

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.1 Business Goal Management

Title	Solve problems and make decisions creatively to maximise efficiency
Code	107599L5
Range	Solve problems encountered creatively. This applies to tasks in different kinds and scales of projects. The context is more related to routine operations where evidence-based conceptual skills are employed as the problem solving approach to plan and design management functions including technical and / or supervisory ones
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Demonstrate receptiveness to creative ideas <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Think beyond the bank's cultural boundaries and demonstrate willingness to take risks by trying new work method Demonstrate willingness to attempt and apply new concepts and approaches Keep interest in new ideas and be keen to make further explorations Propose new ideas to improve existing practice <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Identify new working methods when encounter problems after analyzing the causes of the problem Investigate existing work methods, modify and improve work processes to enhance efficiency Contribute solutions when there are changes in the projects Make decision to put forward new ideas <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Make decisions through either an intuitive or reasoned process, or a combination of the two. Take past experience, personal values and factual reasoning into consideration Find more at: http://www.skillsyouneed.com/ips/decision-making.html#ixzz4RemEBYtv Make decisions through either an intuitive or reasoned process, or a combination of the two Gather necessary data, prioritise information collected based on their level of importance Evaluate the risks involved in different alternatives, weigh up their pros and cons, eliminate those are not in alignment with the bank's values and make the decision
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Under the context of a broad range of situations and professional work activities in the absence of complete or consistent data / information where R&D skills with creative responses are employed as the problem solving approach to complex management situations Proposal of new ideas to improve existing work practices. The suggestions should be based on analysis on existing problems and cost-effectiveness calculations Develop a list of possible solutions or options available; assess risks involved and pros and cons of each of them in order to select a most appropriate one the implement
Remark	