

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	Review performance and effectiveness of operations and support for respective products and channels
Code	109201L5
Range	Reviewing performance of responsible areas of operations and support executed for enterprise banking clients. This applies to the operations and supporting activities 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 proficient knowledge in responsible areas of operations and support by reviewing the latest market trends and taking it for consideration of operations and support policies and guidelines review; • Have an in-depth understanding of the procedures and requirements in carrying out responsible areas of operations offered in different channels; check and monitor operational performance against these standards. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop review schedule and actions; • Review the performance of responsible lines of operations regularly as planned and provide information to relevant parties to follow up; • Evaluate performance of responsible areas of operations and support to monitor whether clients' requirements and the bank standards are met; • Communicate with clients and relevant responsible parties about the performance of operations processing when it is necessary; • Review the current situations, identify impacts on clients and the bank; and determine whether changes in operations modes are needed; • Review overall performance of operations and identify improvement areas and provide recommendations to responsible parties. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Collect clients' and business partners' comments proactively on the operations modes and probe causes of deviance for further analysis; • Communicate with clients and business partners to understand their request, provide advice and ensure their satisfaction.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Evaluating effectiveness of operational processes and analysing if performance standards are met;

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	<ul style="list-style-type: none">• Identifying improvement areas regularly and take necessary actions to ensure changing requirements of clients and business partners are taken care of;• Provision of recommendations on operational efficiency enhancement and reporting to relevant parties to follow up.
Remark	