

<b>Title</b>	<b>Demonstrate knowledge of the banking industry in New Zealand</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people working or intending to work in entry level or intermediate roles, under broad supervision, in a banking context, who need to demonstrate knowledge of the sector and its products, services and processes.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– outline typical banking organisations, how they interact with each other, and the products and services they offer;</li> <li>– demonstrate knowledge of different types of bank account holders; and</li> <li>– demonstrate knowledge of the lending process from initial application to final repayment.</li> </ul>
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<b>Classification</b>	Financial Services > Financial Services - Professional Practice
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 This unit standard has been developed for learning and assessment on-job or off-job in a pre-employment context using a realistic simulation. Where this unit standard is completed in a pre-employment pathway or non-customer facing role, and evidence is provided by case study or simulation, an explanation of how or why particular activities or steps are performed can be used to support an assessor's judgement of competency.
- 2 References  
 Consumer Guarantees Act 1993;  
 Credit Contracts and Consumer Finance Act 2003;  
 Electronic Transactions Act 2002;  
 Fair Trading Act 1986;  
 Financial Transactions Reporting Act 1996;  
 Income Tax Act 2007;  
 KiwiSaver Act 2006;  
 Privacy Act 1993;  
 Securities Markets Act 1988;  
 Trustee Act 1956;  
 Trustee Amendment Act 1988;  
 industry codes of practice;  
 and all subsequent amendments and replacements.

### 3 Definitions

*Delivery channels* – the means of accessing banking services such as direct, on-line, mobile, cards, telebanking.

*Predetermined guidelines* – guidelines developed by product providers and/or organisations incorporating recommended usage and practice.

### 4 Range

a Employed candidates are expected to be working within predetermined guidelines and this needs to be considered in the development of strategies, which may not be fully flexible.

b All activities and evidence presented for all outcomes and evidence requirements in this unit standard must comply with any policies, procedures, and requirements of the organisations involved; the standards of relevant professional bodies including codes of ethics; and any relevant legislative and/or regulatory requirements.

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## Outcomes and performance criteria

### Outcome 1

Outline typical banking organisations, how they interact with each other, and the products and services they offer.

#### Performance criteria

1.1 Outline banking sector participants in terms of their structures, operating principles, roles and inter-relationships.

Range sector participants may include but are not limited to – retail, business, wholesale, institutional banking, non-bank financial institutions;  
a minimum of three sector participants is required.

1.2 Outline banking sector products and services with reference to features, benefits, and limitations; and terms and conditions including fees and interest rates.

Range products and services may include but are not limited to – personal transactions, savings, personal lending, home lending, delivery channels for products;  
a minimum of three products or services is required.

### Outcome 2

Demonstrate knowledge of different types of bank account holders.

**Performance criteria**

2.1 Outline types of account holders in terms of how they may own and operate bank products and services.

Range account holders include – individual, joint, limited liability company, company with look through status, family trust, trading trust, partnership, limited partnership, As Trustee For (ATF) status.

2.2 Explain the importance of identifying the type of account holder and the associated operating authorities.

**Outcome 3**

Demonstrate knowledge of the lending process from initial application to final repayment.

**Performance criteria**

3.1 Outline the key steps in the lending process.

Range includes but is not limited to – application, assessment, approval, management, collections, recoveries.

3.2 Explain specific issues that may affect particular stages of the lending process.

Range specific issues affecting the application, assessment, and approval stages may include but are not limited to – purpose for borrowing, security, credit history, affordability, evidential requirements, declining an application, insurance, suitability, availability of guarantees and/or guarantors; specific issues affecting the management, collections, and recoveries stages may include but are not limited to – signs of stress and possible hardship, nature of communication, impact of relevant legislation, suitability, availability of guarantees and/or guarantors.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2014	31 December 2023
Review	2	25 March 2021	31 December 2023

<b>Consent and Moderation Requirements (CMR) reference</b>	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.