

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.1 Operations and Support Strategies and Management)

Title	Formulate operations and support strategies for enterprise banking
Code	109198L6
Range	Formulation of strategies for responsible areas of operations and support of enterprise banking. This applies to different kinds of enterprise banking operations and support including but not limited to operations and support in business centers, cash management and account transactions processing, general loan products and credit related transactions processing, investment and insurance transactions processing, trade finance transactions processing, and foreign exchange and money market related transactions processing, etc.
Level	6
Credit	4 (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"> • Understand the trends and development of operations and support in the local banking industry and global market and apply the knowledge to anticipate the outlook of different transactions modes in enterprise banking; • Understand the operations environment to critically analyse factors which influences the formulation of operations and support strategies, such as: <ul style="list-style-type: none"> ○ Basic principles of different types of operations and support; ○ Common approach and tools in operations and support; ○ Strengths and shortcomings of the bank in different types of operations and support; ○ Values and business strategies of the bank. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess the service and operations culture of the bank and strike a balance between costs, service quality and rewards; • Evaluate different approaches in formulating strategies of different lines of operations and support and their performance under different scenarios; • Formulate the strategies with details and directions for the respective operations and support units to follow in alignment to the bank’s overall business strategies. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate the strategies timely and periodically to accommodate with the changing market environment and strategic direction of the bank; • Evaluate the pros and cons among different factors during the strategy formulation, such as cost, profitability, service quality and risks control in operations and support strategies development; • Update the responsible areas of operations strategies in accordance with changes in regulation and compliance requirements.
Assessment Criteria	The integral outcome requirements of this UoC are:

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	<ul style="list-style-type: none">• Formulation of the bank's operations and support strategies based on the research on market trends, future service and operations modes, strategies of the competitors and in alignment to the bank's overall business strategies;• Updating operations strategies in alignment with the changes in regulations and compliance requirements.
Remark	