

## Skills Framework for Financial Services

Programmes that broaden or deepen specific skills and knowledge  
for the various job roles in the sector

**Sales, After Sales, Distribution and Relationship Management** Job Role:  
**Customer Service Manager**

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Development and Strategy Management	Business Performance Management	4	Certificate in Commercial Banking for Technology and Operations SMU Certificate in IT Design, Development & Testing (IBF Level 1) ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	Ngee Ann Polytechnic SMU Academy SMU Academy – Financial Services
Business Development and Strategy Management	Business Requirements Mapping	4	Specialist Diploma in Consumer Banking - Digital Channel Design (M3 and M4)	Ngee Ann Polytechnic
Business Development and Strategy Management	Change Management	4	Certified Private Banker Level 3 (Team Leader) - Essential Management and Leadership Skills Part 1	Nanyang Technological University, Wealth Management Institute
Customer Relationship and Stakeholder Management	Customer Experience Management	4	Agency Management Training Course (AMTC) AMTC - Bridging Course (IBF Level 3) AWMP Programme II - Investment Advisory (IBF Level 2)	Financial Services Managers Association (FSMA) Financial Services Managers Association (FSMA) SMU Lee Kong Chian School of Business
Business Development and Strategy Management	Ethical Culture	4	CFA Singapore Level 2 Preparatory Programme (IBF Level 2/3) CFA Singapore Level 3 Preparatory Programme (IBF Level 2/3) CFA Singapore Portfolio Management Programme (IBF Level 2/3) CFA Singapore Research Programme (IBF Level 2/3) ICA Diploma in Anti-Money Laundering / Counter Financing Terrorism (AML/CFT): Module 2 - Regulatory Advisory (IBF Level 2) ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Banking] (IBF Level 2) ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Capital Markets] (IBF Level 2) ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Insurance] (IBF Level 2) Advanced Diploma in Private Banking - Ethics, Rules and Regulations Certified Private Banker Level 2 - Ethical Conduct Master of Science in Asset and Wealth Management - WM8001 Compliance, Ethics and Tools of Investment Mgt WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3) Ethical Private Banking Conduct Private Banking Certification Level 2: Ethical Conduct & Rules and Regulations	CFA Society Singapore CFA Society Singapore CFA Society Singapore CFA Society Singapore International Compliance Training Academy Pte. Ltd. International Compliance Training Academy Pte. Ltd. International Compliance Training Academy Pte. Ltd. International Compliance Training Academy Pte. Ltd. Nanyang Technological University, Wealth Management Institute Nanyang Technological University, Wealth Management Institute Nanyang Technological University, Wealth Management Institute Nanyang Technological University, Wealth Management Institute Salmon Thrust Pte Ltd SMU Academy
Data Analytics and Information Technology Management	Information Technology Application Support and Monitoring	3	SMU Certificate in IT Infrastructure & Operations Management (IBF Level 1)	SMU Academy
People Management	People Performance Management	4	Certificate in Commercial Banking for Technology and Operations ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	Ngee Ann Polytechnic SMU Academy – Financial Services
Customer Relationship and Stakeholder Management	Stakeholder Management	4	Certified Anti-Money Laundering Specialist (CAMS) - 6th Edition - Singapore (CAMS6-SG (IBF Level 2)) ICA Diploma in Anti-Money Laundering / Counter Financing Terrorism (AML/CFT): Module 2 - Regulatory Advisory (IBF Level 2) ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Banking] (IBF Level 2) ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Capital Markets] (IBF Level 2)	ACAMS Chapter (Singapore) International Compliance Training Academy Pte. Ltd. International Compliance Training Academy Pte. Ltd. International Compliance Training Academy Pte. Ltd.

			ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Insurance] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			Executive Certificate in Compliance (Insurance)	Singapore College of Insurance Limited
			AWMP Programme III - Wealth Advisory ( IBF Level 2)	SMU Lee Kong Chian School of Business
Business Development and Strategy Management	Business Process Re-Engineering	4	Specialist Diploma in Consumer Banking - Business Assurance & CDD (M1, M2, M4)	Ngee Ann Polytechnic
People Management	Learning and Development	4	Agency Management Training Course (AMTC)	Financial Services Managers Association (FSMA)
Customer Relationship and Stakeholder Management	Account Management	4	Certified Private Banker Level 2 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			Certified Private Banker Level 2 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			WMI Advanced Certificate in Trust Services (IBF Level 2/3)	Nanyang Technological University, Wealth Management Institute
Risk Management, Governance and Regulatory Compliance	Business Risk Assessment	4	IBF Standards Operational Risk Management Level 1	National University of Singapore - Risk Management Institute
Risk Management, Governance and Regulatory Compliance	Regulatory Compliance	4	Certified Anti-Money Laundering Specialist (CAMS)	ACAMS Chapter (Singapore)
			Certified Anti-Money Laundering Specialist (CAMS) - 6th Edition - Singapore (CAMS6-SG (IBF Level 2))	ACAMS Chapter (Singapore)
			ICA Diploma in Anti-Money Laundering / Counter Financing Terrorism (AML/CFT): Module 3 - Compliance Risk Management (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Banking] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Capital Markets] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 2 - Regulatory Advisory [Insurance] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 3 - Compliance Risk Management [Banking] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 3 - Compliance Risk Management [Capital Markets] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 3 - Compliance Risk Management [Insurance] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 4 - Compliance Monitoring [Banking] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 4 - Compliance Monitoring [Capital Markets] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			ICA Diploma in Governance, Risk and Compliance: Module 4 - Compliance Monitoring [Insurance] (IBF Level 2)	International Compliance Training Academy Pte. Ltd.
			Executive Certificate in Compliance (Insurance)	Singapore College of Insurance Limited

Please click [here](#) to view the Generic Skills and Competencies (GSCs) programme listing.

Please visit <https://www.ibf.org.sg> for the latest list of IBF programmes aligned to the Skills Framework for Financial Services.