

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### **Retail Banking Service Delivery > 1.1 Delivery of Branch and Account Services**

Title	Process accounts transactions for customers
Code	107300L3
Range	Process and manage fund flow of all kinds of accounts through direct sales, over counter at branch and / or phone banking in retail banking
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the procedures and standards in processing different kinds of transaction Be able to: <ul style="list-style-type: none"> <li>• Understand the different types of bank accounts and their services</li> <li>• Understand the bank's procedures and standards in processing transaction of different accounts services in order to execute the task and conduct checking on different information or documents independently</li> <li>• Understand the relevant regulations and code of conduct in processing accounts transactions and handling customer's information</li> </ul> </li> <li>2. Execute deposit and withdrawal procedures Be able to: <ul style="list-style-type: none"> <li>• Verify different types of documents which are required when carrying out different kinds of transactions in accordance to the bank's normal practice (e.g. check, withdrawal, deposit, etc.)</li> <li>• Ensure authenticity of depositing cash and cheques (e.g. counterfeited notes; forged signature, etc.)</li> <li>• Verify information on the cheques (e.g. identity of beneficiaries or other things related to legality of the transactions) for cheque endorsement</li> <li>• Verify validity of any signatures or identification of customers for all kinds of deposit withdrawal or encashment</li> <li>• Record transactions into computer and issue receipts</li> <li>• Balance currency and checks, calculate daily transaction, and prepare daily control book and trial balance</li> </ul> </li> <li>3. Manage fund flow and process remittance transaction Be able to: <ul style="list-style-type: none"> <li>• Monitor cashing of different kinds of cheques after verifying the amounts and checking the deposit slips</li> <li>• Accept deposit and withdrawal by cash or cheque or fund transfer within the bank or to other banks (e.g. remittance), in local or foreign currencies within an assigned limit after verifying information related to the transaction</li> <li>• Comply to internal guidelines regarding anti-money laundering to detect any suspicious transactions and report to management promptly</li> </ul> </li> <li>4. Deal with banking transactions that breach general terms of bank accounts in professional manner Be able to: <ul style="list-style-type: none"> <li>• Seek proper authorization when withdrawal of funds exceeds the limits stated in the bank's policy</li> <li>• Calculate and review the amounts of interest receivable of different accounts and interest charges on overdrawn accounts</li> </ul> </li> </ol>

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Assessment Criteria	The integral outcome requirements of this UoC are: <ul style="list-style-type: none"><li>• Fund deposit, withdrawal, encashment, remittance and transfer are processed after verifying customer signature or identification</li><li>• Deposit and withdrawal in any kinds are processed after verifying information related to the transaction</li><li>• All transactions of customer accounts are processed accurately and in compliance with the bank's internal procedures and external regulations</li><li>• All over-limit or irregular transactions are processed with proper authorization</li></ul>
Remark	