

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Operations and Support > 2.4 Card Processing

Title	Develop and enforce policies and operational procedures on credit card business
Code	107353L6
Range	Provision of credit card services to customers of retail banking in the area of developing holistic policies, strategies and plans of both business and operations
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Develop policies and operational procedures on credit card business <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct research on information obtained from all systems, resources, processes and procedures within the bank for the formulation of card business policies • Ensure that the bank's policies are in alignment with the latest development by conducting research on general customer behaviors and consumption trends of the market based on incomplete information • Develop operations plans for implementing the policies and strategies in the identified priority areas • Liaise with other business or operations units in formulating operational procedures to support the product features of credit cards • Consult all relevant stakeholders to determine an acceptable approach of formulating card related operating procedures on the basis of cost-benefit and value-added analyses 2. Enforce implementation of operational procedures <p>Be able to:</p> <ul style="list-style-type: none"> • Design measures to enforce and implement policies pertaining to credit card processing and credit cycle to optimize risk or balance business yield for card products • Define specific principles and achievable objectives of the card business strategies, policies and operations mode with potential impact identified 3. Exhibit professionalism in developing and implementing operational procedures <p>Be able to:</p> <ul style="list-style-type: none"> • Develop policies and procedures which take the interests of customers and the bank into consideration • Take steps to ensure standard operational procedures are strictly followed by team members
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Consultation with relevant stakeholders for the formulation of card business policies, strategies and operational procedures • Card business policies, strategies and operational procedures are developed and agreement of key stakeholder is sought • Design of measures to ensure policies in credit card business are implemented within the bank effectively
Remark	