

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 5. Internal Control and Compliance
(Key Function – 5.2 Internal Control)

Title	Monitor subordinates' behaviours to comply with regulatory requirements
Code	109335L4
Range	Monitoring the professional standards of subordinates by monitoring the behaviours against the bank's internal guidelines, relevant regulations and code of conduct. This applies to all kinds of job-related tasks / behaviours.
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"> • Understand the requirements of compliance / internal control in order to identify behaviours that should be monitored; • Understand the market practice and based on that to identify major standards governing the professional standards of a banking practitioner; • Comprehend the trend of non-compliance cases in the banking industry and apply the knowledge to identify high risks areas or common breaching behaviours for the purpose of deciding the focus of monitoring. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify latest development or changes in law, regulations, guidelines and codes of conduct, market news and customers' demand and communicate new expectations to staff; • Identify critical training needs on compliance and internal control of subordinates and arrange them to attend appropriate training; • Evaluate subordinates' performance / behaviours and provide suitable coaching to assist them to comply with the internal standards or external regulations. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Observe staff's behaviours to ensure they have observed the professional standards; • Identify suspicious cases and carry appropriate actions to verify whether non-compliance issues are present; • Evaluate seriousness of the situations and take appropriate actions according to the bank's guidelines; • Identify / Collect evidences to support the investigation and follow through the cases.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identifying and monitoring critical behaviours of subordinates in order to prevent / decrease non-compliance cases; • Provision of appropriate education / coaching to staff according to the different performance / professional requirements; • Handling non-compliance issues by taking appropriate actions after evaluating the situations.
Remark	