

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

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

Title	Develop multi-language capability to meet market and client needs
Code	109613L4
Range	Using written Chinese and English, spoken Cantonese, Putonghua and English effectively to communicate with colleagues, business partners, customers and other stakeholders at work. It also entails the ability to employ or learn other foreign languages to achieve work result as appropriate. This applies to all levels of banking practitioners working at different functions.
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"> <li>• Understand the needs of writing and speaking native and foreign languages to satisfy social demands and limited work requirements;</li> <li>• Master the knowledge of speaking and listening Cantonese, Putonghua and English dialect structure and speak them with sufficient accuracy to participate in formal and informal conversations on practical, social and professional topics;</li> <li>• Possess the ability in writing Chinese and English language with sufficient vocabulary and structure accuracy;</li> <li>• Understand the business nature and foreign language requirements of processing clients' transactions and is willing to learn that language.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Use written and / or speaking English and Chinese to communicate effectively with co-workers, business partners and customers;</li> <li>• Learn foreign language required to help processing clients' banking transactions;</li> <li>• Speak and write foreign languages to conduct business communication (e.g. routine correspondence, reports and technical materials, etc. related to clients' business areas) with business partners and clients as and when they are needed;</li> <li>• Communicate with cross-border customers with Cantonese or Putonghua as appropriate to develop / maintain business relationship;</li> <li>• Take initiative to develop multi-language capability according to business needs, current trends and affairs.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Use proper language or to facilitate common understanding with clients and / or business partners regarding business deals, inquiries and complaints;</li> <li>• Actively learn all styles and forms of foreign language pertinent to professional needs.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Demonstrating effective communication with co-workers, business partners and customers by using written and spoken Chinese, English and other foreign languages when necessary;</li> <li>• Showing willingness to learn a foreign language which is pertinent to maintain healthy bank / clients' relationship and process clients' banking transactions.</li> </ul>

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Remark	
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