

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 interbank and foreign exchange transactions for customers
Code	107301L3
Range	Service delivery of account services by processing interbank transactions of both local and foreign currency accounts for customers 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"> 1. Understand procedures on interbank account services and foreign exchange services Be able to: <ul style="list-style-type: none"> • Understand the bank's procedures on processing transaction of interbank account services and foreign exchange services in order to execute the task independently • Understand the relevant banking regulations (e.g. securities, privacy, anti-money laundering) in local and overseas jurisdictions to prevent breaching of law 2. Execute standard procedures of accounts services Be able to: <ul style="list-style-type: none"> • Handle different types of transaction in different currencies which involve exchange control or regulatory requirement and complete the related forms and registration • Sell or buy foreign currencies for foreign exchange accounts transactions, travelers' cheques and other transactional products • Handle payment of bills using deposit accounts and ensure completion of relevant documents 3. Liaise with other banks to process account transactions in professional manner Be able to: <ul style="list-style-type: none"> • Process local or overseas fund transfers through liaison with other local and foreign banks • Deal with external parties based on the standard guidelines of the bank in order to protect the interest of all parties
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • All interbank transactions and transactions involving foreign exchange are undertaken in compliance with the standard procedures of the bank and external regulations
Remark	