

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### **Retail Banking Operations and Support > 2.1 Operation Planning**

Title	Formulate bank-wide policies and procedures of operation and support
Code	107332L6
Range	Formulation of operations and support policies and procedures for guiding and managing the overall operations of the bank to support retail banking business
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Conduct research on customer needs <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Conduct research on the macro environment of retail banking by analyzing the trends and developments in the financial needs of customers</li> <li>• Anticipate the future requirements in retail banking in the absence of complete information by analyzing forecasts in economic development, behavioral patterns of customers and strategies of competitors</li> </ul> </li> </ul> </li> <li>2. Consult other parties on formulated operations and support policies and procedures <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Consult other business or operations units and business partners to explore their requirements in operational arrangements</li> <li>• Analyse the needs of different parties, tackling diverging views to ensure that the design of operations and support policies and procedures are compatible with the works in different business or operations units</li> </ul> </li> </ul> </li> <li>3. Formulate bank-wide operations and support policies and procedures <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Formulate operations and support policies and procedures in accordance with the bank's strategy that comply with the regulatory requirements of different activities</li> <li>• Develop models of operations and support for standardizing service quality both in internal and external perspectives</li> <li>• Recommend methods to improve operations, support and re-engineering processing (e.g. streamline, straight through, etc.) through revision of operations and support policies and procedures</li> <li>• Review and make necessary changes on existing operations and support policies and procedures for meeting the needs of new products and services launches</li> </ul> </li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Formulation of operations and support policies and procedures that are compatible with the service quality standards of the works in different business or operations units</li> <li>• Provision of solutions on improving operations, support and re-engineering process in accordance with the business needs of the bank and the changing regulatory requirements</li> <li>• Demonstration of leadership in revising operations and support policies and procedures to facilitate more effective retail banking operations based on the outcome derived from complex research and development activities</li> </ul>
Remark	