

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

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

Title	Design and review daily operation procedures
Code	107333L5
Range	Design detailed daily operations procedures regarding the operations and support policies formulated for retail banking business of the bank. It may include, but not limited to, the operations plans and processes concerning customer account transactions, back office procedures, banking machine operations, bank notes handling, customer service delivery, transaction voucher processing, accounting entries and booking, exceptional transaction reporting.....etc.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Design daily operations procedures Be able to: <ul style="list-style-type: none"> <li>• Understand the operations environment including policies and strategies of the bank, compliance and regulatory requirements and latest development in technology; design operations procedures based on all these factors</li> <li>• Design operations procedures for different retail banking transactions and provide guidelines to responsible parties based on evaluation of the bank's strategies and products / services offered</li> <li>• Build mechanism to ensure that relevant parties are notified when operational incident arises</li> <li>• Establish business continuity plan to cater for disaster recovery</li> </ul> </li> <li>2. Design relevant models to test the effectiveness of the designed operations procedures Be able to: <ul style="list-style-type: none"> <li>• Design operational risk assessment models to plan for action in mitigating operational risks</li> <li>• Design models in data recording and ensure that data of operational activities is inputted and maintained</li> </ul> </li> <li>3. Evaluate daily operations procedures Be able to: <ul style="list-style-type: none"> <li>• Evaluate operations procedures and make necessary changes to ensure smooth running of different operations</li> <li>• Review regularly to ensure operations and / or service standards in different channels are complied with regulatory requirements</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Operations procedures of different retail banking transactions designed could be able to facilitate the daily operations running smoothly and all procedures are in compliance with regulatory requirements</li> <li>• Models for evaluating the effectiveness of operational procedures are designed</li> <li>• Carrying out review and evaluation on operational procedures and make necessary adjustments</li> </ul>
Remark	