

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Product Development and Brand Marketing > 6.3 Product Development**

Title	Develop and monitor user acceptance test planning for products and services
Code	107463L6
Range	Develop and execute user acceptance tests for all wealth management products, loans products, insurances products, transaction products and their related processes, including those rolled out through digital channels
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledgeable in product development and testing methodologies; plan and implement UAT based on new development</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate product development and UAT methodologies in banking industry; know how to design an approach suitable for the bank</li> <li>• Coordinate and monitor performance levels of products against plan; identify deviations and recommend corrective actions</li> <li>• Plan and implement user acceptance test to ensure retail banking products and services are aligned to the targeted business and operating models and drive efficiency throughout the bank</li> </ul> <p>2. Develop testing activities to measure performance and identify discrepancies</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Develop testing metrics to measure performance of digital and non-digital products and services; hence to identify discrepancies and propose enhancement alternatives</li> <li>• Develop predefined test activities to drive the execution of the products and services to meet test objectives; including correct implementation, error identification and quality verification</li> <li>• Monitor the test, review and interpret all performance metrics and report business performance to related functional stakeholders</li> </ul> <p>3. Provide feedback and support to improve product performance</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Work with business units to identify efficiency loopholes and opportunities to achieve targets and subsequently validate and track improvements</li> <li>• Take steps to ensure all tests are carried out in compliance with industry practices and standards</li> <li>• Consolidate responses; give feedback and advice to related parties; make recommendations and provide guidance on strategies revamp to improve business performance</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Plan and implement UAT including measurement metrics for all categories of retail banking products and services and provide constructive recommendations for improvement</li> </ul>
Remark	