

## 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:  
Account Operations Analyst

Full Qualification Programmes	Providers
Specialist Diploma in Financial Advisory Services	Temasek Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Development and Strategy Management	Business Planning	3	ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	SMU Academy – Financial Services
Business Development and Strategy Management	Business Requirements Mapping	3	Specialist Diploma in Consumer Banking - Digital Channel Design (M3 and M4)	Ngee Ann Polytechnic
Investment and Financial Management	Collateral Management	3	ACI-SMU Executive Certificate in Financial Markets Operations (IBF Level 1)	SMU Academy – Financial Services
Risk Management, Governance and Regulatory Compliance	Customer Acceptance Checking and Onboarding	3	NBS-WMI Wealth Management Programme-Affluent (WMA)	Nanyang Technological University, Nanyang Business School
			Priority Banking Certified Advisor-Level 1	Nanyang Technological University, Wealth Management Institute
			WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3)	Nanyang Technological University, Wealth Management Institute
			WMI Certificate in Trust Services (IBF Level 1)	Nanyang Technological University, Wealth Management Institute
Data Analytics and Information Technology Management	Data Collection and Analysis	3	Analytics for Non-Analytics Professionals	Accord Business Solutions Pte Ltd
			Data-Driven Decision Making	Hyper Island Institute of Higher Education Pte Ltd
			IBF Standards Operational Risk Management Level 1	National University of Singapore - Risk Management Institute
			Specialist Diploma in Consumer Banking - Analytics/Decision Science (M2)	Ngee Ann Polytechnic
			Data Analysis Fundamentals using Microsoft Excel (IBF)	NTUC LearningHub Pte Ltd
Business Development and Strategy Management	Ethical Culture	3	CFA Singapore Fund Management Programme (IBF Level 1)	CFA Society Singapore
			CFA Singapore Level 1 Preparatory Programme (IBF Level 1)	CFA Society Singapore
			ICA Advanced Certificate in Governance, Risk & Compliance (IBF Level 1)	International Compliance Training Academy Pte. Ltd.
			Certified Private Banker Level 1 - Ethical Conduct	Nanyang Technological University, Wealth Management Institute
			IBF Standards Operational Risk Management Level 1	National University of Singapore - Risk Management Institute
			SGX CSP Module 1: Financial Markets, Regulations, Ethics & Risk Management	Singapore Exchange Limited
			AWMP Programme III - Wealth Advisory ( IBF Level 1)	SMU Lee Kong Chian School of Business
Investment and Financial Management	Financial Statements Review	4	CFA Singapore Fund Management Programme (IBF Level 1)	CFA Society Singapore
			CFA Singapore Level 1 Preparatory Programme (IBF Level 1)	CFA Society Singapore
			Making Investments Work	CyberQuote Pte Ltd
			SGX CSP Module 3: Fundamental Analysis	Singapore Exchange Limited
Risk Management, Governance and Regulatory Compliance	Regulatory Compliance	3	ICA Advanced Certificate in Governance, Risk & Compliance (IBF Level 1)	International Compliance Training Academy Pte. Ltd.
			Specialist Diploma in Consumer Banking - Business Assurance & CDD (M1, M2, M4)	Ngee Ann Polytechnic
			SMU PROFESSIONAL CERTIFICATE IN GOVERNANCE, IT RISK MANAGEMENT AND COMPLIANCE (IBF LEVEL 2)	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.