

(A) Frequently Asked Questions for IBF Certification Application

Q1: What is IBF Certification?

IBF Certification is an industry endorsed mark of quality for finance professionals in Singapore. It is awarded to practitioners who have acquired the relevant core competencies required for jobs in their respective industry segments.

The IBF Certified Individual will be accorded with one of the following professional Certification Titles upon successful application and is expected to uphold values of professional excellence, integrity and commitment to the industry.

- (a) IBF Qualified (for new entrants with 0 – less than 3 years of experience);
- (b) IBF Advanced (for senior practitioners and specialists with 3 – 15 years of experience);
- (c) IBF Fellows (for industry veterans with more than 15 years of experience) *(by nomination only)*

Q2: What are the benefits of obtaining the IBF Certification?

IBF Certification provides individuals with a form of industry recognition.

IBF Certified Individuals will also have the opportunity to engage with industry leaders who have been conferred the IBF Fellows or IBF Distinguished Fellows award at exclusive IBF platforms.

Q3: What are the eligibility criteria to apply for IBF Certification?

Individuals who successfully complete an eligible IBF-STC accredited assessment programme* and meet the relevant criteria may apply for IBF Certification.

Table 1: IBF Certification criteria

IBF Certification Title	Criteria	
IBF Qualified (Level 1)	75% of TSCs within benchmark role, including: <ul style="list-style-type: none"> • Industry Rules & Regulations (1 TSC)[#] • Product Knowledge (1 TSC)[#] [#] Technical Skills & Competencies (TSCs) for industry rules & regulations and product knowledge can be fulfilled through either industry/regulatory exams or IBF-STC accredited programme(s).	
	Industry Experience Requirement: NIL	
IBF Advanced (Level 2)	75% of TSCs within benchmark job role	Industry Experience Requirement: > 3 years of relevant experience
IBF Advanced (Level 3)	75% of TSCs within benchmark job role	Industry Experience Requirement: > 8 years of relevant experience

* IBF-STC accredited Core Competency Skills (previously known as Generic Skills) and Future-Enabled Skills programmes will not be considered for IBF Certification. Only technical skills and competencies (TSCs) will be counted towards certification.

Q4: How can I find the list of technical skills and competencies (TSCs) required for IBF Certification for my current job role?

The list of technical skills and competencies (TSCs) can be found in [Skills Framework for Financial Services](#). You will need to select from one of the following sub-sectors to access the skills required of your job role.

- Asset Management
- Corporate Banking
- Insurance
- Investment Banking
- Private Banking & Wealth Management
- Retail Banking

Q5: How do I calculate the number of technical skills and competencies (TSCs) required for IBF Certification application?

You will need to acquire 75% of the technical skills and competencies TSCs within your identified job role to be eligible for IBF Certification.

Illustration

An Assistant Relationship Manager - Retail Banking will have to fulfil 15 out of 20 TSCs (75%) to be eligible for IBF Certification.

Technical Skills & Competencies	Proficiency Level	Technical Skills & Competencies	Proficiency Level
Fraud Risk Management	4	Account Management	3
Market Research and Analysis	3	Business Negotiation	4
Market Specialisation	3	Business Opportunities Development	3
Networking	3	Business Risk Assessment	3
Personal Finance Advisory	3	Client Investment Suitability	3
Product Advisory	3	Customer Acceptance Checking and Onboarding	2
Regulatory Compliance	3	Customer Acquisition Management	3
Research and Information Synthesis	2	Customer Experience Management	3
Service Challenges	3	Customer Relationship Management	2
Stakeholder Management	3	Ethical Culture	3

Q6: Can I complete more than 1 programme to attain IBF Certification?

Yes, you can complete more than 1 programme to fulfil the required number of technical skills and competencies (TSCs) to meet the IBF Certification criteria.

Q7: I have completed eligible IBF-STs accredited programme(s), how do I apply for IBF Certification?

You will need access to the IBF Portal Account to apply for IBF Certification. Please refer to Q16 on steps to create the account.

For Individual Applications

- Level 1 programmes: IBF accredited training providers (TPs) will submit on behalf of individuals through the IBF Portal.
- Level 2/3 programmes: Individuals will submit the application through the IBF Portal.

For Group Applications (by Financial Institutions / IBF Accredited Training Providers)

Group MR (for FIs) or TPs will submit the application on behalf of individuals through the IBF Portal.

Q8: What documents do I need to apply for IBF Certification?

For Individual Applications

You will need the following documents for application:

- Certificate(s) of Completion
- Experience Requirement Form (for IBF Advanced Level 2 and 3) *(form can be downloaded in application page)*
- Resume / CV (for IBF Advanced Level 2 and 3)

For Group Applications (by Financial Institutions / IBF Accredited Training Providers)

You will need the following documents for application:

- Certificate(s) of Completion
- Experience Requirement Form (for IBF Advanced Level 2 and 3) *(form can be downloaded in application page)*
- Group Applicants' Details (for group applications) *(form can be downloaded in application page)*
- Resume / CV (for IBF Advanced Level 2 and 3)

Q9: Can I apply for more than one IBF Certification title?

Yes, you can apply for IBF Certification title across different job roles.

Q10: What is the processing time of my IBF Certification application?

The processing time may take up to 4 weeks.

Q11: Are there any fees payable for my IBF Certification application?

Application fees is currently waived. IBF reserves the right to charge an application fee and annual certification fee.

Q12: How do I view the electronic copy of my IBF Certificate?

You can view your e-certificate by logging in to [MySkills Portfolio](#). It is available for viewing and download in the “My Certification” tab.

Q13: How do I request for a hard copy of my IBF Certificate?

You can submit your request by logging in to [MySkills Portfolio](#).

Please note that there is an administrative fee of S\$47 (before GST) for each certificate and the processing time is 5 to 7 working days. The certificate will be mailed out to you.

Q14: Where can I check the status of my IBF Certification application?

To view the status or records, please login to your [MySkills Portfolio](#). Information will be shown in the “My Certification” tab.

For group applications submitted by Financial Institutions or Training Providers, you will have to create your individual IBF Portal account to view the status and to retrieve your e-certificate.

Q15: How do I update my personal information and training records to apply for IBF Certification?

You may login to [MySkills Portfolio](#) to update your personal information and training records.

Q16: How do I apply for an IBF Portal Account to submit my IBF Certification application?

For Individuals

Please click [here](#) to create an IBF Portal Account. You may proceed to login with your Username and Password to apply for IBF Certification after you have created the account.

For Financial Institutions / IBF Accredited Training Providers

Please click [here](#) to apply for an IBF Portal Account. You may proceed to login to apply for IBF Certification after IBF approves the account opening application.

You will need the following documents / information for application:

- Name and emails of two management representatives who will manage the account
- For MAS Licenced Financial Institutions (FI) and exempt entities, be listed on MAS FI directory
- For FinTech firms, obtained Singapore FinTech Association (SFA) Certification
- Company UEN number
- Bank’s endorsed Direct Credit Authorisation form
- ACRA Bizfile (for all non-MAS Licenced FI/entities)
- The process will take from 1 week to 4 weeks depending on completeness of documents submitted.

Q17: Can I use my IBF Certification Title in my business card, email signature and social media?

Yes, you can use the professional certification title that you have been conferred on all communication materials (e.g. business card, email signatures, LinkedIn Profile).

Please refer to the [IBF Certification Terms and Conditions](#) for the artwork and colours of the certification / mark.

(B) Frequently Asked Questions for CPD Obligations

Q1: Will I be required to fulfil any Continuing Professional Development (CPD) hours to maintain my IBF Certification status?

IBF Certified Individuals are required to fulfil a minimum of 15 CPD hours annually which will commence from the year following the year of certification. Details on eligible CPD activities can be found here: [IBF Certification Terms and Conditions](#).

Illustration

An individual obtained his IBF Certification in July 2021. He will be required to fulfil a minimum of 15 CPD hours from 1 January 2022 onwards.

Q2: What are the CDP activities recognised by IBF for IBF Certified Individuals?

The annual CPD activities prescribed should cover content that are directly relevant to the financial industry, which may include:

- (a) Ethics / Market Conduct requirements;
- (b) Product knowledge;
- (c) Skills / competencies; and/or
- (d) Rules and Regulations / Compliance-related matters.

A wide variety of CPD activities will be recognized under the following broad categories and as described in the table below:

- (a) Training & Education;
- (b) Instruction;
- (c) Leadership; and
- (d) Research & Publication

Categories			
Training & Education	Instruction	Leadership	Research & Publication
Annual CPD Requirement of 15 hours, capped at 10 hours per activity To be reported in blocks of 0.5hrs			
Industry-related Event (eg. conventions, conferences & seminars)	Lecturing / Teaching Assignments	Financial Sector Committee / Working Group	Research & Publication (up to 5 hrs will be granted for each published article)
E-Learning (at least 30 mins and with assessment)	Presentation, Panel Discussion or Speaking at Events	Structured Mentoring (up to 5 hrs will be granted for each mentoring assignment)	Case-study Contribution (up to 5 hrs will be granted for each case study)
External Courses			
Internal Courses			
Professional Examinations (exam duration in the year of passing)			

Q3: Do I need to renew my IBF Certification status annually?

The certification status is automatically renewed upon fulfilment of the annual CPD requirement. All IBF certified individuals will be required to submit their declaration annually via [MySkills Portfolio](#). It shall be the sole responsibility of the IBF Certified Individual to track and maintain his CPD records to ensure that his certification status will be renewed automatically.

The IBF Certified Individual is required to maintain and submit supporting documents (e.g. certificate of attendance/ completion, appointment letter or copy of published article etc.) for all CPD activities undertaken and records on how the required CPD hours are met. IBF reserves the right to conduct an audit on IBF Certified Individuals to ensure fulfilment of the IBF CPD requirements.

The IBF Certified Individual is also expected to observe the Terms and Conditions, Code of Ethics, and Standards of Professional Conduct during the tenure of the certification status, failing which the certification status might stand to be revoked.

Q4: What is the retention period of my CPD records for renewal of my IBF Certification status?

You will need to keep your CPD records for 2 years. You can use the IBF MySkills Portfolio to help you to keep track of your training records.

For further enquiries on IBF Certification, please email to [certification @ibf.org.sg](mailto:certification@ibf.org.sg).

For more information on SkillsFramework for Financial Services, please click [here](#).

Information is accurate as at 25 January 2022.