised training programmes • Identify the most appropriate and cost-effective external vendors based on predefined selection criteria for external sourcing of L&D programmes (e.g. appropriate type of trainers) • Make use of the latest training design and delivery methodologies to develop training materials (e.g. trainers' guide and participants' guide) either internally or by working with designated vendors • Apply knowledge management, retention, and transfer techniques to promote the transfer of knowledge in the organisation 3. Professional Behaviour and Attitude • Validate the overall design of each L&D programme for meeting the required business outcomes and learning objectives • Proactively explore new L&D technologies and solutions to improve the design and effectiveness of L&D programmes
Assessment Criteria	The integrated outcome requirements of this UoC are: • Establishment of L&D programmes with details (e.g. learning objectives, training methodology, assessment mechanism) to meet identified training needs, transfer of knowledge and competency gaps. • Execution of different L&D technologies and solutions to improve the design and effectiveness of L&D programmes. • Engagement with all employees for knowledge management, retention and transfer.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Plan and allocate resources
Code	110372L5
Range	Plan and allocate resources to achieve goals of a fashion business. This applies to individuals who are required to plan and allocate human and other resources to support the achievement of goals of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • identify the organisational policy and procedures regarding resource planning and allocation • evaluate a job to identify the resource requirements and cost implications • assess the suitability of resources and their availability over a predetermined duration • compare the comparative advantages and potential risks of different resource sourcing strategies (e.g. hiring or owning a plant) 2. Application and process Be able to • evaluate the job requirements to determine the resource and cost implications • plan for the resource sourcing option within the available budget • secure resources (e.g. staff, materials, equipment) in the required quantity and quality for the planned duration of work • arrange for resources to arrive at specified job locations in time • acquire additional or alternative resources when required in line with budget and quality requirements 3. Exhibit professionalism Be able to • ensure resources are allocated in a timely manner • devise realistic contingency plans to address delays when allocating resources
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Planning and allocating human and other resources to support the achievement of goals of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Review training outcomes
Code	108271L5
Range	Review training outcomes to ensure new skills and knowledge are properly acquired and applied in a fashion business. This applies to individuals who are required to conduct post-training evaluation in a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the purposes and common evaluation criteria and procedures of post-training evaluation • evaluate the common problems in the training process (e.g. training content) • assess training effectiveness and obtain feedback to ensure new skills and knowledge are properly put into practice 2. Application and process Be able to: • evaluate the satisfaction of participants with the trainers and training programmes • evaluate the understanding of the subject of the participants • evaluate the achievement of desired behavioural and attitudinal outcomes of participants (e.g. application of learning at work) • determine whether positive results have been obtained (e.g. productivity) • review feedback of participants or major stakeholders (e.g. managers) and suggest ways to improve training design and delivery 3. Exhibit professionalism Be able to: • proactively engage stakeholders in reviewing and improving training programmes to enhance the training effectiveness
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Review of training outcomes with appropriate methods and procedures to ensure new skills and knowledge are properly acquired and applied in a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Set up team
Code	108272L5
Range	Set up a team for fashion projects. This applies to individuals who are required to establish a team to execute different initiatives and projects of a fashion business.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • evaluate staffing requirements of the organisation • identify the requirement of fashion projects and the corresponding team members' abilities • review key success factors of team formation (e.g. organisational culture, management style) • understand how to set up teams to handle specific initiatives and projects 2. Application and process Be able to: • identify functions and objectives of a fashion project team • determine the criteria to recruit team members (e.g. established personal networks) • assess and select the potential members against the selection criteria • establish team structure to facilitate the effective performance of the team functions • assign roles and responsibilities to team members • develop mentoring processes among team members (e.g. for less experienced members) when required • document job descriptions of project team for related parties' reference 3. Exhibit professionalism Be able to: • clarify roles and expectations of team members • motivate members to set goals to direct their own efforts
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Setting up a fashion project team with members of the required characteristics and abilities to perform effectively in a team situation.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Improve team coordination and performance
Code	108273L4
Range	Improve team coordination and performance to accomplish task assignments. This applies to individuals who are required to act as productive team players by adopting an open-minded working style and providing support to other team members.
Level	4
Credit	2
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the common teamwork processes in the fashion industry (e.g. cross-border) • explain the key elements of successful team coordination (e.g. team communication strategies) • work with team members with diverse expertise and backgrounds 2. Application and process Be able to: • employ different communication strategies to seek team members' comments and change work methods to achieve better results when necessary • initiate open and two-way communication; accept ideas / opinions and feedback in a positive and constructive manner • communicate with different team members to understand their difficulties; share responsibilities when appropriate • contribute expertise by assisting co-workers to achieve quality performance and continuous improvement 3. Exhibit professionalism Be able to: • take steps to encourage all related staff members contribute their greatest effort in sharing skills, knowledge and work experience to enhance team performance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Improvement in team coordination and performance through using different communication strategies and providing support to other team members.
Remark	Modified from the UoC of Specification of Competency Standards for the Banking Industry Retail Banking (Version 2 , UoC code : 107605L4)

Specification of Competency Standards
for the Human Resource Management
Unit of Competency

Functional Area - Personnel Management

Title	Organise and deliver learning and development (L&D) programmes
Code	107010L4
Range	Providing L&D programmes to strengthen workforce capabilities. This applies to the organisation and delivery of local and / or global L&D programmes to meet employee learning and development needs, as well as their career aspirations, in line with the organisation's business direction and sustainable development.
Level	4
Credit	5
Competency	Performance Requirements 1. Knowledge in the Subject Area • Understand the key skill sets and attributes that an effective trainer or training organiser should possess • Understand the subject matter of the training programme that will be designed and / or delivered 2. Applications and Processes • Execute administrative and logistics arrangements before, during and after programme delivery • Organise L&D programmes with appropriate programme content and selection of participants, to meet individuals' learning needs and expectations as well as the organisation's business direction • Deliver L&D programmes with the use of effective presentation and facilitation skills as well as the most suitable medium of instruction • Execute quality assurance mechanism in place to monitor the delivery of L&D programmes • Obtain feedback from major stakeholders (e.g. managers) to monitor the progress and evaluate the learning outcomes 3. Professional Behaviour and Attitude • Proactively follow up on the approved action plan, progress report and achievements of the expected outcomes • Adopt relevant measures for evaluating effectiveness of the L&D programmes (e.g. measurable changes in skills, knowledge or behaviour)
Assessment Criteria	The integrated outcome requirements of this UoC are: • Execution of administrative and logistics arrangements (e.g. enrolment, selection of venue, venue set-up, equipment, financial arrangements and documentation) for smooth running of the organisation's L&D programmes. • Provision of L&D programmes according to approved action plan. • Engagement with major stakeholders to monitor the progress and evaluate the learning outcomes.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Provide work skill instruction
Code	108274L4
Range	Provide work skill instruction to staff members of a fashion business. This applies to individuals who are required to provide instruction and demonstrate work skills to enhance the work performance of staff members of a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • identify the learner characteristics of the fashion industry (e.g. literacy level) • identify the range of instructional resources and materials required in different work processes or contexts (e.g. sewing) • explain the key elements for effective work skill instruction (e.g. preparation, explanation) • understand the challenges and problems of providing work skill instruction on the line (e.g. on-the-job instruction) • set up an effective and safe training session for work skill instruction 2. Application and process Be able to: • identify the characteristics and learning needs of an individual or a group of staff members • determine instruction objectives and the range of work processes and context involved • prepare instructional resources and materials to meet learners' needs • use communication skills to instruct learners and demonstrate relevant work skills • provide opportunities for practice during instruction • provide feedback on learners' performance to enhance their work performance 3. Exhibit professionalism Be able to: • ensure a safe learning environment • reflect upon personal performance in providing instruction and demonstration for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Provision of work skill instruction and demonstration to enhance the work performance of staff members in a range of work processes and in the context of a fashion business.
Remark	

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Supervise team members
Code	108275L4
Range	Supervise team members to accomplish task assignments of a fashion business. This applies to individuals who are required to take on a team leader's role and give directions and instructions to team members.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to: • understand the work nature and environment in the fashion industry • explain the key elements of effective supervision (e.g. delegation) • allocate task assignments and monitor their completion on schedule 2. Application and process Be able to: • delegate tasks of different nature and scale to relevant team members in a relevant manner to generate a sense of ownership • assign appropriate level of authority according to the roles and responsibilities of individual team members • delegate work tasks to team members appropriately based on their ability, expertise and personal interests • solicit feedback from team members about work assignment to preserve team spirit and create a cooperative climate • evaluate the urgency and importance of work and manage workload • set appropriate priorities for team members • take suitable action and monitor the implementation during the case of emergency • monitor quality of work of subordinates and the team • follow through tasks conscientiously to achieve quality results and meet the deadlines 3. Exhibit professionalism Be able to: • reflect upon leadership and conflict management skills for improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Effective delegation and arrangement of work based on understanding of the abilities and preferences of different team members as well as monitoring the work of subordinates and taking suitable action during the course to ensure achievement of quality results.
Remark	Modified from the UoC of Specification of Competency Standards for the Banking Industry Retail Banking (Version 2 , UoC code : 107604L5)

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Personnel Management

Title	Track work progress of team
Code	110373L4
Range	Track work progress of team members of a fashion business. This applies to individuals who are required to track and control the progress of team members to ensure successful completion of team assignments in a fashion business.
Level	4
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • outline the common teamwork processes in the fashion industry • identify the team members and their roles or responsibilities in the team assignment • identify the organisational procedures to control work progress and the appropriate checkpoints for monitoring purposes • explain the methods for knowing and evaluating the performance of team members 2. Application and process Be able to • identify the work requirements or processes and schedule of the team for effective work control at operational level • determine the methods and checkpoints to track the progress of team members • monitor each checkpoint by collecting and evaluating related information and/or outcomes • identify problems and barriers that would affect the work progress of team members 3. Exhibit professionalism Be able to • identify signals that may jeopardise the teamwork • engage team members to discuss actual or potential problems affecting their work at appropriate times
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Tracking the work progress of team members against the pre-set schedule and requirements.
Remark	

Appendix

Appendix I

Fashion Industry Training Advisory Committee

List of Members (from 1 January 2020 to 31 December 2021)

Chairperson

- Hon Felix CHUNG Kwok-pan

Vice Chairperson

- Mr Lawrence LEUNG Ka-yuen

Members

- Mr Steven AU Chi-sing
- Ms CHEUNG Kwai-ying
- Ms Catherine CHIU
- Ms Bessie CHONG
- Mr Willie FUNG Wai-yiu
- Ms Rose KO
- Ms Angie LAU
- Mr Benjamin LAU Man-tung
- Mr Bosco LAW
- Mr Leslie LO Chi-wing
- Mr Arkin NG Ping-kin
- Dr Roger NG
- Mr Stephen NG Kam Kuen
- Ms Silvia WU Yuet-yung
- Mr YEUNG Chun-Fan
- Mr Clement YOUNG Sheung-ching
- Mr Banny YU
- Clothing Industry Training Authority Representative
- Education Bureau Representative

Appendix II

Fashion Industry Specification of Competency Standards (SCS) Drafting Subcommittee

List of Members (from 1 January 2020 to 31 December 2021)

Convenor

- Mr Willie FUNG Wai-yiu

Sub-Convenor

- Mr Arkin NG Ping-kin

Members

- Mr Steven AU Chi-sing
- Ms Bessie CHONG
- Mr Bosco LAW
- Mr Lawrence LEUNG Ka-yuen
- Mr Leslie LO Chi-wing
- Dr Roger NG
- Ms Silvia WU Yuet-yung
- Mr Banny YU
- Education Bureau Representative

Co-opted Members

- Ms Queenie CHAN
- Mr Eric CHAU
- Mr Alan HAU
- Mr Ringo WONG
- Mr Samson YOUNG Kwok-lai
- Mr Simon Yip Chi-wai

Appendix III

Generic Level Descriptors under the Qualification Framework

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
7	- Demonstrate a critical overview of a substantial body of knowledge and its related theories and concepts at the forefront of a field of study or professional practice, including an evaluative understanding of its broad relationship with other disciplines - Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships - Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information	- Apply knowledge and skills in a broad range of complex activities in highly specialised technical, professional or management contexts - Demonstrate command of research and methodological issues and engage in critical dialogue - Produce creative and original responses to problems and issues in the context of new circumstances - Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information	- Assume a high degree of autonomy, with full accountability for own work, and significant responsibility for others - Demonstrate leadership and originality in responding to new and unforeseen circumstances and accept accountability in related decision making - Deal with very complex ethical and professional issues	- Use advanced and specialised skills to support academic and professional work that is at the forefront of a subject/discipline/ sector - Strategically use communication skills, at the standard of published academic work and/or critical dialogue, adapting content and purpose to a range of audiences and contexts - Use advanced features of ICT applications and specify requirements in anticipation of future needs - Undertake critical evaluations of numerical and graphical data and employ such data extensively in support of the creation of new knowledge and innovative practice

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
6	- Demonstrate command of a systematic, coherent body of knowledge, some of which is at the forefront of a field of study or professional practice - Utilise highly specialised technical, research or scholastic skills across an area of study - Critically review, consolidate and extend knowledge, skills, practices and thinking in a subject/discipline/sector	- Apply knowledge and skills in a broad range of specialised technical, professional or management activities - Utilise diagnostic and creative skills to carry out complex planning, design, technical and/or management functions related to products, services, operations or processes, including resourcing and evaluation - Design and apply appropriate methodologies to conduct research and/or advanced technical or professional activity - Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses to routine and abstract professional problems and issues - Deal with complex issues and make informed judgements in the absence of complete or consistent data / information	- Exercise significant autonomy in determining and achieving personal and/or group outcomes - Accept accountability in decision making relating to the achievement of outcomes - Demonstrate leadership and - make an identifiable contribution to change and development - Deal with complex ethical and professional issues	- Use advanced and specialised skills to support academic and professional work in a subject/ discipline/sector - Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues and specialists - Use advanced features of ICT applications to support and enhance work and identify refinements and/or new requirements to increase effectiveness - Undertake critical evaluations of numerical and graphical data in support of decision-making

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
5	- Demonstrate and/or work with in-depth specialised technical or theoretical knowledge of a field of work or study - Use a wide range of specialised intellectual skills in support of established practices in a subject/discipline/ sector - Critically analyse, evaluate and/or synthesise concepts, information and issues drawn from a wide range of sources to generate ideas	- Apply knowledge and skills in a range of technical, professional or management activities - Identify and analyse both routine and abstract technical/ professional problems and issues, and formulate evidence-based responses - Exercise appropriate judgement in planning, design, technical and/or management functions related to products, services, operations or processes	- Accept responsibility and accountability, within broad parameters, for determining and achieving personal and/or group outcomes - Work under the mentoring of senior qualified practitioners - Deal with ethical issues, seeking guidance of others where appropriate	- Use some advanced and specialised skills in support of established practices in a subject/discipline/ sector - Participate constructively in group discussions and make formal and informal presentations to a range of audiences on standard/mainstream topics in a subject/discipline/sector - Use some advanced features of ICT applications to support and enhance work - Interpret, use and evaluate numerical and graphical data to set and achieve goals/targets

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
4	- Demonstrate and/or work with a broad knowledge base with some specialised knowledge of a field of work or study - Use a wide range of largely routine and some specialised intellectual skills related to a subject/discipline/sector - Present and evaluate information, using it to inform future actions	- Perform skilled tasks requiring some discretion and creativity in a range of contexts - Carry out routine lines of enquiry to address professional level issues and problems - Exercise appropriate judgement in planning, selecting or presenting information, methods or resources	- Undertake self-directed and some supervisory activity - Operate within broad general guidelines and meet specified quality standards - Take responsibility for the nature and quantity of own output - Undertake a supervisory role, accepting some responsibility for the quantity and quality of the output of others including compliance with prevailing practice - Contribute to group performance	- Use a wide range of routine and some advanced skills associated with a subject/discipline/sector in both familiar and some new contexts - Synthesise, organise and present information coherently to convey complex ideas in well-structured form - Use a wide range of standard ICT applications to support and enhance work - Use and evaluate numerical and graphical data to measure progress and achieve goals and/or targets

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
3	- Demonstrate and/or work with broad operational and theoretical knowledge of a field of work or study - Use a broad range of intellectual skills in familiar but sometimes unfamiliar contexts - Access, organise and evaluate information independently and draw reasoned conclusions	- Perform a broad range of tasks in a variety of familiar and some unfamiliar contexts using a known range of technical skills - Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable problems - Make generalisations and predictions in familiar contexts	- Carry out self-directed activity with guidance/ evaluation - Accept responsibility for quantity and quality of own output and comply with prevailing practice - Accept clearly defined but limited responsibility for the quantity and quality of the output of others - Adapt own behaviour when working with others	- Use a wide range of largely routine and well-practiced skills in familiar and some unfamiliar contexts - Produce and respond to detailed and complex written and oral communication and make presentations to an audience using suitable structure and style - Use a wide range of standard ICT applications to obtain, process and combine information - Use a wide range of numerical and graphical data to support work or study

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
2	- Demonstrate and/or work with basic factual or operational knowledge in a selected number of areas of a field of work or study - Use a range of intellectual skills in familiar, personal and/or everyday contexts - Make comparisons with some evaluation and interpret available information	- Perform a range of tasks in predictable and structured contexts - Apply basic tools and materials to complete routine processes - Use rehearsed stages for solving problems - Take account of the identified consequences of actions	- Undertake directed activity with a degree of autonomy - Accept defined responsibility for quantity and quality of own output subject to external quality checking - Co-ordinate with others to achieve common goals	- Use a range of routine skills with some assistance in familiar, routine contexts - Identify the main points and ideas from documents and reproduce them in other contexts - Produce and respond to a specified range of written and oral communications and take an active part in discussions on identified topics - Carry out a defined range of tasks to process data and access information - Use a range of familiar numerical and graphical data

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Autonomy and Accountability	Communication, ICT and Numeracy
1	- Demonstrate and/or work with basic general and foundation knowledge in a narrow range of areas of a field of work or study - Use basic intellectual skills in familiar, personal and/or everyday contexts - Employ recall and demonstrate comprehension of facts with dependency on ideas of others - Receive and pass on information	- Perform a limited range of tasks of a routine and repetitive nature in defined and highly structured contexts - Use, under supervision or prompting, basic tools and materials - Apply learnt responses to solve problems - Take some account, with prompting, of identified consequences of actions	- Carry out directed activity under close supervision - Rely entirely on external monitoring of quantity and quality of own output - Interact with others to complete tasks	- Use a limited range of simple skills with assistance in familiar, routine contexts - Produce and respond to a limited range of simple, written and oral communications and take some part in discussions on straightforward subjects - Carry out a limited range of simple tasks to process data and access information - Use a limited range of simple and familiar numerical and graphical data

Appendix IV

References for Chapter 1

- Australian Trade and Investment Commission. (2016*). Clothing and Fashion to Hong Kong: Trends and Opportunities*. Retrieved from http://www.austrade.gov.au
- Ben-Shabat, H., Nilforoushan, P., Yuen, C., & Moriarty, M. (2015). Global retail e-commerce keeps on clicking. *A. T. Kearney.* Retrieved from http://www.atkearney.com
- Brohan, M. (2015, June). A union of European e-commerce. *Internet Retailer.* Retrieved from http://www.internetretailer.com
- *CDNetworks.com*. (2015). Report: clothing represents large segment of global online retail market. Retrieved from http://www.cdnetworks.com
- Census and Statistic Department, HKSAR. (2009). *Hong Kong Standard Industrial Classification (HSIC) Version 2.0.* Retrieved from http://www.censtatd.gov.hk
- Census and Statistics Department, HKSAR. (2017a). *Hong Kong Labour Force Projections for 2017 to 2066*. Retrieved from http://www.statistics.gov.hk
- Census and Statistics Department, HKSAR. (2017b). *Hong Kong Population Projections 2017-2066.* Retrieved from http://www.censtatd.gov.hk
- Census and Statistics Department, HKSAR. (various years). *Hong Kong Statistics*. Retrieved from http://www.censtatd.gov.hk
- Cho, V. (2006). Factors in the adoption of third-party B2B portals in the textile industry. *Journal of Computer Information Systems*, *46*(3), 18-31.
- Cobb, Nora. (2013). *The Social Construction of the Fashion Industry and Influences on Buying Behavior* (Unpublished thesis). University of Florida. Retrieved from http://ufdc.ufl.edu
- Congressional Research Service. (2019). *U.S.-Vietnam Economic and Trade Relations: Issues in 2019*. Retrieved from http://www.hsdl.org
- Fang, Y. (2015, December). Hong Kong: super-connector in China's 'One Belt One Road' initiative. *China Business Knowledge @ CUHK.* Retrieved from http://www.bschool.cuhk.edu.hk
- *Fibre2Fashion.com* (2018, March 20). CPTPP expected to benefit Vietnam's textile, garment sector. Retrieved from http://www.fibre2fashion.com
- Fung Business Intelligence. (2017). *Taking Stock of Trade Liberalization: The WTO, Free Trade Agreements and Beyond*. Retrieved from http://www.fbicgroup.com
- Fung Business Intelligence. (2019). *China Retail & E-Commerce Quarterly*. Retrieved from http://www.fbicgroup.com

- Hanson, L. (2018, April 12). *Will 3D and an End-to-end Digital Workflow be the Key to the Apparel Revolution?* Retrieved from http://www.whichplm.com
- Hill, J., & Lee, H. H. (2015). Sustainable brand extensions of fast fashion retailers. *Journal of Fashion Marketing and Management*, *19*(2), 205-222.
- Hong Kong Exchanges and Clearing Limited. (2019). *Research Report: "Belt and Road" Investment Opportunities Offered by Stock Connect Companies*. Retrieved from http://www.hkex.com.hk
- Hong Kong Laundry Services Association. (2012). *Love Laundry Magazine, 1*. Retrieved from http://www.hklsa.com.hk
- Hong Kong Laundry Services Association. (2013). *Love Laundry Magazine, 4*. Retrieved from http://www.hklsa.com.hk
- Hong Kong Laundry Services Association. (2014). *Love Laundry Magazine, 6*. Retrieved from http://www.hklsa.com.hk
- Hong Kong Tourism Board. (2014). *East Meets West.* Retrieved from http://www.discoverhongkong.com
- Information Services Department, HKSAR. (2015). *Policy Address.* Retrieved from http://www.isd.gov.hk
- Information Services Department, HKSAR. (various years). *Hong Kong: The Facts.* Retrieved from http://www.isd.gov.hk
- Information Services Department, HKSAR. (various years). *Hong Kong Yearbook.* Retrieved from http://www.isd.gov.hk
- Invest Hong Kong, HKSAR. (2014). *The Greater Pearl River Delta.* Retrieved from http://www.investhk.gov.hk
- Jisana T. K. (2014). Consumer behaviour models: An overview. *Sai Om Journal of Commerce & Management*, *1* (5), 34-43.
- *Just-style News.* (various issues from 2015 to 2019). Retrieved from http://www.just-style.com
- KPMG. (2017). *The Greater Bay Area Initiative: A Survey on Key Drivers for Success.* Retrieved from http://www.chamber.org.hk/
- Lam, C. (2018, June 21). Bay area brings opportunities. *News.gov.hk.* Retrieved from http://www.news.gov.hk
- Laskowski, M., & Poszewiecki, A. (2015). E-commerce market and perspectives for the reverse commerce. *Współczesna Gospodarka*, *6*(4), 39-55.
- Lewis, K. R. (2016, August 15). Why the office dress code is slowly dying? *The Fiscal Times*. Retrieved from http://www.inc.com
- Lone, S., Khelladi, A. & Packiarajah, S. (2018). *The European Ecommerce Report 2018:*

Relevant Findings Outlined. Retrieved from http://www.eurocommerce.eu

- Liao, M. (2016). *Seizing the Opportunities Brought about by "One Belt and One Road" and Seeking New Directions for Hong Kong's Economy.* Retrieved from http://china-trade-research.hktdc.com
- Loughborough University. (2016). Revolutionary 3D printed fashion to be developed. *Science Daily.* Retrieved from http://www.sciencedaily.com
- Lu, S. (2019). Regional Comprehensive Economic Partnership (RCEP): impact on the integration of textile and apparel supply chain in the Asia-Pacific region. In Shen B., Gu Q., Yang Y. (Eds.), *Fashion Supply Chain Management in Asia: Concepts, Models, and Cases* (pp.21-41). Singapore: Springer.
- MarketLine. (2015). *MarketLine Industry Profile - Apparel Retail Industry Profile: Hong Kong*. Retrieved from http://www.marketline.com
- Mellery-pratt, R. (2015, January). Bright old things and the silver spend. *The Business of Fashion.* Retrieved from http://www.businessoffashion.com
- National Bureau of Statistics of China. (2019). *National Economic Performance Maintained Within an Appropriate Range in 2018 with Main Development Goals Achieved*. Retrieved from http://www.stats.gov.cn
- *News.gov.hk.* (2011). Rule of law key to Hong Kong's success. Retrieved from http://www.info.gov.hk
- *PR Newswire.com: News.* (2015). Global clothing B2C e-commerce market 2015: Clothing shoppers seek seamless online-offline experience. Retrieved from http://www.prnewswire.com
- Regeneris. (2017). *The Economic Value of the Textile Services Sector to the UK Economy*. Retrieved from http://www.tsa-uk.org
- *Research and Markets.com: Report.* (2015). Global clothing B2C e-commerce market 2015. Retrieved from http://www.researchandmarkets.com
- Tam, F. Y., Chan, T. S., Chu, P. W., Lai, T. C., & Wang, L. L. (2005). Opportunities and challenges: Hong Kong as Asia's fashion hub. *Journal of Fashion Marketing and Management: An International Journal*, *9*(2), 221-231.
- Textile Outlook International (2014). *Product Developments and Innovations in Textiles and Apparel*, *169*.
- The Business of Fashion and McKinsey & Company. (2016). *The State of Fashion 2017*. Retrieved from http://www.mckinsey.com

- The International Trade Centre. (2011). *The Chinese Market for Clothing.* Retrieved from http://www.intracen.org

- The NPD Group, Inc. (2014). *A More Casual, Active Lifestyle Drives Fashion Sales Growth in 2014, Reports NPD*. Retrieved from http://www.npd.com
- The Vocational Training Council. (2018). *The 2018 Manpower Update Report of the Hotel Industry.* Retrieved from www.vtc.edu.hk
- The Vocational Training Council. (2018). *The 2018 Manpower Update Report of the Fashion and Textile Industry.* Retrieved from www.vtc.edu.hk
- The Vocational Training Council. (2019). *The 2019 Manpower Update Report of the Fashion and Textile Industry.* Retrieved from www.vtc.edu.hk
- Tourism Commission (2019, June). *Tourism Performance 2018*. Retrieved from http://www.tourism.gov.hk
- Trade and Industry Department, HKSAR. (2015). *Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA).* Retrieved from http://www.tid.gov.hk
- Trade and Industry Department, HKSAR. (2016). *Trade in Goods Arrangements Under Free Trade Agreement Signed by Hong Kong with Other Economies*. Retrieved from http://www.tid.gov.hk
- Trade Development Council, HKSAR. (2003). *Speech by Willy Lin: Implications of the End of the WTO Agreement on Textiles and Clothing.* Retrieved from http://www.hktdc.com
- Trade Development Council, HKSAR. (2013). *Hong Kong Retail Sales.* Retrieved from http://www.hktdc.com
- Trade Development Council, HKSAR. (2015). *The Trans-Pacific Partnership: Impacts Upon Hong Kong, the Chinese Mainland and the Global Economic Landscape.* Retrieved from http://economists-pick-research.hktdc.com
- Trade Development Council, HKSAR. (2016a). *Hong Kong Design Services: East Meets West.* Retrieved from http://hong-kong-economy-research.hktdc.com
- Trade Development Council, HKSAR. (2016b). *PRD Economic Profile.* Retrieved from http://www.hktdc.com
- Trade Development Council, HKSAR. (2018). *From NAFTA to "NAFTA 2.0": What's New in the US-Mexico-Canada Agreement (USMCA)?* Retrieved from http://economists-pick-research.hktdc.com
- Trade Development Council, HKSAR. (2019). *Guangdong-Hong Kong-Macao Greater Bay Area.* Retrieved from http://hong-kong-economy-research.hktdc.com

- Trade Development Council, HKSAR. (various years). *Clothing Industry in Hong Kong*. Retrieved from http://www.hktdc.com
- U.S. Census Bureau. (various years). *Quarterly E-Commerce Report Historical Data.*

Retrieved from http://www.census.gov

- *VCNewsNetwork.* (2019, January 10). Global online apparel market size, share, statistics, industry analysis by regions, types, key players, new innovation, technology, trends & forecast to 2025. Retrieved from http://www.reuters.com
- Wong, Z. X. (2015). Hong Kong's role along the Belt and Road. *The Bulletin*. Retrieved from http://www.chamber.org.hk/en/information/the-bulletin.aspx
- Woo, J. J. (2015). Policy relations and policy subsystems: Financial policy in Hong Kong and Singapore. *International Journal of Public Administration, 38*(8), 553-561.
- *Worldometers.info.* (2019). *World Population*. Retrieved from http://www.worldometers.info/world-population/
- Yang, C. (2005). Multilevel governance in the cross-boundary region of Hong Kong–Pearl River Delta, China. *Environment and Planning, 37*(12), 2147-2168.
- Yen, B. P. C., & Ng, E. O. (2003). The impact of electronic commerce on procurement. *Journal of Organizational Computing and Electronic Commerce, 13*(3-4), 167-189.
- Yen, B. P. C., & Ng, E. O. (2003). The migration of electronic commerce (EC): From planning to assessing the impact of EC on supply chain. *Management Decision, 41*(7), 656-665.