

Skills Framework for Financial Services

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

Operations

Job Role:
Head of Claims

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Investment and Financial Management	Business Environment Analysis	5	CAIA Level 1 ACI-SMU Financial Markets Certificate - Module 2: Trading & Treasury Sales (IBF Level 1)	CAIA Association Singapore Office Limited SMU Academy – Financial Services
Business Development and Strategy Management	Business Negotiation	5	Certified Private Banker Level 2 - Client Relationship Management AWMP Programme II - Investment Advisory (IBF Level 1) AWMP Programme II - Investment Advisory (IBF Level 2)	Nanyang Technological University, Wealth Management Institute SMU Lee Kong Chian School of Business SMU Lee Kong Chian School of Business
Business Development and Strategy Management	Business Process Re-engineering	5	Specialist Diploma in Consumer Banking - Business Assurance & CDD (M1, M2, M4)	Ngee Ann Polytechnic
Business Development and Strategy Management	Business Requirements Mapping	5	Specialist Diploma in Consumer Banking - Digital Channel Design (M3 and M4)	Ngee Ann Polytechnic
Business Development and Strategy Management	Change Management	5	Certified Private Banker Level 3 (Team Leader) - Essential Management and Leadership Skills Part 1	Nanyang Technological University, Wealth Management Institute
Risk Management, Governance and Regulatory Compliance	Corporate Governance	5	Certificate in Commercial Banking for Technology and Operations SMU Certificate in Enterprise Essentials (IBF Level 1) ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	Ngee Ann Polytechnic SMU Academy SMU Academy – Financial Services
Customer Relationship and Stakeholder Management	Customer Experience Management	5	Head Start with Holistic Financial Planning (IBF Level 1) Associate Financial Planner Programme (IBF Level 1) Client On-Boarding and Advisory Workshop (IBF Level 1) Certified Private Banker Level 1 - Client Relationship Management WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3) Specialist Diploma in Consumer Banking - Customer Interaction (M1 & M3) Certificate in Financial Needs Analysis and Plan Construction General Insurance Foundation Programme (IBF Level 1) Life Insurance Foundation Programme (IBF Level 1) Private Banking Certification Level 1: Client Relationship Management	Financial Perspectives Pte Ltd Financial Planning Association of Singapore Financial Planning Association of Singapore Nanyang Technological University, Wealth Management Institute Nanyang Technological University, Wealth Management Institute Ngee Ann Polytechnic Singapore College of Insurance Limited Singapore College of Insurance Limited Singapore College of Insurance Limited SMU Academy
Data Analytics and Information Technology Management	Emerging Technology Synthesis	5	DATA SCIENCE AND FINTECH I	Nanyang Technological University, Wealth Management Institute
Business Development and Strategy Management	Ethical Culture	5	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	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. International Compliance Training Academy Pte. Ltd. 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
Risk Management, Governance and Regulatory Compliance	Fraud Risk Management	5	Specialist Diploma in Consumer Banking - Business Assurance & CDD (M1, M2, M4)	Ngee Ann Polytechnic
People Management	People Performance Management	5	Agency Management Training Course (AMTC)	Financial Services Managers Association (FSMA)
			AMTC - Bridging Course (IBF Level 3)	Financial Services Managers Association (FSMA)
Risk Management, Governance and Regulatory Compliance	Risk Management	5	Certified Private Banker Level 3 (Team Leader) - Essential Management and Leadership Skills Part 2	Nanyang Technological University, Wealth Management Institute
Customer Relationship and Stakeholder Management	Stakeholder Management	5	Certified Private Banker Level 1 - Market Specialisation (Elective)	Nanyang Technological University, Wealth Management Institute
			Private Banking Certification Level 1: Client Relationship Management	SMU Academy
			Private Banking Certification Level 1: Marketing Specialization in the Chinese Market	SMU Academy

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.