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THE Institute of Banking and Finance (IBF) put in place a national Financial Industry Competency Standards (FICS) framework to raise the standards of the Singapore financial sector workforce. Last year, we saw more banks/financial institutions invest in training and upskilling their staff, with almost a doubling of the professionals undergoing training. The financial crisis made it urgent to equip bankers and relationship managers with stronger training to deal with increasing client demands. Having a clear training roadmap allows the individual to continuously upgrade himself to move with the fast pace of development in the financial sector. Moving forward, independent assessment of the individual's competencies would help him to gain better client-confidence on his abilities.

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