



**Address by Ms Rachie Hui**  
**Senior Deputy Director**  
**of The Institute of Banking and Finance,**  
**at SCB Graduation Ceremony, 23 February 2011**

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Good morning,

Mr Dennis Khoo, Head of Consumer Banking, Singapore

Proud FICS graduates.

Distinguished guests, ladies and gentlemen,

1. It is my pleasure to be present this morning at the Graduation Ceremony for those who have successfully completed Standard Chartered Bank's "Day-One Readiness Training" Programme. This programme accredited by IBF under the Financial Industry Competency Standards (FICS) framework for Role IV Relationship Management: Wealth Management - Mass Affluent. My congratulations to the successful graduates. This shows that you have reached a significant milestone in your career with the Standard Chartered Bank.
  
2. Your future definitely looks strong and bright. Only a week ago, MTI says that the growth forecast for 2011 remains at 4% to 6%. In the whole of 2010, the Singapore Economy grew by 14.5%. On the back of increased activities for fund management and commercial bank lending, the financial sector posted a robust growth of 12.2%. However, with the buoyant job

market, financial institutions must continue to invest in upskilling and talent development. Taking the easy option of putting staff who do not possess the right skills and competencies to fill positions would jeopardize the industry's efforts towards restoring investor's trust in the last 2 years. I would like to commend Standard Chartered Bank for your commitment to staff development and I am delighted to present the FICS Accredited Financial Training Provider award to the Consumer Banking Academy. It represents the Academy's training capabilities to meet the quality training benchmark prescribed under the FICS framework. Special mention must also be made to Mr Dennis Khoo, for being such strong supporters of and investing in FICS training programmes which embody a critical set of competency standards for relationship managers. FICS is benchmarked to the standards of leading global financial centres and the standards development process back in 2004 and 2005 involved hundreds of institutions. So, I am sure that the knowledge and competencies that you have gained from the programme would be invaluable as you progress in your banking careers.

3. I am also heartened to know that SCB is committed to conduct the FICS accredited training every year, and the aim is to have all relationship managers in SCB's premium banking to be eventually assessed and certified. As an FICS graduate, completing the FICS assessment coupled with the relevant work experience will enable you to obtain the FICS certification status, which is an industry endorsed mark of an individual's professional competency.

4. I am sure all who are graduating today are proud of being part of an institution that is truly committed in developing your careers through a structured roadmap of training, assessment and certification. As the inaugural batch of trainees under the FICS Relationship Management Mass Affluent programme at the Standard Chartered Bank, I urge you to continue on this journey of learning and professional development which you have recently embarked upon and aspire towards attaining FICS Certification. We hope that you will uphold the high standards of FICS competency and ethics as you continue to develop your career to serve the financial advisory needs of your client. Once again, my congratulations.