

# FSPBCRM01 - SQA Unit Code H680 04

## Manage your own performance, personal development and banking industry awareness



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### Overview

This unit is about contributing to your own performance development in line with agreed standards or indicators of performance. It includes evaluating your own performance and planning activities to develop and maintain your competence. This also includes maintaining an up-to-date knowledge of the banking industry and evaluating its impact for your activities.

Continuing Professional Development (CPD) needs must be identified to ensure that you maintain up-to-date knowledge in relation to the banking industry. You must be able to take responsibility for your own performance, seeking opportunities to improve performance, reflecting on your experiences and using the lessons learnt to guide your decisions and actions. At all times you must ensure that correct procedures are followed within your areas of responsibility.

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#### Performance criteria

*You must be able to:*

- P1 Evaluate your personal standards of performance, identifying and addressing any problems or obstacles as required, and in line with your organisation's procedures
- P2 Develop strategies for addressing any problems or obstacles, where relevant
- P3 Seek feedback on your performance from those who are in a position to evaluate them
- P4 Identify gaps between the requirements of your role and your current knowledge, understanding and skills
- P5 Establish and agree performance and development objectives with those to whom you report
- P6 Identify and agree how you will measure and record your progress
- P7 Identify the learning methods most suited to your needs, and take these into account in identifying and progressing development activities
- P8 Plan and undertake development, or CPD, activities that address your performance and development objectives
- P9 Maintain an up-to-date knowledge of products and services appropriate to your area of operations
- P10 Monitor your organisation's developments, in response to legislation, regulation and industry trends, impacting upon your area of operations and evaluate their impact for your work role and procedures
- P11 Maintain records that demonstrate and measure how your performance, knowledge and understanding have been enhanced by CPD
- P12 Review and update your development plan, taking into account your performance, any development activities and any relevant banking industry changes
- P13 Implement your organisation's procedural changes in line with organisational requirements, and within the limits of your authority

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### Knowledge and understanding

*You need to know and understand:*

#### ***General knowledge and understanding***

- K1 How to set and agree objectives which are specific, measurable, achievable, realistic and time-bound
- K2 What an effective development plan should contain and the length of time that it should cover
- K3 Where to obtain up-to-date and appropriate information to support CPD activities
- K4 How to record and evidence CPD
- K5 The importance of taking into account your career and personal goals when planning your development

#### ***Banking industry specific knowledge and understanding***

- K6 The structure of the UK banking industry, in its European and global context, relevant to your areas of activity
- K7 The role and responsibilities of the regulatory bodies as they impact upon your areas of activity
- K8 The roles and responsibilities of the further key parties within the UK banking industry as they impact upon your areas of activity
- K9 The principles and rules as set out in the regulatory framework
- K10 The regulatory advice framework in practice for the consumer/client
- K11 The regulatory bodies' use of principles and outcomes based regulation to promote ethical and fair outcomes
- K12 The CDP requirements of the professional body relevant to your occupational role
- K13 How to monitor changes, trends and developments within the UK banking industry relevant to your area of activity

#### ***Context specific knowledge and understanding***

- K14 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on your activities
- K15 Your organisation's performance benchmarks and how to measure your own performance against them
- K16 The individuals to whom you should refer for guidance regarding your own personal development and any problems or barriers impacting upon your performance in the workplace
- K17 How to identify your own knowledge gaps and skills gaps
- K18 How to identify your development needs and implement plans to achieve them

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## Additional Information

### Behaviours

*You must demonstrate that:*

1. You recognise changes in circumstances promptly
2. You encourage and welcome feedback from others

### Links to other NOS

#### 'Signposting' other relevant NOS

There is a close relationship between this NOS and the NOS for Providing Financial Advice and Financial Planning, which have been developed separately by the Financial Skills Partnership (formerly Financial Services Skills Council). These can be accessed via [www.financialskillspartnership.org.uk](http://www.financialskillspartnership.org.uk)

In addition, the Sector Skills Body, Skills CFA, have developed NOS which include the competences required for leadership and management, as well as customer service. The website address for Skills CFA is [www.cfa.uk.com](http://www.cfa.uk.com)

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**Suite** Branch Management and Business & Customer/Commercial Relationship Management

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**Key words** Banking; continuing professional development; CPD; development objectives; development plan; indicators of performance; performance objectives; standards of performance