IBF Organisation Registration Criteria

Organisation Registration is applicable to all entities who wish to obtain course recognition with IBF under the following schemes

- Financial Training Scheme (FTS)
- IBF Standards Training Scheme (IBF-STS)
- Core Securities & Futures Act/ Financial Advisers Act Continuing Professional Development (Core SFA/FAA CPD) course recognition
- FTS and Core SFA/FAA CPD
- IBF-STS and Core SFA/FAA CPD

1	Management Responsibility
a	**The organisation is operating and registered in Singapore with the appropriate regulatory bodies and in sound financial standing. In addition, members of the management team meet the fit and proper requirement.** <u>Evidence to be furnished</u> ▪ Registration record with the Accounting and Corporate Regulatory Authority (ACRA) / Registry of Societies (ROS) ▪ Completed Fit and Proper Declaration Form by members of the management team ▪ Latest audited financial statements. ▪ For entities that are exempted from audit by ACRA: to submit latest Notice of Assessment (NOA) from IRAS showing positive trade income.
b	**The organisation has good track record in the conduct of financial training / assessment programmes for financial industry professionals in the past 1 year.** <u>Evidence to be furnished</u> ▪ Records of courses conducted for financial sector professionals in the past 1 year *Form can be downloaded from <u>here</u>* ▪ Consolidated feedback of courses conducted for financial sector professionals in the past 1 year
c	**(By declaration) Roles and responsibilities of proper governance and structure within an organisation, management, independent panel*, trainers, assessors and staff are clearly defined to ensure quality training / assessment programmes.** **Management and staff involved in IBF Standards -related planning, programme delivery and administration should be familiar with the IBF Standards Framework and its value proposition for the benefit of programme participants.** **The organisation should put in place an independent panel involving members of the industry / business to review the quality and rigor of the programmes, development and implementation of the training / assessment.** **<u>Role of the Independent Panel</u>:** **The panel should consist of at least three (3) members. The organisation must ensure that there is no conflict of interest in appointing members of the independent panel.**

	The panel looks into the quality and rigour of the training programmes and reviews and validates the curriculum. The panel also oversees the development and implementation of the assessment programmes, including moderation and appeals policies and procedures, and ensures their proper conduct. **At least one (1) member of the board should be an industry practitioner with qualifications or work experience in competency-based training and assessment.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form *Declaration form can be downloaded from [here]*
d	**(By declaration) Review and monitoring of the operations and enrolment projection are conducted on a systematic and regular basis to ensure continuing improvement.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form
e	**(By declaration) The organisation has established policies with clear objectives and criteria to identify, select, manage and review its trainers, assessors and external partners with involvement in IBF Standards (if any). The partnerships are regularly monitored and reviewed.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form
f	**(By declaration) The organisation has systems and processes in place to monitor performance and coaching of trainers / assessors (especially new trainers / assessors).** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form
2	**Facilities and Equipment**
a	**(By declaration) Facilities, equipment, materials and other resource needs are accurately identified, adequate and available.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form

3	**Participant Support and Services**
a	**(By declaration) The following information is clearly stated and provided to participants prior to enrolment:** ▪ **Programme title (<u>Note</u>: The organisation should ensure that the programme title is indicative of the coverage of the programme)** ▪ **Entry requirements** ▪ **Context and purpose of training / assessment process** ▪ **IBF Standards certification requirements and application procedures** ▪ **Fees and charges** ▪ **Venue(s) for training / assessment** ▪ **Government funding / subsidy** ▪ **Transfer / withdrawal / refund policy** ▪ **Reassessment and appeals procedures** ▪ **Trainers'/ Assessors' qualifications and relevant work experiences** ▪ **Alignment to international standards (where applicable)** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form
b	**(By declaration) Procedures are in place to manage participant complaints, grievances and appeals in a timely and effective manner.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form
4	**Financial Practices**
a	**Clear policies stating time frame and conditions are put in place for refund of programme fees** <u>Evidence to be furnished</u> ▪ Quality Manual on refund policies and procedures ▪ Records of management's involvement in review of the refund policies and procedures and corresponding actions taken, if any, for continuing improvement
5	**Administrative Practices**
a	**(By declaration) Administrative system is in place to handle the following processes and measures to safeguard the confidentiality of:** ▪ **Participants' registration details** ▪ **Participants' feedback on training / assessment** ▪ **Participants' assessment results** ▪ **Assessment questions** <u>Evidence to be furnished</u> ▪ Completed Training Provider's Declaration Form

b	**(By declaration) Measures are in place to ensure that appropriate and timely alternative arrangements will be made in the event of unexpected changes to trainers / assessors, training / assessment dates, venues, etc.** <u>Evidence to be furnished</u> ▪ Completed Training Provider Declaration Form