

Solutions and Service Delivery > Other Services

Title	Provision of general banking services
Code	106629L4
Range	Delivery of general banking services to private banking clients. This applies to different kinds of transactional banking services, such as deposits, cheques, remittance, etc.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Understand banking services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Summarize the features of different types of banking products and services in order to satisfy the requests of clients • Summarize the operating procedures of different types of banking products and services in order to execute the processes smoothly <p>2. Identify the needs of clients</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Review client's accounts and understand their needs and understand their needs and provide suggestions on banking services available in the bank • Provide information about the bank's services and identify the benefits to clients • Communicate with clients and clarify with them about the instructions <p>3. Coordinate with different units to execute the transaction</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Refer client's instructions to different units of the bank, monitor the transaction process to ensure client's satisfaction • Ensure compliance to relevant regulatory requirements and the bank's internal guidelines
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of banking services in accordance to client's requests and ensure their satisfaction.
Remark	