

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 1. General Enterprise Banking Service Delivery
(Key Function – 1.6 Delivery of Foreign Exchange and Money Market Related Services)

Title	Provide currency trading services
Code	109185L3
Range	Execution of currency trading services. This applies to trading of different currencies and transactions via business centers, phone banking or digital banking.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Possess basic knowledge in foreign exchange market in order to carry out the job which meets work requirements clients' expectations; • Understand international practices and licensing / regulatory requirements of different regulatory authorities; • Understand features and operational procedures of currency trading service of the bank in order to carry out the job effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Confirm clients' requirements and calculate the cost of foreign currency according to the current exchange rates and commission charges; • Quote the buying and selling rate of different currencies and inform clients; • Confirm with relevant parties about bank's availability of funds for foreign exchange; • Complete the related documents and explain the key information to clients; • Arrange the deal preparation and monitor the currency trading transactions conducted by clients via digital banking channels; • Operate the till according to the bank's guidelines and procedures; • Close and balance the till and resolve any identified errors; • Inform clients about the fees and relevant taxation obligations. <p>3. Professional Behaviour and Attitude</p> <p>Be able to</p> <ul style="list-style-type: none"> • Maintain appropriate cash levels in the till according to the bank's approval level; • Introduce digital trading service channels of the bank and educate clients to use them for their convenience; • Comply with regulatory requirements, professional ethics and internal guidelines of the bank during delivery of currency trading services; • Build effective relationship with clients to cultivate customer loyalty.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of currency trading services as per instructions of clients and ensure the transactions are conducted in compliance with the bank's guidelines.
Remark	