

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.6 Self Management

Title	Keep in pace with the development of financial technology to ensure one's technology proficiency
Code	107622L4
Range	This unit of competency is applicable to work tasks in all functions of the bank; across simple to complex job roles
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Technological knowhow Be able to: <ul style="list-style-type: none"> • Understand the need to utilize technology to improve work processes • Keep track of and assess the latest development of financial technology and the trend of using the technology in the market • Knowledgeable in the bank's latest technology development and has an ability to demonstrate core technology competency in using the bank's digital banking tools 2. Offer technological advice to customers Be able to: <ul style="list-style-type: none"> • Introduce the features and benefits of using the bank's technological tools to the customers • Use appropriate information technologies and systems to provide effective and efficient services to customers 3. Building relations via technology applications Be able to: <ul style="list-style-type: none"> • Demonstrate core IT competency in digital media and immerse technology when interacting with customers • Embrace and leverage technology as a way of doing business and develop working relations with both customers and co-workers • Interpret technical information and communicate effectively with people who do not have strong technology background
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Recognize the latest development of financial technology and the trend of using the technology in the market • Embrace and leverage technology as a way of doing business and develop working relations with both customers and co-workers
Remark	