

Skills Framework for Financial Services

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

Digital and Data Analytics

Job Role:
Customer Experience Executive/User Experience Executive

Full Qualification Programmes	Providers
Specialist Diploma in Fund Management and Administration	Nanyang Polytechnic
Specialist Diploma in Service Experience Design and Innovation	Nanyang Polytechnic
Specialist Diploma in Communication Strategies	Republic Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Customer Relationship and Stakeholder Management	Customer Behaviour Analysis	4	AWMP Programme II - Investment Advisory (IBF Level 1)	SMU Lee Kong Chian School of Business
Customer Relationship and Stakeholder Management	Customer Experience Management	3	Head Start with Holistic Financial Planning (IBF Level 1)	Financial Perspectives Pte Ltd
			Associate Financial Planner Programme (IBF Level 1)	Financial Planning Association of Singapore
			Client On-Boarding and Advisory Workshop (IBF Level 1)	Financial Planning Association of Singapore
			Certified Private Banker Level 1 - Client Relationship Management	Nanyang Technological University, Wealth Management Institute
			WMI Advanced Wealth Management Programme - Affluent (IBF Level 2/3)	Nanyang Technological University, Wealth Management Institute
			Specialist Diploma in Consumer Banking - Customer Interaction (M1 & M3)	Ngee Ann Polytechnic
			Certificate in Financial Needs Analysis and Plan Construction	Singapore College of Insurance Limited
			General Insurance Foundation Programme (IBF Level 1)	Singapore College of Insurance Limited
			Life Insurance Foundation Programme (IBF Level 1)	Singapore College of Insurance Limited
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
Product, Sales and Market Management	Product Design and Development	4	CAIA Level II - Product Development	CAIA Association Singapore Office Limited
			Specialist Diploma in Consumer Banking - Product Development (M3 & M4)	Ngee Ann Polytechnic
Customer Relationship and Stakeholder Management	Stakeholder Management	3	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
Customer Relationship and Stakeholder Management	User Experience Design	3	Specialist Diploma in Consumer Banking - Customer Interaction (M1 & M3)	Ngee Ann Polytechnic
			Specialist Diploma in Consumer Banking - Digital Channel Design (M3 and M4)	Ngee Ann Polytechnic

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.