

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	Develop operations and support policies, procedures and guidelines for respective products and channels
Code	109199L5
Range	Developing the operations and support policies, procedures and guidelines for responsible areas of operations covering different segments of clients. This applies 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	5
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"> • Demonstrate understanding of the bank's operations and support strategies by integrating the strategic goals into the policies, procedures and guidelines development processes; • Understand different theories and concepts related to the responsible areas of operations and support and evaluate their practical applications for the purpose of selecting a most appropriate approach for the bank. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the latest development of the service delivery and operations approaches of other competitors in the market and consider these as key factors to determine the bank's operations and support policies and procedures; • Evaluate the individual operational processes from start to finish; • Evaluate information critically which influences operations and support policies and procedures, such as common practices, approaches and tools in carrying out different lines of operations; and updated operations and support strategies of the bank; • Conduct competitor analysis in order to determine the positioning, target segments and unique selling points of the bank's different lines of operations and support; • Conduct research in relevant operations areas (e.g. market development, business performance, clients' behaviours, clients' preference) in order to develop operations and support policies and procedures for the bank; • Develop operational procedures of different lines of operations which can match with clients' requirements. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop cohesive operations and support policies and procedures by conducting research to find out the effectiveness and efficiencies of different alternatives and choosing the approach which is the most appropriate to the bank's context; • Plan the deployment of operations and support policies, procedures and guidelines and to ensure it is in line with the regulatory and compliance requirements.

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Assessment Criteria	The integral outcome requirements of this UoC are: <ul style="list-style-type: none">• Developing policies, procedures and guidelines of responsible lines of operations based on an analysis of clients' requirements and the bank's strategies;• Selecting the most appropriate approaches of policy development based on an evaluation on different alternatives.
Remark	