

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2a. Other Services on Enterprise Banking Operations and Support (for Large Corporations)

(Key Function – 2a.1 Operational Planning for Institutional Banking)

Title	Provide operations support to institutional clients
Code	109237L4
Range	Implementing operation support to provide facilitation to different types of institutional clients, such as financial institutions, government and statutory bodies, NGO, etc.
Level	4
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"> • Demonstrate proficient knowledge in the organizational culture, work practices and management style of institutional clients in order to provide suitable services to satisfy their financial needs; • Understand the organization structure of the institutional clients and apply the knowledge to analyse their profiles (e.g. nature, size, behavioural pattern) in order to provide suitable support services to facilitate their use of the banking services. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct resources planning to ensure adequate level of capacity to cope with the business volume; • Evaluate critically the profiles (e.g. nature, size), businesses and operations of institutional clients and design customized service package to facilitate their use of the banking services; • Provide co-workers with relevant knowledge on the related procedures and regulations of different products and services. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Provide suitable support services in accordance to the needs of institutional clients and check their satisfaction regularly; • Adopt a holistic consideration to strive for added value and synergy for the current business portfolio with institutional clients.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of support services to facilitate institutional clients in using the banking services. The services are provided in accordance with the identified operational needs of institutional clients.
Remark	