# Specification of Competency Standards
# for the Banking Industry
# Unit of Competency

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

| | |
|---|---|
| Title | Keep in pace with the development of financial technology to ensure one's technology proficiency |
| Code | 109609L4 |
| Range | Recognition of the development of financial technology in the financial services industry and keeping abreast of the trend. 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 | Performance Requirements<br>1. Knowledge in the Subject Area<br><br>Be able to:<br>• Understand the need to utilize technology to improve work processes;<br>• Understand the importance of acquiring up to date knowledge in financial technology hence to keep track and assess the latest development trend of using the technology in the market;<br>• Possess the knowledge in financial technology and keep abreast of the bank's latest development to enhance personal technology competency in using the bank's digital banking tools.<br><br>2. Applications<br><br>Be able to:<br>• Introduce the features and benefits of using the bank's technological tools to the customers;<br>• Demonstrate core IT competency in digital media and immerse technology when interacting with customers;<br>• Use appropriate information technologies and systems to provide effective and efficient services to customers.<br><br>3. Professional Behaviour and Attitude<br><br>Be able to:<br>• Embrace and leverage technology as a way of doing business and develop working relations with both customers and co-workers;<br>• Interpret technical information and communicate effectively with people who do not have strong technology background. |
| Assessment Criteria | The integral outcome requirements of this UoC are:<br><br>• Recognition of the latest development of financial technology and the trend of using the technology in the market;<br>• Embracing and leveraging technology as a way of doing business and develop working relations with both customers and co-workers. |
| Remark | |