

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 10. General Management
(Key Function – 10.4 Property Management)

Title	Design workplace and work processes which can comply to occupational safety and health standards
Code	109568L5
Range	Designing workplace settings and work processes to ensure that working premises and other physical assets in compliance with occupational safety and health standards. This applies to physical assets of different kinds such as premises, equipment, furniture and fixtures etc. which are owned or rented by the bank.
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"> • Possess knowledge in workplace ergonomics and apply it to design a safe, effective and efficient working environment for the bank; • Demonstrate special knowledge in workplace ergonomics by evaluating the occupational safety and health standards of the region and identify the implications on workplace design and work processes. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Design effective and safe work systems and processes to prevent risks form injuries, health hazards and discomfort associated with operations within the bank; • Eliminate disturbance upon people and workplace by monitoring aesthetical and / or mechanical refurbishment activities within the premises; • Plan and manage workspace based on factors such as safety and security, computer network accessibility, interior design to appropriate signage; • Design job tools including furniture, lighting, temperature, communication system and multiple accessories that fit the physical and psychological requirements and capabilities of employees; • Upgrade facilities to address emerging environmental health and safety standards, energy conservation / alternate energy means and evolving user needs of the bank; • Correct ergonomic deficiencies by trouble shooting issues such as tools being used, placement of materials, environmental concerns about noise and temperature, etc. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Be aware of the corporate responsibility to protect the well-being of customers and the general public by ensuring that the physical environment of the bank is sufficient, reliable, safe and legally compliant; • Structure the work processes to prevent employees from unnecessary risks or health hazards.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Designing a safe physical environment for employees and customers while complying with the occupational safety and health standards. The design should be based on an

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	analysis on the safety and health requirements of employees, customers requirements and efficiency of bank operations; <ul style="list-style-type: none">• Designing work processes which can protect the safety and health of employees. The design should be based on risk assessment of the work process and common practices in improving business process.
Remark	