

Specification of Competency Standards for the Retail Banking

Unit of Competency

Compliance and Risk Management > 4.1 Compliance

Title	Monitor subordinates' behaviors to ensure staff professionalism (examples added)
Code	107395L4
Range	Monitor the professional standards of subordinates by monitoring the behaviors against the bank's internal guidelines, relevant regulations and code of conduct. This applies to all kinds of jobs-related tasks / behaviors
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Identify critical behaviors for monitoring <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Understand the requirements of internal audit in order to identify behaviors that should be monitored • Identify major standards governing the professional standards of a banking practitioner (e.g. anti-bribery, financial crime compliance professional ethics and conduct compliance, etc.) • Identify high risks areas or common breaching behaviors in order to decide the focus of monitoring 2. Educate staff on the topic of compliance <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Analyse latest development or changes in laws, regulations, market news and customers demands and communicate new expectations to staff • Identify critical training needs on compliance of each employee and arrange staff to attend appropriate training • Evaluate staff's performance and provide suitable coaching to assist them to comply to the internal standards or external regulations 3. Monitor subordinate's behaviors <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Observe staff's behaviors to ensure they have observed the professional standards e.g. industry practices and internal guidelines on anti-bribery policies and professional ethics • Identify suspicious cases and carry appropriate actions to verify whether non-compliance issues are present • Evaluate seriousness of the situations and take appropriate actions according to the bank's guidelines • Identify / Collect evidences by conducting thorough analysis in order to support the investigation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Critical behaviors of subordinates are identified and monitored in order to prevent / decrease non-compliance behaviors • Provision of appropriate education / coaching to staff according to the different performance / professional requirements • Handling non-compliance issues by taking appropriate actions after evaluating the situations
Remark	