

## 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:  
**Agency Manager/Team Lead**

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
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
Business Development and Strategy Management	Business Performance Management	5	Certificate in Commercial Banking for Technology and Operations	Ngee Ann Polytechnic
			SMU Certificate in IT Design, Development & Testing (IBF Level 1)	SMU Academy
			ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	SMU Academy – Financial Services
Investment and Financial Management	Cash Flow Reporting	3	Certificate in Commercial Banking for Technology and Operations	Ngee Ann Polytechnic
			SMU Certificate in IT Risk, Governance & Security (IBF Level 1)	SMU Academy
			ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	SMU Academy – Financial Services
Investment and Financial Management	Client Investment Suitability	4	Certified Financial Planner Programme (IBF Level 2)	Financial Planning Association of Singapore
			Certified Private Banker Level 2 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			Chartered Financial Consultant/Singapore (IBF Level 2)	Singapore College of Insurance Limited
			ChFC04 - Investments	Singapore College of Insurance Limited
			ChFC05 - Plan Construction, Practice Standards and Ethics	Singapore College of Insurance Limited
			ChFC07 - Wealth Management and Financial Planning	Singapore College of Insurance Limited
			ChFC08 - Financial Planning Applications	Singapore College of Insurance Limited
			AWMP Programme II - Investment Advisory (IBF Level 2)	SMU Lee Kong Chian School of Business
Customer Relationship and Stakeholder Management	Customer Acquisition Management	4	Certified Private Banker Level 1 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			Certified Private Banker Level 2 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			Private Banking Certification Level 1: Client Relationship Management	SMU Academy
			SMU Advanced Certificate: Client Acquisition & Management (IBF Level 2)	SMU Academy – Financial Services
Customer Relationship and Stakeholder Management	Customer Experience Management	4	Agency Management Training Course (AMTC)	Financial Services Managers Association (FSMA)
			AMTC - Bridging Course (IBF Level 3)	Financial Services Managers Association (FSMA)
			AWMP Programme II - Investment Advisory (IBF Level 2)	SMU Lee Kong Chian School of Business
Customer Relationship and Stakeholder Management	Customer Relationship Management	4	Certified Private Banker Level 2 - Digital Wealth Management	Nanyang Technological University, Wealth Management Institute
			DATA SCIENCE AND FINTECH I	Nanyang Technological University, Wealth Management Institute
			Specialist Diploma in Consumer Banking - Customer Interaction (M1 & M3)	Ngee Ann Polytechnic
			General Insurance Foundation Programme (IBF Level 1)	Singapore College of Insurance Limited
			ACI-SMU Financial Markets Certificate - Module 2: Trading & Treasury Sales (IBF Level 1)	SMU Academy – Financial Services
			SMU Advanced Certificate: Client Acquisition & Management (IBF Level 2)	SMU Academy – Financial Services
			SMU Executive Certificate in Transaction Banking (IBF Level 1)	SMU Academy – Financial Services
			CFA Singapore Level 2 Preparatory Programme (IBF Level 2/3)	CFA Society Singapore
			CFA Singapore Level 3 Preparatory Programme (IBF Level 2/3)	CFA Society Singapore
			CFA Singapore Portfolio Management Programme (IBF Level 2/3)	CFA Society Singapore
			CFA Singapore Research Programme (IBF Level 2/3)	CFA Society Singapore

Business Development and Strategy Management	Ethical Culture	4	ICA Diploma in Anti-Money Laundering / Counter Financing Terrorism (AML/CFT): Module 2 - Regulatory Advisory (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.
			Advanced Diploma in Private Banking - Ethics, Rules and Regulations	Nanyang Technological University, Wealth Management Institute
			Certified Private Banker Level 2 - Ethical Conduct	Nanyang Technological University, Wealth Management Institute
			Master of Science in Asset and Wealth Management - WM8001 Compliance, Ethics and Tools of Investment Mgt	Nanyang Technological University, Wealth Management Institute
			WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3)	Nanyang Technological University, Wealth Management Institute
			Ethical Private Banking Conduct	Salmon Thrust Pte Ltd
			Private Banking Certification Level 2: Ethical Conduct & Rules and Regulations	SMU Academy
People Management	Learning and Development	4	Agency Management Training Course (AMTC)	Financial Services Managers Association (FSMA)
Customer Relationship and Stakeholder Management	Partnership Management	4	Specialist Diploma in Consumer Banking - Product Development (M3 & M4)	Ngee Ann Polytechnic
People Management	People Performance Management	4	Certificate in Commercial Banking for Technology and Operations	Ngee Ann Polytechnic
			ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	SMU Academy – Financial Services
Customer Relationship and Stakeholder Management	Personal Finance Advisory	4	Certified Private Banker Level 2 - Investment Advisory	Nanyang Technological University, Wealth Management Institute
			Certified Private Banker Level 2 - Wealth Planning	Nanyang Technological University, Wealth Management Institute
			WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3)	Nanyang Technological University, Wealth Management Institute
			Investment Advisory: Design, Agreement and Monitoring of Investment Solutions (IBF Level 2)	Salmon Thrust Pte Ltd
			ChFC03 - Tax, Estate Planning and Legal Aspects of Financial Planning	Singapore College of Insurance Limited
			Private Banking Certification Level 1: Wealth Planning	SMU Academy
			SMU Certificate: Personal Estate Planning (IBF Level 2)	SMU Academy – Financial Services
AWMP Programme II - Investment Advisory (IBF Level 2)	SMU Lee Kong Chian School of Business			
Product, Sales and Market Management	Product Advisory	4	SGX CSP Module 2: Client Acquisition & Execution Management	Singapore Exchange Limited
			Private Banking Certification Level 1: Client Relationship Management	SMU Academy
			Private Banking Certification Level 1: Digital Skills	SMU Academy
			Private Banking Certification Level 2: Cross Banking	SMU Academy
Customer Relationship and Stakeholder Management	Stakeholder Management	4	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 2 - Regulatory Advisory (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.
			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			

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.