

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.6 Personal Effectiveness)

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| Title | Contribute innovative ideas for improving work performance and quality |
| Code | 109607L4 |
| Range | Sharing thoughts and contribution of new ideas to people working together with an aim to enhance the work quality. This applies to work tasks in all functions of the bank; across simple to complex job roles. |
| 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"> • Possess the knowledge of innovative thinking and apply it to generate a variety of approaches with the help of using a variety of tools and technologies to issue tackling or problem solving; • Understand the key concepts of problem solving and identify the actual causes of issues and the dynamics that underlie them. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify how different possible approaches of doing things are positive or negative logically; and analyse these assessments; • Identify useful sources of information and utilize only those which are essential to the outcome. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Find a better way to approach issues or problems through synthesizing and reorganizing the information; • Recognize changes and challenges, and always strive to offer solutions / services with a future improvement perspective; • Think “out of the box” and use innovative ideas to tackle the issues. |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Willing to find new ways of doing things and generate a variety of approaches to tackle existing issues; • Finding a better way to approach issues or problems through synthesizing and reorganizing the information. |
| Remark | |