

PUBLIC PROGRAMMES

JANUARY – JUNE
2017

“ *Great course. Very in depth
and broad at the same time.
Incredibly informative.* ”

Participant
Foreign Exchange Administration Rules
Trainer : Zolkifli Bidin, ABS Training Consultant

TABLE OF CONTENTS

	Page
INTRODUCTION	02
COMPLIANCE	
AMLATFPUAA 2001: Know Your Customer and Compliance	04
An Insight into Foreign Exchange Administration Rules	06
Financial Services Act 2013 & BNM Guidelines: The Law & Compliance	08
Understanding of Foreign Exchange Administration Rules	10
CREDIT	
Fundamentals of Property Development Financing	12
Presentation Skills for Successful Credit Proposals	14
Project Financing - Structures, Risks and Issues	16
ISLAMIC BANKING	
Understanding Islamic Banking Products	18
LANGUAGE	
Practical English for Bankers	20
MULTI-DISCIPLINES	
Alternative Finance: Overview, Prospects and Risks	22
Cash Balance of Payments (BOP) Statistical Reporting through International Transactions Information System (ITIS)	24
Credit Reporting and Operation of Central Credit Reference Information System (CCRIS)	26
Digital Disruption: Prepare to Respond	28
International Investment Position (IIP) Reporting through External Assets and Liabilities Information System (EALIS)	30
Preparing Prospectuses Which Help Investors Make Informed Investment Decisions	32
Professional Corporate Image and Business Etiquette	34
PROFESSIONALISM & ETHICS	
Introduction to Ethics in Banking	36
RETAIL BANKING	
New World Approach to Managing Retail Clients Successfully	38
Valuing Diversity: Managing Clients with Disabilities	40
RISK MANAGEMENT	
Structured Products - How to Manage Financial Risks	42
TRADE FINANCE	
The Essence of International Trade	44
Understanding of Letter of Credit and UCP600	46
ABOUT ABS	48

PP

PUBLIC PROGRAMMES

ABS offers industry relevant public training programmes that cover a comprehensive list of banking areas and are designed and developed in-house by our Specialist Training Consultancy Team or in collaboration with strategic learning partners that includes some of the top business schools in the world.

Programmes offered are on a six-month interval, which enable us to review and update our course materials based on a more intuitive understanding of what banks need in this fast-changing dynamic financial services landscape.

While the programmes that you will see here in the following pages are offered for open enrolment, they can also be customized as in-house training to suit the needs of your organization. We also provide a broad spectrum of consultancy services to create tailor-made training programmes that are specifically aligned with your organization's strategic learning requirements.

Please visit www.asianbankingschool.com/our-programmes/public-programmes to find out more details about our programmes.

Our public programmes are grouped into the banking areas of:

Alternative Finance

Banking Operations

Business Banking

Compliance

Corporate Finance

Credit

Finance / Audit

Islamic Banking

Language

Multi-Disciplines

Professionalism & Ethics

Retail Banking

Risk Management

Trade Finance

Treasury / Investment

Wealth Management

Note: All Information in this publication is correct at the time of printing but is subject to change.

PROGRAMME CALENDAR FIRST HALF 2017

Programme Title	Learning Level	Jan	Feb	Mar	Apr	May	Jun
COMPLIANCE							
AMLATFPUAA 2001: Know Your Customer and Compliance	Intermediate						5-6
An Insight into Foreign Exchange Administration Rules	Intermediate			15-16			21-22
Financial Services Act 2013 & BNM Guidelines: The Law & Compliance	Intermediate				12		
Understanding of Foreign Exchange Administration Rules	Foundation		23			22	
CREDIT							
Fundamentals of Property Development Financing	Foundation				11		
Presentation Skills for Successful Credit Proposals	Intermediate					8-9	
Project Financing - Structures, Risks and Issues	Intermediate					23-24	
ISLAMIC BANKING							
Understanding Islamic Banking Products	Foundation		22-23				
LANGUAGE							
Practical English for Bankers	Foundation				18-19		
MULTI-DISCIPLINES							
Alternative Finance: Overview, Prospects and Risks	Intermediate			16			
Cash Balance of Payments (BOP) Statistical Reporting through International Transactions Information System (ITIS)	Foundation			6		30	
Credit Reporting and Operation of Central Credit Reference Information System (CCRIS)	Foundation			27-28		22-23	
Digital Disruption: Prepare to Respond	Foundation				17		
International Investment Position (IIP) Reporting through External Assets and Liabilities Information System (EALIS)	Foundation			7		31	
Preparing Prospectuses Which Help Investors Make Informed Investment Decisions	Intermediate	10-11 17-18	15-16				
Professional Corporate Image and Business Etiquette	Foundation				3		
PROFESSIONALISM & ETHICS							
Introduction to Ethics in Banking	Foundation	16	13	13	10	15	6
RETAIL BANKING							
New World Approach to Managing Retail Clients Successfully	Intermediate					8-9	
Valuing Diversity: Managing Clients with Disabilities	Foundation				10		
RISK MANAGEMENT							
Structured Products - How to Manage Financial Risks	Foundation			28-29			
TRADE FINANCE							
The Essence of International Trade	Foundation		20-21				
Understanding of Letter of Credit and UCP600	Intermediate				5-6		

ANTI-MONEY LAUNDERING, ANTI-TERRORISM FINANCING AND PROCEEDS OF UNLAWFUL ACTIVITIES ACT 2001: KNOW YOUR CUSTOMER AND COMPLIANCE

Learning Level: Intermediate

SIDC CPE: 10 CPE Points

Programme Description

This programme gives sound insight into compliance requirements under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLATFPUAA 2001) and Bank Negara Malaysia Standards and Guidance. Participants will be able to conduct Customer Due Diligence and Enhanced Customer Due Diligence, recognize suspicious transactions of money laundering and the financing of terrorism and comply with internal reporting requirements, in line with AMLATFPUAA 2001.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Identify the risks and opportunities for money laundering arising from conventional, Islamic, electronic and internet banking
- Apply the 'Know Your Customer Policy' and conduct Customer Due Diligence and Enhanced Customer Due Diligence and identify suspicious transactions of money laundering and financing of terrorism
- State the responsibilities of banks and other financial institutions and their employees in compliance with the AMLATFPUAA 2001; and the consequences of non-compliance
- Enhance compliance programme effectiveness

Training methodology

Lectures and Discussions; Questions & Answers

Participant profile

Compliance Officers and their assistants, officers, managers and above

PROGRAMME DETAILS

Date : 5 – 6 June 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,000 / pax

Non-Member

RM2,400 / pax

*inclusive of 6% GST

Programme Outline

Definition of Money Laundering

- Common practices & conduits of money launderers
- Nature of offence of money laundering

AMLATFPUAA 2001

- Preliminary
- Money laundering offences
- Financial intelligence
- Reporting obligations
- Investigation
- Freezing, seizure and forfeiture
- Miscellaneous

Ensuring compliance of the AMLATFPUAA 2001

- Legal obligations under the AMLATFPUAA 2001 and the Standards and Guidelines thereunder

Managing ML risks

- 'On the job' risk management measures
- Customer's Identification & Acceptance Policy-best practices & vigilance measures
- 'CDD' Policy - Practice & extent
- Enhanced CDD
- Dealing with PEPs and others
- Risk Profiling/Risk based Approach to recognizing suspicious transactions
- High risk products, customers, transactions, place of origin and circumstances
- Transactions monitoring

Recent cases and updates on the latest AML/CFT development

- Including the 2012 Revised FATF Recommendations

About The Trainer

Datin Dr Lee Mei Pheng

Datin Dr Lee is a senior partner, banking law consultant and practitioner in one of the most established law firms in Sarawak, *Detta Samen & Co Advocates*. She is an Advocate & Solicitor of the High Court in Malaya and an Advocate of the High Court in Sabah & Sarawak. She holds a Doctor of Philosophy (Laws) from the University of Liverpool, England, specialising in Banking and Finance Law and her PHD research was on banking frauds. Datin Dr Lee holds an LLB First Class Honours degree from the University of Malaya, and is an Adjunct Associate Professor, Faculty of Law at the Bond University, Queensland, Australia. She resides in Australia and lectures there in post-graduate law subjects in the areas of International Banking and Electronic Banking Law subjects. She is a Fellow, Financial Services Institute of Australasia, Australia; Fellow, Tim Fischer Centre for Global Trade & Finance, Australia; and Member, Law Advisory Board, Bond University, Australia.

Datin Dr Lee was also awarded an Associate Fellow, Institute of Bankers Malaysia (now Asian Institute of Chartered Bankers - AICB); having served as chief examiner for law subjects since 1985 and in recognition for her vast contributions in publishing, examinations and training for AICB for more than twenty-seven years. Datin Dr Lee has also been a Fellow of the Law Faculty, University of Malaya in Kuala Lumpur and served for 10 years in OCBC Bank, Malaysia as Head of Legal and Assistant Vice President, Kuching Branch. She has been one of the leading consultants and lecturers since 1984 for financial institutions, regulators, and large corporations locally and internationally on many areas of banking and finance laws, Islamic banking and finance laws, frauds, anti-money laundering and anti-terrorism financing, banking operations, credit, offshore banking, regulations and compliance. She lectures internationally and is presently a Course Director for EUROMONEY Training in Hong Kong. Her many other professional contributions include being a consultant, commissioned author and editorial reviewer and specialist for LexisNexis, AICB and Oxford publications; an External Assessor for Business law and Company Law, Wawasan Open University, Penang, Malaysia; and author of many publications.

AN INSIGHT INTO FOREIGN EXCHANGE ADMINISTRATION (FEA) RULES

Learning Level: Intermediate

SIDC CPE: 10 CPE Points

Programme Description

This intermediate programme covers the prudential measures of Central Bank of Malaysia to support the overall macroeconomic objective in maintaining monetary and financial stability in Malaysia. The continuity to maintain liberal Foreign Exchange Administration Rules are covered under the Notices to support and enhance the competitiveness of the economy for trade, business and investment activities.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Relate to the foreign exchange administration policy and its rationale
- Identify the main responsibilities of banks in ensuring compliance with Foreign Exchange Administration Rules

Training methodology

Interactive group discussions, case studies and sharing of practical experience

Participant profile

All middle to senior-level bank executives

PROGRAMME DETAILS

Date : 15 – 16 March 2017	21 – 22 June 2017
Time : 9:00 am – 5:00 pm	9:00 am – 5:00 pm
Venue : Asian Banking School	Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 / pax

Non-Member

RM2,700 / pax

*inclusive of 6% GST

Programme Outline

- Introduction and overview of Foreign Exchange Administration Rules
- Legal provisions relating to the Foreign Exchange Administration Rules
- Reserve and liquidity management and explanation on the regulatory system to channel back inflows and to control outflows
- Foreign Exchange Administration Notices:
 - Notice 1 – Dealings in Currency, Gold and Other Precious Metals
 - Notice 2 – Borrowing and Guarantee
 - *Exercises on 6 scenarios of borrowing*
 - *Group discussion on non-resident borrows Ringgit from another non-resident*
 - Notice 3 – Investment and Foreign Currency Asset
 - *Group discussion on bank's precautionary measures prior to effecting payment abroad or purpose of investment by residents*
 - *Compliance of FEA Rules with regards to supplier's guarantee*
 - *Case study on multi foreign currency account with a licensed onshore bank*
 - Notice 4 – Payments
 - *Group discussion on external account holder obtaining Ringgit facilities from a resident entity*
 - *Group discussion on the remittance of foreign currency by a resident entity to settle the holding company's loan account*
 - Notice 5 – Security, Islamic Security, Financial Instrument or Islamic Financial Instrument
 - Notice 6 – Import and Export of Currency
 - Notice 7 – Export of Goods
 - *Group discussion on non-receipt of export proceeds for more than 6 months*
- Dealings with Specified Persons and in Restricted Currencies
 - *Definitions of specified person and in restricted currencies*
- Directions to Financial Institutions
 - General Operational Requirements
 - *Establish internal control and procedures to ensure compliance*
 - Specific Operational Requirements
 - *Use only reference rate fixed onshore as reference rate for pricing of any FX contracts involving Ringgit*
 - *Sighting of documentary evidence for all forward contracts based on the principle of customer's due diligence*
 - *Sighting of documentary evidence before maturity date of forward contract based on firm commitment or anticipatory basis*
 - *To designate external account clearly*

About The Trainer

Zolkifli Bidin

Consultant, Asian Banking School

Zolkifli Bidin is an in-house specialist training consultant at the Asian Banking School. He has over 30 years of banking experience, predominantly in Trade Financing and specializing in trade operations and marketing of trade products. He has worked at Maybank, Bank of Commerce and Hong Leong Bank, and as a consultant on the Amal Express Bank Dubai project.

He has been an Associate Member of the Asian Institute of Chartered Bankers (formerly known as the Institute of Bankers Malaysia – IBBM) since 1981 and was on the Board of Examiners for their International Trade Finance programme. He is currently the course tutor for Professional Banker – International Trade Finance.

He is associated with the Federation of Malaysian Manufacturers and Malaysian Chamber of Commerce and was part of the ASEAN meeting and business talk with South Korea and Turkmenistan. He also participated in the 2014 Trade Finance Course organised by the Bankers' Association for Finance and Trade (American Bankers Association) in New Delhi, India which focused on new developments in international trade, and is well versed in the Foreign Exchange Administration Rules through his involvement in working with Bank Negara Malaysia in the liberalization of the Rules. Zolkifli received his Diploma in Banking from the MARA Institute of Technology (now known as Universiti Teknologi MARA).

FINANCIAL SERVICES ACT 2013 & BNM GUIDELINES: THE LAW & COMPLIANCE

Learning Level: Intermediate

Programme Description

To regulate the financial service providers, Financial Services Act 2013 (FSA) was introduced to ensure that bankers operate within the laws/regulations and not abuse the banking system. This course will describe the legislative restrictions and requirements imposed under FSA and BNM Guidelines. In addition, the course covers practical examples of penalties imposed on employees in the banking industry for non-compliance.

Participants will be shown how to distinguish the purpose and application of FSA and Bank Negara Guidelines in safeguarding the interest of financial institutions. Participants will also gain knowledge on the full extent of Bank Negara Malaysia powers of control and regulating the financial service providers.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Describe the legislative restrictions and requirements imposed on financial institutions under the FSA and penalties for non-compliance
- Distinguish the purpose and application of these provisions in safeguarding the interest of financial institutions
- Gain full knowledge of the extent of Bank Negara Malaysia's powers of control and how they regulate the financial service providers

Training methodology

Combination of lectures, exercises and case studies to ensure that the participants derive the maximum learning benefit

Participant profile

All employees of financial institution who are interested in the mechanism of Financial Services Act 2013 and relevant BNM Guidelines

PROGRAMME DETAILS

Date : 12 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,100 / pax

Non-Member

RM1,400 / pax

*inclusive of 6% GST

Programme Outline

- Introduction to the Financial Services Act 2013
- Illegal Deposit Taking
- Limitation in the Finance Minister's Powers
- Duties of Secrecy & Permitted Disclosure
- Corporate Governance & Transparency Requirements
- Ownership, Control & Transfer of Business
- Financial Groups
- Offences Relating to Entries in Books & Documents
- Business Conduct, Complaints, Disputes etc
- Restriction of Credit Facilities to a Single Counterparty
- The Full Extent of BNM's Powers of Supervision, Investigation, Search, Seizure & Prosecution for Offences & Non-Compliance
- Prohibited Conduct in the Money Market & Foreign Exchange Market
- Direction of Compliance by BNM and its Powers to Issue Guidelines
- Credit Transactions and Exposure with Connected Parties
- BNM's Code of Ethics & its Relevance

About The Trainer

Vijayaraj R Kanniah

Vijayaraj R Kanniah, is currently the Managing Partner of Messrs Sheila Hussain Vijay & Partners, a law firm specialising in banking. He is also the Managing Director and Principal Trainer at Visioon Business Solutions Sdn Bhd. Vijayaraj is an Advocate & Solicitor with the High Court of Malaya and remains active as a legal consultant, practitioner and trainer in the areas of credit, banking operations, corporate governance, anti-money laundering and anti-terrorism financing, and other legal compliance areas with various banks, financial service providers, enforcement agencies and corporations within the region.

Vijayaraj holds a Master of Law (LLM) from the University of Malaya and three degrees, namely, Bachelor of Law (LLB) from the University of London, Bachelor of Social Science from the University of Science, Malaysia and ICOSA from the Malaysian Institute of Chartered Secretaries & Administration. He also holds an Advanced Certification in AML/CFT jointly awarded by the Institute of Bankers Malaysia and International Compliance Association, in collaboration with the University of Manchester Business School.

Vijayaraj was formerly a banker for 12 years with extensive exposure in banking operations, commercial and corporate lending. He was a former tutor with the Open University of Malaysia for their undergraduates and a former national and state sportsman.

A double scholar of Malayan Banking Berhad and Malaysian Hockey Confederation, he remains an active member of the Malaysian Bar Council, Asian Institute of Chartered Bankers, Malaysian Institute of Chartered Secretaries and Administrations, Malaysian Insurance Institute and International Compliance Association.

He also holds a number of professional qualifications which includes a Certificate in Legal Practice, Certified Credit Professional, Certified Credit Professional – Islamic, Certificate in Life Insurance and Investment Link.

UNDERSTANDING OF FOREIGN EXCHANGE ADMINISTRATION RULES

Learning Level: Foundation

Programme Description

This introductory course covers the overall framework of the Foreign Exchange Administration Rules and the legal provisions relating to it including the new terminologies in the new Notices covering Directives to Financial Institutions on the general and specific operational requirements.

Learning Objectives

Upon completion of the programme, participants will be able to understand the overall framework of the Foreign Exchange Administration Rules of Malaysia

Training methodology

Illustrative diagrams for better understanding, interactive group discussions and sharing of practical experience

Participant profile

All bank executives

PROGRAMME DETAILS

Date : 23 February 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

22 May 2017
9:00 am – 5:00 pm
Asian Banking School

PROGRAMME FEE*

RM 450 / pax

*inclusive of 6% GST

Programme Outline

- Introduction and Overview of Foreign Exchange Administration Rules
- Legal Provisions Relating to the Foreign Exchange Administration
- New Terminologies under New Notices
- Foreign Exchange Administration Notices
 - Notice 1 – Dealings in Currency, Gold and other Precious Metals
 - Notice 2 – Borrowing and Guarantee
 - Notice 3 – Investment and Foreign Currency Asset
 - Notice 4 – Payment
 - Notice 5 – Security, Islamic Security, Financial Instrument or Islamic Financial Instrument
 - Notice 6 – Import and Export of Currency
 - Notice 7 – Export of Goods
- Definitions
- Directions to Financial Institution
 - General Operational Requirements
 - Specific Operational Requirements

About The Trainers

Officers of Foreign Exchange Administration Department, Bank Negara Malaysia

FUNDAMENTALS OF PROPERTY DEVELOPMENT FINANCING

Learning Level: Foundation

SIDC CPE: 10 CPE Points

Programme Description

This programme is designed to enhance the knowledge of new and experienced Account Relationship Managers and lending personnel to develop competencies in loan processing and credit evaluation for property development financing.

Learning Objectives

Upon completion of the programme, participants will:

- Have an overview of the property industry in Malaysia
- Be aware of the recent changes and updates that impact the property industry
- Be better equipped with credit evaluation skills in preparing a credit proposal

Training methodology

Sharing of practical experience and best market practices, interactive discussions, videos, exercises and mini case studies

Participant profile

Account Relationship Managers, lending personnel, property sector practitioners and professionals

PROGRAMME DETAILS

Date : 11 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,100 / pax

Non-Member

RM1,400 / pax

*inclusive of 6% GST

Programme Outline

Overview of the property industry in Malaysia

- Players in the market that may impact the property prices
- Introduction to Real Estate Investment Trust in Malaysia

Update of the recent changes in property industry e.g. HDA, CCC, Companies Bill 2015 and affordable homes quota

Property development process

- Useful tips pertaining to property development
- Developers' Push Marketing

Computation of redemption sum

- Computation of pre-sale condition
- Factors affecting cost over-runs

Risks associated with property development financing

- Structuring of facilities and the use of covenants

Credit proposal framework for property development financing

About The Trainer

Lim Guan Chye

Consultant, Asian Banking School

Lim Guan Chye is an in-house specialist training consultant at the Asian Banking School. He has 35 years of experience in the banking industry as well as at senior management levels in commercial organizations.

Over a 25-year period, his banking experience included operations, marketing, credit processing, the legal aspects of lending and branch management. He has extensive exposure in lending to various industries and sectors including property development, manufacturing, trading and palm oil refining.

After his stint in banking, he joined the commercial sector and worked for 10 years with various companies including public listed companies, property developers, legal practice as well as private firms in various areas involving finance, human resources, marketing, risk and general management.

Guan Chye holds a Bachelor's degree in Analytical Economics (Second Class Upper Honours) from the University of Malaya and is a Certified Credit Professional (CCP), as well as a certified trainer (TTT) with extensive training and speaking engagement experience. He is the author of "What Every Entrepreneur ought to know about Business and Banking" – A Practical Approach.

PRESENTATION SKILLS FOR SUCCESSFUL CREDIT PROPOSALS

Learning Level: Intermediate

Programme Description

Presentation is amongst the last phases of credit origination. One may have good credit at hand but may falter due to poor presentation. This is made more challenging as the competitive lending market has made banks move towards lower tier credits where credit rationale and worthiness are less evident i.e., requiring more clarity, articulation and convincing on the part of Relationship Managers (RMs). RMs should be able to deliver at presentation so that all origination and underwriting work will not be in vain to meet credit committees and approvers greater expectations for due diligence. While an outgoing personality may help, it does not necessarily make one a good credit presenter. This is because credit is fundamentally technical albeit having subjective elements. RMs need credit skills and at the same time, if an RM is too technical and not street smart, this may be an impediment too as they may not be able to handle the very demanding expectations of credit committees or approvers today.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Be aware of basic credit fundamentals as a prerequisite to credit presentation
- Be aware of good credit writing and articulation skills as effective presentation is predicated upon well written credit papers
- Comprehend the expectations of credit committees / approvers
- Comprehend the dynamics of presentation and effective presentation
- Make presentations with more clarity, concisely and convincingly – ultimately being able to “sell” their credits easier

Training methodology

The course will be workshop based comprising lectures, sharing of facilitator experiences, discussions and class exercises with group presentations based on live case studies. The module will also see the use of Thoth Capital's proprietary user friendly guides to help participants execute the various credit areas.

Participant profile

Relationship Managers from SME, Commercial and Corporate Banking - junior, intermediate to advanced levels, personnel earmarked for RM positions and Non-RM's who are required to present credit proposals for approval

PROGRAMME DETAILS

Date : 8 – 9 May 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 / pax

Non-Member

RM2,700 / pax

*inclusive of 6% GST

Programme Outline

Part A: The Fundamental Credit Skill Sets – The First Prerequisite to Presentation

- The Thoth Capital Credit Appraisal Map – having the right mindset/thought process
- The importance of establishing the borrowing cause
- Understanding borrower, business & their environment – information is power!
- Risk Analysis – identifying the issues, understanding the risk dynamics & determining mitigating factors
- Financial Analysis – using the Thoth Capital Financial Evaluation and 4 Segments Approach
- Risk Profiling – putting the credit together to enable the big picture

Part B: The Credit Application Report – The Second Prerequisite to Presentation

- Importance of Articulation – A credit is only as good as the report it is articulated in!
- A quick run through on how to write good credit reports

Part C: Expectations of Credit Committees & Approvers

- Roles of credit committees & approvers
- What do credit committees & approvers want to see in credits?
- What do credit committees & approvers expect during presentations?
- Knowing your Credit Approvers & Committees

Part D: Presentation Skills

- Common presentation mistakes
- Confidence as the foundation of presentation
- TC's Credit Presentation Map – A Step by Step Guide
- KISS Principle in presentation
- Presentation Coverage
- Appropriate proper body language and voice tone
- Playing Devil's Advocate – an important prep to presentations
- Making effective presentations yet staying original

Part E : Practical Exercises - Credit Presentation Using Live Cases

- Participants will be split into presentation & approver groups, and given a case study each based on a live credit report.
- Task: The Groups are to undertake prep work on the case and ensure proper due diligence and thereafter make presentations to the Credit Committee/Approver.

About The Trainer

Lim Tien Chee

Lim Tien Chee or "TC" as he is popularly known is currently the Director and Managing Consultant of Thoth Capital Sdn Bhd, a management consultancy cum training outfit which mainly services the banking industry and has been in operation since 2004. TC has 12 years' line and management experience across the credit value chain at RHB Bank. He headed departments within Commercial and Corporate Banking and Credit Management, and has a good appreciation of the local banking environment. The job scope during his tenure extended from origination, underwriting, restructuring and to approvals.

At the age of 30, TC was promoted to department head of a corporate banking unit. In 2004, he was promoted to Vice President when he was 33, making him one of the young high performers RHB Bank. His portfolio extended from SMEs to large listed conglomerates. In Corporate Banking, the portfolio size under his care exceeded RM2 billion and exposed him to all facets of the economy – from trading, manufacturing, agriculture, oil and gas, and public infrastructure. In Credit Management, where independent evaluation of commercial and corporate loans is undertaken, TC was one of the youngest senior credit managers to be granted discretionary authority for loan approvals and a pioneering member of RHB Bank's Credit Management Division. TC was also instrumental in developing the credit policy for RHB Bank and was often called upon to undertake strategic and risk management initiatives including due diligence reviews for its mergers and bank wide transformations.

PROJECT FINANCING – STRUCTURES, RISKS AND ISSUES

Jointly organised with Symphony Digest

Learning Level: Intermediate

Programme Description

This course teaches the participants how to apply the fundamentals of project finance in order to develop bankable project finance structures and compare project finance structures as well as identify the pros and cons of the structures to the Project Company and financiers / investors.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Distinguish between non-limited recourse financing with recourse financing
- Recognise the types and importance of project documents
- Develop project risk profile and discuss how to allocate and mitigate project risks
- Identify the importance of shareholders' commitment and types of shareholders' commitment
- Determine appropriate debt to equity ratio
- Interpret cash flow projection numbers and their significance to project finance
- Identify different types of collateral and covenants
- Apply the usage of collateral and covenants to project finance structures
- Distinguish between conditions precedent and conditions subsequent
- Apply the usage of conditions precedent and subsequent to project finance
- Discuss various project finance structures
- Discuss issues and risks of various project finance structures

Training methodology

Lectures, discussions and case studies

Participant profile

Financial industry professionals including executives from commercial and corporate banking, business banking, investment banking, corporate finance, credit analysts, credit reviewers, fixed income investors, private equity investors and fund managers

PROGRAMME DETAILS

Date : 23 – 24 May 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM5,700 / pax

Non-Member

RM6,200 / pax

*inclusive of 6% GST

Programme Outline

Day 1

- Fundamentals of Project Finance
- Shareholders' Commitment and Debt to Equity Ratio
- Cash Flow Projections
- Collateral
- Covenants

Day 2

- Conditions Precedent and Subsequent
- Project Finance Structures
- Issues and Risks
- Case Studies

About The Trainer

Saw Ann Ping

Ms. Saw is a CFA charterholder with over 20 years of experience in financial advisory, fund raising and consulting. Her areas of specialization are financial structuring, Islamic finance and privatisation. Her work has been recognised by various Malaysian and international bodies such as Euromoney and Islamic Finance News for its innovation. Her last position was Head of Wholesale Banking for Hong Leong Islamic Bank. Prior to that, she was the Head of Corporate Finance in RHB Islamic Bank and Head of Corporate Banking and Debt Securities in Utama Merchant Bank. Before becoming an investment banker, she was a management consultant with Arthur Andersen, involved in various advisory projects for the Asian Development Bank, KL International Airport and other government agencies, and the private sector.

She was a speaker at China Development Bank's Senior Policy Seminar in Beijing and at the Middle East Business Forum in Dubai on Islamic finance for infrastructure projects. She has conducted financial mastery courses, cash flow modelling, getting bank loans, debt capital market for numerous clients including financial institutions, public listed companies and private companies. She holds a Bachelor of Science (honours) degree from the University of Canterbury, New Zealand, majoring in Economics and Operations Research.

UNDERSTANDING ISLAMIC BANKING PRODUCTS

Learning Level: Foundation

Programme Description

The goal of this two-day workshop is to provide participants with a thorough understanding of Islamic banking and finance. These include the concept of Islamic finance, the religious foundations of Islamic banking, and overview and objectives of Shariah. The course also focuses on Islamic contracts, Islamic deposits, and Islamic finance for working capital, term financing and long term large scale financing. The course will also highlight the comparison between Islamic and conventional banking products.

Learning Objectives

Upon completion, the participants will have a comprehensive understanding in:

- How Islamic banking works
- What are the religious foundations of Islamic banking
- What are the various Islamic banking products – deposit, short and long term financing, and sukuk
- How Islamic products can be utilised to finance business enterprises
- The comparison between Islamic and conventional banking

Training methodology

Presentations, lectures, case studies, group discussions, quizzes and MCQs

Participant profile

This course is applicable to finance personnel in business enterprises, as well as senior management members who are involved in the business strategy and finance of the companies

PROGRAMME DETAILS

Date : 22 – 23 February 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 /pax

Non-Member

RM2,700 /pax

*inclusive of 6% GST

Programme Outline

- The concept of Islamic banking foundations
- The objectives of Shariah
- The essentials of Islamic contracts
- Murabahah – the Islamic deposits
- Murabahah Tawarruq – the Islamic financing for working capital
- Musharakah – the profit sharing concept and how it works
- Diminishing Musharakah – its concept and application
- Mudarabah – the profit and loss sharing concept and how it works
- Ijarah – the Islamic solution for term financing
- Sukuk – how it works and how can it be relevant to your business
- The comparison between Islamic banking products and their approximate equivalents in conventional banking products

About The Trainer

Yeow Tiang Hui

Senior Consultant, Asian Banking School

Yeow Tiang Hui is an in-house senior training consultant at Asian Banking School. He has 28 years of experience in banking and investment, having first worked with small and medium enterprise clients at United Overseas Bank and Citibank N.A., Singapore. He then moved on to manage multinational accounts in Deutsche Bank AG, which was followed by managing large local corporate clients in Citibank/Citicorp Malaysia, where he was also Vice President in their venture capital outfit and the Head of Commercial Banking.

From 1997 to 2005, he served as Head of the offshore banking business of the French banking group, Crédit Industriel et Commercial covering Malaysia, Greater China and the Philippines. After that, from 2007 till 2016, he served as the Head of Corporate Banking at Kuwait Finance House (KFH) where in 2012, he set up the client coverage team housed under the Investment Banking Division. He was involved in the structuring and implementation of Shariah compliant financing products at KFH.

Yeow graduated in Economics from the National University of Singapore where he studied International Finance, Banking & Monetary Economics. He obtained further training in banking and finance from the Institute of Banking & Finance in Singapore, Deutsche Bank Asia Pacific, and Citibank Asia Pacific Banking Institute, where he studied Credit & Financial Analysis, Applied Financial Services, International Trade Finance, Corporate Finance and Financial Derivative Products. He is fluent in Chinese, English, Malay and the Indonesian languages, and has worked in the Singaporean, American, German, French, Middle Eastern and Malaysian environments.

PRACTICAL ENGLISH FOR BANKERS

Learning Level: Foundation

Programme Description

This programme covers an overview of lexis and terminology related to the banking and finance industries, and is also focussed on equipping participants with the tools and confidence to become better communicators, both within their respective departments and externally. All of the skills work undertaken by students on the programme is framed and contextualised for the banking industry. Work is covered on the writing of reports and emails, with a final course assessment on presenting information verbally. The report task will focus on understanding trends, indicators and cycles within the banking industry. Trainers will take the role of facilitator, empowering participants with the knowledge, 'best-practice' advice, and digital literacy to think critically and deliver results. The course has been designed to fit into 2 days with 'bite-size' modules covering language: lexis, terminology and grammar; email writing; report writing and presentation skills.

Learning Objectives

Upon completion of the programme, participants will:

- Have learnt a broader range of terminology and vocabulary related to the banking industry
- Be better able to describe and explain financial trends, economic trends, cycles and indicators in both written and spoken contexts
- Be better able to understand the language of balance sheets and income statements in order to make decisions on one's credit-worthiness"
- Be better able to explain banking products and services clearly and concisely
- Be better able to deal with difficult situations and complaints in a professional, accurate and friendly manner
- Have a fuller understanding of how to apply an appropriate tone and structure when writing financial reports
- Learn how to apply effective proof-reading strategies in written English
- Be more confident in their ability to converse, present and communicate in English

Training methodology

Interactive sessions with end-of-course oral presentation and email writing assessment

Participant profile

This course is ideal for bankers who wish to improve their business English language in a banking industry context

PROGRAMME DETAILS

Date : 18 – 19 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,500 /pax

Non-Member

RM3,000 /pax

*inclusive of 6% GST

Programme Outline

Day 1

Session 1 – Terminology of Banking and Finance

- Understanding terminology and description of products
- Key sectors within the banking industry
Language focus: Sectors within the banking industry

Session 2 – Common Grammatical Errors

- Subject-verb agreement and countable / uncountable nouns
- Articles
Language focus: Describing your job and professional skills expected from a banking career

Session 3 – Writing Emails 1

- Business correspondence (expressing possibility, permission or obligation)
- Understanding purpose, structure and content
Language focus: Introducing the uses of various retail banking products/services

Session 4 – Writing Emails 2

- Using a modern, polite style
- Being clear and concise
Language focus : Tone and formality and the 6Cs

Day 2

Session 1 – Writing Reports 1

- Understanding structure and tone
- Language to present information on trends, cycles and indicators
Language focus: Identify key sectors and industries in an economy, describe strengths and weaknesses of an economy

Session 2 – Writing Reports 2

- Writing reports practice
- Proof-reading strategies
Language focus: Integrating information

Session 3 – Preparing for a Presentation

- Pronunciation: elements of voice (intonation, stress and chunking)
- Phrases and language for presentations
Language focus: Describing currency markets, foreign trade, bank mergers

Session 4 – Course Assessment

- Deliver an oral presentation on the earlier report task
- Final email writing assessment
Language focus: Assessment of all language areas

About The Trainer

Panel trainer from the British Council

ALTERNATIVE FINANCE: OVERVIEW, PROSPECTS AND RISKS

Learning Level: Intermediate

SIDC CPE: 10 CPE Points

Programme Description

This programme focuses on the rapidly-evolving segments of “Alternative Finance” available to smaller businesses as well as start-ups who may find it challenging to secure finance from traditional sources of financing. Such segments include, amongst others, crowdfunding, peer-to-peer lending (also known as marketplace lending), and online invoice trading. Financial technology (Fintech) has been the enabler for the rapid growth of “Alternative Finance”. The trainer will also share the issues, risks and what lessons can be drawn from recent case examples.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Obtain an appreciation of the broad landscape of Alternative Finance sources
- Achieve an awareness of the factors behind the rapid evolution of successful Alternative Finance platforms in the United States, Europe and Asia
- Obtain an understanding of the mechanics of the operations behind crowdfunding, peer-to-peer lending, and online invoice trading platforms
- Have a good comprehension of the key risk factors which may affect Alternative Finance
- Appreciate the issues and implications of Alternative Finance on the wider traditional financing sectors
- Appreciate some of the key regulatory considerations in putting in place a regulatory framework for licencing and oversight of Alternative Finance platforms
- Understand the Alternative Investment opportunities deriving from Alternative Finance

Training methodology

Lectures, group discussions, and case studies

Participant profile

Finance professionals, regulatory compliance personnel, risk practitioners and others who wish to have a better appreciation of this subject-matter and its potential to develop further in the next few years

PROGRAMME DETAILS

Date : 16 March 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,200 / pax

Non-Member

RM1,500 / pax

*inclusive of 6% GST

Programme Outline

Session 1

- Traditional sources of finance and “alternative finance” for businesses and start-ups
- Brief background on the evolution of Alternative Finance platforms (from 2005)
- New sources of Alternative Finance: Crowdfunding, Peer-to-peer lending, Online invoice trading
- Case reports:
 - a) The 2015 UK Alternative Finance Industry Report
 - b) The European Alternative Finance Benchmarking Report (Feb 2015)

Session 2

- Why are Alternative Finance platforms attractive: Perspectives of borrower and investor
- How do Alternative Finance platforms operate:
 - a) Equity crowdfunding
 - b) Peer-to-peer lending
 - c) Online invoice trading
- Case examples:
 - a) Lending Club and Prosper
 - b) Zopa
 - c) Funding Circle (P2P lending)
- Windows for partnership:
 - a) Banks
 - b) Governmental programmes

Session 3

- What are the key risk factors which may affect Alternative Finance platforms: Perspectives of borrower and investor
- Regulatory approaches in the Asian markets for Alternative Finance
- Is Alternative Finance a solution to curb shadow banking?
- Case examples (South-east Asia):
 - a) Malaysian platform
 - b) Singaporean platform

Session 4

- Issues and considerations for the global development of Alternative Finance
- Growing persuasiveness of Financial Technology (Fintech)
- Prospects for Alternative Finance in Asia-Pacific Region / South-east Asian markets
- Case report: The 2015 Asia-Pacific Alternative Finance Benchmarking Survey (March 2016)
- Synthesizing opportunities and risks: A glimpse of future trends

About The Trainer

Choo Yee Kwan

Choo Yee Kwan retired in July 2014 after having served the banking and risk management industry for 38 years. His last post was as Country Chief Risk Officer for OCBC Bank (Malaysia) Berhad, having joined the OCBC Group in 2007. Up to retirement, he had also served as the Alternate to the Chief Executive Officer of OCBC Malaysia. Prior to that, he was the Chief Risk Officer for Maybank Group and Group Chief Risk Officer for Alliance Bank Malaysia Berhad. During his 14-year career at Maybank Group, he had served as Division Head for Credit Control; International Banking; Corporate Remedial Management; and Group Risk Management. He was also on the Corporate Debt Restructuring Committee set up under Bank Negara Malaysia.

Before Maybank, he worked for the National Westminster Bank PLC, UK in the areas of Global Specialized Industries and Group Credit Control. As part of his service with NatWest, he was based at NatWest's Head Office in London from 1987 till 1990. Mr Choo was on the Education Committee of the Asian Institute of Chartered Bankers for 14 years. He was also a member of the University Malaya Medical Centre Ethics Committee for two years. In 2016, Mr Choo was appointed as an Independent Non-Executive Director to the Board of Directors of HSBC Bank Malaysia Berhad.

Mr Choo has an Honours degrees in Economics and Law from the University of Malaya and University of London respectively, and is a Barrister-at-Law (of Lincoln's Inn) following his call to the Bar of England and Wales in 1984.



CASH BALANCE OF PAYMENTS (BOP) STATISTICAL REPORTING THROUGH INTERNATIONAL TRANSACTIONS INFORMATION SYSTEM (ITIS)

Learning Level: Foundation

Programme Description

This programme aims at educating bank officers on BOP reporting and the functionalities of ITIS to ensure correct and timely input of data for reporting and clarity of the end-to-end process.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Understand the components and importance of BOP statistics
- Recognise the inter-linkages between BOP and International Investment Position (IIP)
- Enhance understanding on ITIS reporting requirements
- Understand the complete cycle of ITIS reporting
- Detect, avoid and prevent incorrect reporting classification

Training methodology

Combination of lectures, system walkthrough, case studies and group discussions to ensure that participants derive the maximum learning benefits

Participant profile

Statistical officers and officers of financial institutions, including those from branches who are responsible for the preparation of ITIS reporting

PROGRAMME DETAILS

Date : 6 March 2017	30 May 2017
Time : 9:00 am – 5:00 pm	9:00 am – 5:00 pm
Venue : Asian Banking School	Asian Banking School

PROGRAMME FEE*

RM 300 / pax

*inclusive of 6% GST

Programme Outline

Session 1: Overview of Bank Negara Malaysia Statistical Compilation Framework

- Introduction to statistics and statistical compilation framework
- Role of statistics in supporting effective surveillance and policy formulation
- Centralised compilation function at Jabatan Perkhidmatan Statistik

Session 2: Understanding BOP Reporting and System

- Definition of BOP
- Balance of Payments Manual (BPM6)
- Inter-linkages between BOP and IIP
- Overview of Internal Transactions and External Position System (ITEPS) modules
 - International Transactions Information System (ITIS)
 - External Assets and Liabilities System (EALIS)

Session 3: ITIS

- Overview of ITIS
 - History and background
 - Reporting entities
 - Type of reports and reporting threshold
 - Reporting frequencies and deadlines
 - Procedures on ITIS reporting

Session 4: Purpose Classification for Current Accounts and Capital Accounts

- Current Account components
 - Goods
 - Services
 - Primary income
 - Secondary income
- Capital Account components
 - Capital transfer
 - Acquisition/disposal of non-produced, non-financial assets
- Case Study and scenarios in current accounts and capital accounts

Session 5: Purpose Codes for Financial Accounts

- Financial Account components
 - Direct investment
 - Portfolio investment
 - Financial
 - Other investment
- Case Study and scenarios in financial accounts

Session 6: Insights on Data Quality and Reporting Error

- Common errors made by Financial Institutions
- Data quality assurance process

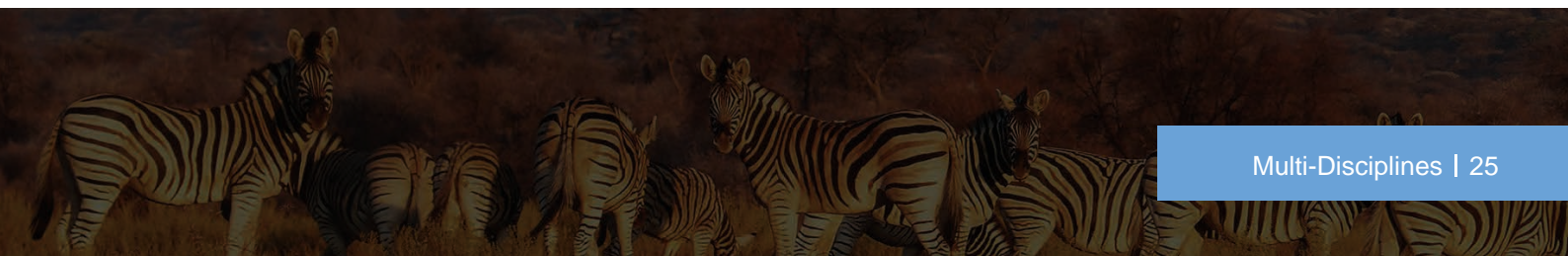
Session 7: ITIS System Walkthrough and Case Study

- Manage access control and security features
- Maintain profiles of Financial Institutions and customers
- Create, delete, edit and reclassify ITIS transactions
- Data quality queries

Question & Answer

About The Trainers

Officers in charge of ITIS reporting in Statistical Services Department, Bank Negara Malaysia



CREDIT REPORTING AND OPERATION OF CENTRAL CREDIT REFERENCE INFORMATION SYSTEM (CCRIS)

Learning Level: Foundation

Programme Description

This programme aims at educating bank officers on the functionalities of Credit Reporting and Operation of Central Credit Reference Information System (CCRIS) to ensure correct and timely input of data, clarity of the end-to-end process and understanding of CCRIS Data Quality Reports.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Understand the main components of CCRIS
- Understand the entire processes of CCRIS data starting from submission of new application to account closure
- Understand the importance of maintaining data quality in CCRIS
- Analyse and interpret rejection reports and perform the rectification process
- Use CCRIS rejection and data quality reports as the tool for data quality assurance

Training methodology

Combination of lectures, system walkthroughs, case studies and group discussions to ensure that participants derive the maximum learning benefits

Participant profile

Statistical officers and officers of FIs, including those from branches, responsible for the preparation of CCRIS reporting

PROGRAMME DETAILS

Date : 27 – 28 March 2017	22 – 23 May 2017
Time : 9:00 am – 5:00 pm	9:00 am – 5:00 pm
Venue : Asian Banking School	Asian Banking School

PROGRAMME FEE*

RM 525 / pax

*inclusive of 6% GST

Programme Outline

Session 1: Overview of Bank Negara Malaysia Statistical Compilation Framework

- Introduction to statistics and statistical compilation framework
- Role of statistics in supporting effective surveillance and policy formulation
- Centralised compilation function at Statistical Services Department

Session 2: Overview of CCRIS

- Introduction to CCRIS
- Components of and data items in CCRIS
- Key reporting requirements:
 - Borrower profiles
 - Application details
 - Credit account details
- Security features and access level

Session 3: CCRIS front-end functionalities

- CCRIS front-end functions
 - Creating new applications
 - Updating existing applications
 - Retrieving CCRIS credit reports
- Common issues in data submission via CCRIS front-end
- Measures to minimise errors in data reporting

Session 4: CCRIS back-end functionalities

- CCRIS back-end functions
- CCRIS input files and inter-linkages between files
 - Submission and updating of borrower and account details
 - PC Node and folders in the PC Node
 - Data submission via the correct upload folders
- Common issues in data submission via CCRIS back-end
- Measures to minimise errors in data reporting

Session 5: Understanding CCRIS Data Quality Reports

- CCRIS data quality reports
- Structure of data files provided to the financial institutions to facilitate data quality assurance process - Part 1
 - Overview of files provided to the PFIs
 - Information on Borrowers, Applications and Account details

Session 6: Understanding CCRIS Data Quality Reports (continued)

- Structure of data files provided to the FIs to facilitate data quality assurance process - Part 2
 - Information on Borrowers, Applications and Account details - continued
 - Standard data filtration for report generation
- Rules to generate CCRIS data quality reports
- Case study:
 - Understanding the key data items to link the information between raw files
 - Generation of data quality reports

Question & Answer

About The Trainers

Officers in charge of CCRIS at Statistical Services Department, Bank Negara Malaysia

DIGITAL DISRUPTION: PREPARE TO RESPOND

Learning Level: Foundation

Programme Description

Digital disruption is one of the most widespread topics of discussion being deliberated in any economy across the globe these days. In the case of the banking sector, greater competition from new entrants amid the emergence of Fintech creating disruption to the incumbent banking process is currently on the rise. These developments affected by the digital innovation that is taking place in the banking industry today have shaped an environment much different from the previous one.

The eruption of concern is largely from the impact created by powerful digital technology advancement. Supported by the change in consumer behavior wanting more convenience in doing transactions (anytime and anywhere), this has created more demand for innovative solutions to be offered by Fintech companies.

Knowledge on the evolution of digital banking is crucial for bankers in preparing themselves to face the new digital wave. Identifying what is currently happening is instrumental in preparing them to respond for the future. This programme provides insights into the digital banking landscape, the emergence of Fintech and how it impacts the banking industry, and shaping consumer behavior. Finally, the knowledge will enable bankers to embrace digitalization in enhancing customer experience.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Describe broadly the current digital banking landscape globally, regionally and locally
- Describe Fintech and how it can be a disruption or opportunity to the banking industry
- Identify current customer behavior that contributes to the digital banking experience
- Embrace digitalization as a core value within the organisation in enhancing customer experience

Training methodology

Classroom learning, online activities, group discussion and presentation activities

Participant profile

Corporate and retail banking professionals up to middle level managers

PROGRAMME DETAILS

Date : 17 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,100 / pax

Non-Member

RM1,400 / pax

*inclusive of 6% GST

Programme Outline

Digital Banking Landscape (globally, regionally and locally)

- Digital banking trends
- Digital banking readiness by country
- Interaction by customers per banking channels (digital and non-digital)
- Digital banking frequency usage by consumers
- Internet and mobile banking penetration

Fintech

- Definition of Fintech
- Disruptive innovation, opportunity or threat?
- Fintech industry landscape and trends (globally, regionally and locally)
- Fintech sector (payment and currencies, software, platforms, and data)
- Fintech categories (payment and remittance, customer engagement and process improvement)
- Fintech guidelines by Bank Negara Malaysia
- Malaysian banks initiatives on Fintech

Consumer Behavior

- Evolution of banking consumer behaviour
- Digital population and demographic profile of digital banking consumers
- Consumer behaviour towards Fintech
- Consumer experience and perception towards digital banking in Malaysia
- Future consumer behaviour

About The Trainer

Mohammad Mafrukhin Mokhtar

Mafrukhin is a young, enthusiastic professional predominantly working on research and training in relation to the banking industry. Mafrukhin was a consultant at the Asian Banking School specializing in talent management, consumer behavior, and digital banking. Prior to that, he was a researcher at the Asian Institute of Finance (AIF), a think tank jointly established by Bank Negara Malaysia and the Securities Commission Malaysia. His research work then ranged from talent management to applied finance, such as Gen Y financial behavior, crowdfunding, and digital banking. Internationally, he has been involved in assisting in the research on 'Malaysia Infrastructure Financing' led by the Economic Research Institute for ASEAN and East Asia (ERIA) based in Jakarta, Indonesia. He also gained administrative experience working at Puncak Niaga Holding Berhad.

Mafrukhin holds a First Class Bachelor's Degree in Finance from Universiti Teknologi MARA (UiTM) and served in Bank Negara Malaysia as an intern at the end of the programme. He also holds a Diploma in Accountancy and is currently completing his Masters of Science in Business Management also at UiTM.

INTERNATIONAL INVESTMENT POSITION (IIP) REPORTING THROUGH EXTERNAL ASSETS AND LIABILITIES INFORMATION SYSTEM (EALIS)

Learning Level: Foundation

Programme Description

This programme aims at educating bank officers on the various statistical reporting requirements and the functionalities of EALIS to ensure correct and timely input of data for reporting and clarity of the end-to-end process.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Understand the components and importance of BOP statistics
- Recognise the inter-linkages between BOP and IIP
- Enhance understanding on EALIS reporting requirements
- Understand the complete cycle of EALIS reporting
- Detect, avoid and prevent incorrect reporting classification

Training methodology

Combination of lectures, system walkthrough, case studies and group discussions to ensure that participants derive the maximum learning benefits

Participant profile

Statistical officers and other officers of financial institutions, including those from branches who are responsible for the preparation of EALIS reporting

PROGRAMME DETAILS

Date : 7 March 2017	31 May 2017
Time : 9:00 am – 5:00 pm	9:00 am – 5:00 pm
Venue : Asian Banking School	Asian Banking School

PROGRAMME FEE*

RM 300 / pax

*inclusive of 6% GST

Programme Outline

Session 1: Overview of EALIS

- History and background
- Reporting entities
- Types of report (End Investor-Bank and Custodian)
- Reporting frequencies and deadlines

Session 2: Components of Financial Accounts

- Stock and flow transactions of Financial Accounts
- Financial Accounts components:
 - Direct investment
 - Portfolio investment
 - Financial derivatives
 - Other investments
 - Inter-linkages with ITIS

Session 3: Insights on Data Quality Assurance

- Data quality assurance process
- Proposed data quality checking by components:
 - Cash flow comparison with ITIS
 - RM Debt Securities benchmark with RENTAS (PI Asset & Liabilities)
 - Bank Assets & Liabilities comparison with STATSmart
 - Other benchmark indicators (Bursa, Bilateral country, etc)
- Providing relevant justifications for outlier and significant transactions
- Common errors made by Financial Institutions

Session 4: Deliverables and Importance of Credible Statistical Submission

- International Investment Position (IIP)
- External Debt Statistics (EDS)
- Financial Accounts for Balance of Payments (BOP)
- Coordinated Portfolio Investment Statistics (CPIS)
- Coordinated Direct Investment Statistics (CDIS)
- International Banking Statistics (IBS) for Ultimate Beneficiary Owner (UBO)

Session 5: ITEPS - DSS Systems Walkthrough

- Manage access control and security features
- Maintain profiles, positions, ultimate risk transfer, discrepancy:
 - NR Profile
 - ISIN
 - ISIN Master
 - EAL vis-a-vis NR
 - EAL vis-à-vis R
 - Foreign Offices
 - Portfolio Investment
- Create, delete, edit and reclassify IIP transactions
- Alternative submission via IIP Statistical Submission Website

Session 6: Case Study and Scenarios in Financial Accounts

Question & Answer

About The Trainers

Officers in charge of EALIS reporting in Statistical Services Department, Bank Negara Malaysia

PREPARING PROSPECTUSES WHICH HELP INVESTORS MAKE INFORMED INVESTMENT DECISIONS

Jointly organised with Malaysian Investment Banking Association

Learning Level: Foundation

Programme Description

SIDC CPE: 10 CPE Points

This interactive 2-day programme has been structured to focus on the recommendations set out in the Securities Commission's Prospectus Guidelines (Guidelines), in particular Part III: Division 1 – Plain Language Guide for Prospectus, which seeks to provide guidance on the usage of plain language in preparing a prospectus under the Guidelines.

We will explore and learn new style of thinking, with an aim to guide preparers of prospectuses and those who vet financial disclosure documents on creating simple and easy-to-read offer documents that investors can understand, while at the same time ensuring that these prospectuses meet all regulatory requirements.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Recognise that a readable and investor friendly prospectus is an important aspect of the SC's registration process under the Guidelines
- Prepare properly structured prospectuses, with relevant sections and headings for ease of reading and comprehension
- Present full and true information necessary for investors to make their own risk assessment and an informed decision in a simple, clear and non-repetitive manner
- Rewrite information to communicate directly with investors in an easy and friendlier way, using common everyday words instead of technical and hard-to-understand financial and legal jargons
- Apply plain language to prospectuses and ensure that the prospectuses are prepared in accordance to regulatory requirements including disclosure requirements and standards of care imposed by written law such as the Capital Markets and Services Act 2007 and guidelines of the SC

Training methodology

The trainer's approach to training is through 'guided-discovery'. In a nutshell, the participants learn and experience new information and develop new work based habits through a series of problem solving exercises, discussions and activities to 'discover' a recommended solution. The programme is highly interactive, very practical and task driven in nature to ensure full participation from the trainees.

PROGRAMME DETAILS

Date : 10 – 11 January 2017, 17 – 18 January 2017
15 – 16 February 2017 (2 days)
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

MIBA/AICB Member

RM2,500 / pax

Non-Member

RM2,800 / pax

*inclusive of 6% GST

Participant profile

This programme is for relevant staff in Corporate Finance and any prospectus writers to improve their prospectus writing skills following the “Guide for Prospectus Writers” issued by the Malaysian Investment Banking Association (MIBA) on 1 September 2016 which will come into effect on 1 January 2017.

Programme Outline

1. The Securities Commission’s Prospectus Guidelines
 - An overview of the Securities Commission’s Prospectus guidelines
 - The cover and other introductory pages: essential statements (responsibilities and disclaimers), and other requirements
 - Highlighting important information
 - A review of key terminologies and definitions
2. The Language and Readability of Prospectuses and Other Disclosure Documents
 - Meeting all regulatory requirements
 - Plain English: An overview
 - The Davies vs Mann Case
 - Joseph Kimble: Answering the critics of plain language
 - Reducing legal, financial and technical jargons
 - Ensuring compliance: Avoiding material omissions
3. Plain Language Recommendations
 - Understanding your reader
 - Preparing properly structured prospectuses
 - Constructing clear, concise and cohesive communication to investors
 - Avoiding repetition by understanding the contents
4. Helping the Investor Make Informed Decisions
 - Current issues and concerns
 - Developing interest for your potential investor
 - Presenting full and accurate information for investors to make necessary risk assessment and informed investment decision
 - Case study: International comparisons (Healthscope prospectus, Westports prospectus and Caring prospectus)
 - Further reading

About The Trainer

David Hirst

David Hirst was born in England and graduated with a BA (Hons) from Staffordshire University and an MA from Kent University. He has been involved in training for over 29 years of which 10 were spent as a trainer, management consultant and business unit manager with the British Council. He is an expert in the field of communication and possesses the depth of knowledge to help participants get the most from his lively and motivating training sessions.

In addition to being a best-selling author, David has presented many papers and had several articles printed in journals. Although he enjoys working with television and films, he still prefers hands-on training in workshops and seminars.

Publications:

- *Business Writing: the evolution of writing with style & impact* Amazon 3rd Edition 2014
- *Hirst on Negotiations: winning hearts & minds* Advantage Quest 2007
- *Hirst on Presentations: A Perfect Presentation for the Damned, the Doomed and the Afflicted.* Advantage Quest 2008
- *Success is Now (Series):*
 - *Getting Promoted*
 - *Financial Independence*
 - *Better Business Writing*
 - *Time Management Secrets*
- *How to Communicate with Anyone* Advantage Quest 2011

PROFESSIONAL CORPORATE IMAGE AND BUSINESS ETIQUETTE

Learning Level: Foundation

Programme Description

Strong competition within the banking industry increasingly emphasizes the role and importance of corporate identities of banks. In the beginning, they were created to enable recognition of the differences between banks. Now, corporate identity is an essential component of market competitiveness in banks. Contemporary and current trends in the banking industry found its reflection in the corporate identity of banks. The work is divided into three segments, where each of them defines and explores the individual role and importance of each of the elements of corporate identity. One of the key factors that give direct impact to the corporate identity is through the packaging of the employees in the areas of Appearance, Behavior and Communication. However, merely wearing 'corporate image' clothes is not the only source of professional image standards for banks. In fact, the right image for professional standards relates to the three most basic areas of employees that make up the identity of an organization in the banking industry. The three areas are awareness, branding and the connecting ability. Therefore, it is important for us to look after our appearance and also the way we conduct ourselves when we are with clients.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Project a confident personality, a professional image and etiquette that creates positive and lasting impressions with people
- Practise high professionalism in matters regarding work or people
- Carry themselves well by living up to the bank's image and social standing

Training methodology

Videos, demonstrations, role-playing, games and lectures

Participant profile

Front Liners and Middle to Senior level bank executives

PROGRAMME DETAILS

Date : 3 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,100 / pax

Non-Member

RM1,400 / pax

*inclusive of 6% GST

Programme Outline

TRAINING SCOPE: AWARENESS

Module 1: Presenting You at Your Personal BEST

- Creating lasting first impressions Anywhere, Anytime, Anyplace
- Mastering and using the 3V's to your advantage
- Image Management 3A's
- Tips and tricks on being a PROfessional
- Living up to your Brand & Image
- The Key Components of a Winning Image

TRAINING SCOPE: BRANDING

Module 2: Business Professional 101: The Right Statement Every time

- Professionals Look & Play Thy Part!
- The Corporate, Communicator and Creative Career Profiles
- MEN vs WOMEN Style & Substance
- Dressing for Your Corporate Culture
- Business vs Casual Wear Essentials
- Authority Dressing Guidelines

Module 3: Using NLP in Looking Good & Attracting Success

- Flexi-Dress! Adapting your Image to meet different job demands/business
- Unlocking the Colours of Fortune
- Attention to Detail of Prints
- Working your way through Colour Personalities
- Accessories that spells "Success"

TRAINING SCOPE: CONNECTING

Module 4: Business Etiquette 101 – Manners Really Do Matter!

- Meet, Greet & Introduce with Confidence
 - i) Self Introduction / Group Introductions / Third Party Introductions
 - ii) 1 Way vs 2 Way Introductions
- Formal Protocol of Introductions
- Handshakes: Cultural nuances and sensitivities

Module 5: Be a Master of Body Language (Non-Verbal Communication)

- What Your Body Language Really Says About YOU
- The Art of Instant RAPPORT
- Watch Out Body Signals!
- Eye Signals in Business & Social

Module 6: How to be a Good Conversationalist

- Speaking with Confidence – Pause, Pace & Clarity
- Good/Bad Communication Topics
- Do's & Don'ts in Communication
- The Art of Compliments!
- Rudeness Be Gone!

About The Trainer

Ng Sun Jian

Ng Sun Jian holds a Bachelor's degree in Commerce from the University of Western Australia in Sydney, Australia. Her first job experience as a management trainee widened her views, enhanced her working experience and gained valuable insight into how to manage different departments that exists within a big corporation. Her achievements and excellent interpersonal skills was recognized and she was offered a position in the Sales and Marketing Division of the fast moving consumer goods (FMCG) company. Within a short period, she was headhunted to another well-known multinational FMCG company to lead a team and manage various clients from around the world. That gave her an opportunity to hone her leadership and negotiation skills.

After working in the corporate world for some time, Sun Jian decided to take a job with more flexible working hours in the real estate industry to look after her family. But she did not slow down as she then started a boutique to fulfil her passion for fashion. Being an entrepreneur allowed her to gain valuable insight in how to run a business in the exciting world of fashion. During this time, Sun Jian decided to get certified as a Professional Image Consultant specializing in image and wardrobe consultancy. She helps her clients develop suitable styles that reflect the image they wish to portray by understanding their unique physical attributes, lifestyles and personalities.

INTRODUCTION TO ETHICS IN BANKING

Learning Level: Foundation

Programme Description

This is a 1-day foundation programme which will comprise short input sessions supported by practical work. For each part of the programme, the facilitator will talk through the general principles, focussing on their practical importance. After each input session, a case study (or possibly two shorter case studies) will be used, and participants will be invited to discuss the ethical issues arising from them.

As the programme is introductory, it will concentrate on ethical issues that might commonly be encountered at operational level, such as integrity, confidentiality, applying minimum standards of accepted behaviour, whistle blowing and so on.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Explain the meaning and practical significance of business ethics, and the fundamental principles consistent with ethical behaviour
- Understand the duties-based and consequences-based approaches to ethics, and their importance in addressing stakeholder needs and the public interest
- Define 'professionalism' and explain values and behaviours expected of professional bankers
- Understand the drivers of moral reasoning in individuals, and how organisational policies and practices are relevant to their reasoning
- Apply ethical decision making frameworks to ethical dilemmas and conflicts of interest

Training methodology

Lectures, group discussions, case studies and self-assessment

Participant profile

Graduate trainees or new hires at the banks

PROGRAMME DETAILS

Date : 16 January 2017, 13 February 2017, 13 March 2017
10 April 2017, 15 May 2017, 6 June 2017 (1 day)
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

RM1,100 / pax

*inclusive of 6% GST

Programme Outline

What is ethics and why is ethics important in banking?

- The nature of ethics, and its specific meaning in the context of business.
- Fundamental ethical concepts: integrity, honesty, probity, transparency, fairness, objectivity, responsibility, accountability, judgement, scepticism.

- Discussion of case 1

- Duties of a banker, based on rules that must be followed and principles that govern behaviours.
- Ethics based on consequences, but consequences to whom? Reconciling actions with the interests of stakeholders and the public interest.

- Discussion of case 2

Professionalism:

- Defining 'professional' and why bankers have to try harder than lawyers, doctors and accountants.
- Characteristics of a profession.
- Professional codes of conduct.

- Discussion of case 3

About The Trainer

Dr Paramsothy Vijayan

Director of Graduate Training & FSTEP, and Senior Consultant

Dr Paramsothy Vijayan is the Director of Graduate Training & FSTEP, and Senior Consultant at the Asian Banking School. He started his career working in one of the big 8 Chartered Accountants and Management Consultancy firms in the UK. He has over 20 years of banking experience working in local and foreign banks up to a senior management level, ranging over a diverse range of disciplines.

Dr. Vijay is currently involved in structuring bespoke technical and soft skill programmes for banks. In addition, he is involved in the curriculum working committee for professional qualification programmes such as the Chartered Banker and Bank Risk Management. He is also a designated Chartered Banker trainer, bringing a fresh approach to self-directed learning using mind-mapping techniques, case studies and problem-based learning. Dr Vijay has published banking and finance related text books and journal articles internationally, including, "Success Factors for the Implementation of Entrepreneurial Knowledge Management in Malaysian Banks" (Journal of Information & Knowledge Management, 2013).

He holds an Honours Degree in Accounting and Finance from Scotland, a Master of Science Degree in Multimedia Technology (Banking), a Doctor of Business Administration (Banking Strategy and Marketing) from Australia, and a Doctor of Philosophy (Knowledge Management in Banking) from Malaysia. He is also a Certified Training Professional (ARTDO).

Ethical decision taking:

- Influences on our decisions, and their conflicting impact on what we do. These include rewards and threats, expectations of family, friends, colleagues and the law, perceptions of what is right and what is wrong.
- Decision taking frameworks.
- Dealing with conflicts of interest.
- Dealing with ethical dilemmas.

- Discussion of case 4

Self-assessment exercise:

- Participants work 20 x MCQs followed by debrief

VALUING DIVERSITY: MANAGING CUSTOMERS WITH DISABILITIES

Learning Level: Foundation

Programme Description

This programme is designed to help participants enhance the service delivery for customers with disabilities within their bank branches in a more holistic approach. It outlines the essentials of the Rights of People with Disabilities in Malaysia. Participants will be equipped with the necessary knowledge and right etiquette when engaging customers with disabilities.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Gain an overview of the different laws, legislation and social exclusion governing the Rights of People with Disabilities in Malaysia
- Interpret the Convention on the Rights of People with Disabilities
- Understand customers with different disabilities
- Appreciate the benefits of good customer service to clients with disabilities
- Build a consistent Disability Etiquette in the Branch
- Interact more effectively with customers with disabilities
- Appreciate the barriers faced by customers with disabilities

Training methodology

Interactive lectures, group discussions and presentations, and video presentations

Participant profile

Relationship Officers, Client Servicing Officers and Front-liners

PROGRAMME DETAILS

Date : 10 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM1,100 /pax

Non-Member

RM1,400 /pax

*inclusive of 6% GST

Programme Outline

- The Rights of the People with Disabilities and Social Exclusion in Malaysia
- The dimension and types of Disabilities
- Establish the same great customer service for everyone
- Disability Etiquette
- The different kinds of barriers
- Use right words and phrases
- Conflict Management with customers with disabilities
- Myth and realities about customers with disabilities

About The Trainer

Lew Taw Fong

Consultant, Asian Banking School

Lew Taw Fong is an in-house specialist training consultant at the Asian Banking School. He holds a Bachelor's Degree in Business Administration from the University of Ottawa, Kansas, US. He started his banking career with Maybank where he had worked for 30 years holding various key positions including Head of Trade Financing, Branch Manager, and Regional Operations and Support based in Hong Kong.

Upon his retirement, Lew then went on to be a Group Organisational Trainer/Facilitator for the Maybank training academy. His areas of training programme expertise during his 4 years there included Banking Operations, AMLA/CTF, Central Credit Reference Information Search (CCRIS), Fraud Detection and Prevention and Impact on the Organisation and its Employees, Introduction to Credit for Sales Executives, Line and Middle Managers, Covenants and Credit Support, Security and Loan Documentations, Introduction to Trade Finance, and System Work Flow for Mortgage and ASB Loans.

STRUCTURED PRODUCTS – HOW TO MANAGE FINANCIAL RISKS

Learning Level: Foundation

SIDC CPE: 10 CPE Points

Programme Description

The goal of this two-day workshop is to provide participants with a thorough understanding of the broad range of financial risks faced by companies, with detailed focus on Exchange Rate Risks, Interest Rate Risks, and Commodities Price Risks that are typically faced by business enterprises. The programme focuses on how these risks are identified, categorised, managed, and mitigated by utilising various risk management tools.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Identify and understand Foreign Exchange Rate Risks, Interest Rate Risks and Commodities Price Risks
- Get a comprehensive overview of the financial risk management process
- Understand how Forward Contracts work
- Understand how Forwards are applied in Foreign Exchange Risks and Interest Rate Risks
- Understand how Futures Contracts work
- Understand how Futures are used to hedge financial and commodities risks
- Understand how Swap Contracts work
- Understand how Swaps are used to manage currency and interest rate risks
- Understand how Options work
- Understand how Options are used to manage Interest Rate, Equity and Currency Risks

Training methodology

Presentations, lectures, case studies, group discussions, quizzes and MCQs

Participant profile

This programme is applicable to finance personnel in business enterprises, as well as senior management members involved in the business strategy and risk management of companies.

PROGRAMME DETAILS

Date : 28 – 29 March 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 /pax

Non-Member

RM2,700 /pax

*inclusive of 6% GST

Programme Outline

Overview of Risk Management Products:

- Forwards
- Options
- Swaps
- Futures

The workings of Option Contracts and how they are used to manage and mitigate currency, equity and interest rate risks.

Overview of Risk Management Process:

- Forward Contracts
- Option Contracts
- Swap Contracts
- Futures Contracts

The workings of Swap Contracts and how they are used to managed and mitigate currency and interest rate risks.

The workings of Futures Contracts and how they are used to manage and mitigate commodities price and currency risks.

The workings of Forward Contracts and how they are used to manage and mitigate currency risks.

The benefits and risks in using these derivatives products.

About The Trainer

Yeow Tiang Hui

Senior Consultant, Asian Banking School

Yeow Tiang Hui is an in-house senior training consultant at Asian Banking School. He has 28 years of experience in banking and investment, having first worked with small and medium enterprise clients at United Overseas Bank and Citibank N.A., Singapore. He then moved on to manage multinational accounts in Deutsche Bank AG, which was followed by managing large local corporate clients in Citibank/Citicorp Malaysia, where he was also Vice President in their venture capital outfit and the Head of Commercial Banking.

From 1997 to 2005, he served as Head of the offshore banking business of the French banking group, Crédit Industriel et Commercial covering Malaysia, Greater China and the Philippines. After that, from 2007 till 2016, he served as the Head of Corporate Banking at Kuwait Finance House (KFH) where in 2012, he set up the client coverage team housed under the Investment Banking Division. He was involved in the structuring and implementation of Shariah compliant financing products at KFH.

Yeow graduated in Economics from the National University of Singapore where he studied International Finance, Banking & Monetary Economics. He obtained further training in banking and finance from the Institute of Banking & Finance in Singapore, Deutsche Bank Asia Pacific, and Citibank Asia Pacific Banking Institute, where he studied Credit & Financial Analysis, Applied Financial Services, International Trade Finance, Corporate Finance and Financial Derivative Products. He is fluent in Chinese, English, Malay and the Indonesian languages, and has worked in the Singaporean, American, German, French, Middle Eastern and Malaysian environments.

THE ESSENCE OF INTERNATIONAL TRADE

Learning Level: Foundation

Programme Description

This programme provides an overview of how international trade alters the value chain of domestic companies, thereby spurring the globalization process in the trade phase. It highlights the growing importance of intra Asia trade flow given the emergence of ASEAN Economic Community (AEC). This programme will equip the front-liners with the essential knowledge and rules of international trade.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Gain an overview of international trade
- Understand key elements in import and export transactions
- Differentiate the features, mechanisms and applications between documentary collection and documentary credit
- Learn the methods of payment in international trade
- Know the various types of trade financing, underlying risks and measures to mitigate risks
- Able to offer trade services to customers successfully

Training methodology

Sharing of practical experiences and best market practices resulting from human errors, interactive discussions and case studies

Participant profile

Trade staff, credit and marketing officers and those who want to learn about international trade finance

PROGRAMME DETAILS

Date : 20 – 21 February 2017

Time : 9:00 am – 5:00 pm

Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 / pax

Non-Member

RM2,700 / pax

*inclusive of 6% GST

Programme Outline

- Introduction to international trade, its risks, participants, documentation and rules (INCOTERMS 2010, UCP600, ISBP 681, ISP98, URDG758, URC522, Bill of Exchange Act)
- Trade Finance for buyers and sellers – various risks encountered
- Performance / non-acceptance / documentation / payment risks
- Dealing with discrepancies and fraud
- Case Studies on Application and Issuance of Documentary Credit, checking of documents
- Methods of Payment – the emergence of Bank Payment Obligation (BPO)
- Measures to mitigate risks – the importance of risk based pricing
- Effective trade selling skills – identify trade opportunities from existing and new clients, manage client relationships in a competitive environment, structure trade proposals that meet clients' needs and maximize banks' returns / targets

About The Trainer

Zolkifli Bidin

Consultant, Asian Banking School

Zolkifli Bidin is an in-house specialist training consultant at the Asian Banking School. He has over 30 years of banking experience, predominantly in Trade Financing and specializing in trade operations and marketing of trade products. He has worked at Maybank, Bank of Commerce and Hong Leong Bank, and as a consultant on the Amal Express Bank Dubai project.

He has been an Associate Member of the Asian Institute of Chartered Bankers (formerly known as the Institute of Bankers Malaysia – IBBM) since 1981 and was on the Board of Examiners for their International Trade Finance programme. He is currently the course tutor for Professional Banker – International Trade Finance.

He is associated with the Federation of Malaysian Manufacturers and Malaysian Chamber of Commerce and was part of the ASEAN meeting and business talk with South Korea and Turkmenistan. He also participated in the 2014 Trade Finance Course organised by the Bankers' Association for Finance and Trade (American Bankers Association) in New Delhi, India which focused on new developments in international trade, and is well versed in the Foreign Exchange Administration Rules through his involvement in working with Bank Negara Malaysia in the liberalization of the Rules. Zolkifli received his Diploma in Banking from the MARA Institute of Technology (now known as Universiti Teknologi MARA).

UNDERSTANDING OF LETTER OF CREDIT & UCP 600

Learning Level: Intermediate

Programme Description

The goal of this two-day workshop is to provide participants with a thorough understanding of a Letter of Credit and the governing international rules.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Differentiate between Documentary Collections and Letter of Credit
- Acquire comprehensive knowledge of LC operations
- Identify relevant ICC rules (UCP600, ISBP and Incoterms)
- Understand the operation of documentary credits, be familiar with the terms and conditions of documentary credits and understand the roles of the parties involved
- Familiar with the standards that banks use in examining presentations made under documentary credits to establish compliance

Training methodology

The workshop will be highly practical and use topical case studies and examples

Participant profile

Trade Finance Managers, Relationship Managers, Internal Audit and Compliance

PROGRAMME DETAILS

Date : 5 – 6 April 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 /pax

Non-Member

RM2,700 /pax

*inclusive of 6% GST

Programme Outline

Introduction to Letter of Credit

- Purpose
- Coverage
- Interpretation
- examines the various documents that are presented under documentary credits and the provisions of UCP 600 that govern the data included in the documents.

Documents used in Letter of Credit operations

- Each type of document that can be required under documentary credits is examined – commercial invoices, transport documents, insurance documents and “other” documents

- Details on the function and purpose of each document before the relevant provision of UCP 600 is highlighted for each section of the document Case Studies
- These case studies cover key aspects of Documentary credit work including applying for a documentary credit, reviewing the terms and conditions of a credit for workability, and examining presentation of documents from the perspective of a nominated bank, a confirming bank and an issuing bank. It provides the participant with the opportunity to practise their knowledge and skills in the operation of documentary credits and the application of UCP 600 in real-world scenarios.

About The Trainer

Zolkifli Bidin

Consultant, Asian Banking School

Zolkifli Bidin is an in-house specialist training consultant at the Asian Banking School. He has over 30 years of banking experience, predominantly in Trade Financing and specializing in trade operations and marketing of trade products. He has worked at Maybank, Bank of Commerce and Hong Leong Bank, and as a consultant on the Amal Express Bank Dubai project.

He has been an Associate Member of the Asian Institute of Chartered Bankers (formerly known as the Institute of Bankers Malaysia – IBBM) since 1981 and was on the Board of Examiners for their International Trade Finance programme. He is currently the course tutor for Professional Banker – International Trade Finance.

He is associated with the Federation of Malaysian Manufacturers and Malaysian Chamber of Commerce and was part of the ASEAN meeting and business talk with South Korea and Turkmenistan. He also participated in the 2014 Trade Finance Course organised by the Bankers' Association for Finance and Trade (American Bankers Association) in New Delhi, India which focused on new developments in international trade, and is well versed in the Foreign Exchange Administration Rules through his involvement in working with Bank Negara Malaysia in the liberalization of the Rules. Zolkifli received his Diploma in Banking from the MARA Institute of Technology (now known as Universiti Teknologi MARA).

About ABS

The **ASIAN BANKING SCHOOL (ABS)** is the industry provider of premium professional certification and capability development programmes. Dedicated to developing talent, it specializes in professional banking education and serves as a channel for intellectual content and thought leadership for the banking sector.

Created for the industry by the industry as an independent entity, ABS was built upon the decades-long experience of the Institute of Bankers Malaysia (IBBM) in delivering professional qualifications and training programmes. It was registered in 2012 and after its official launch by the Bank Negara Malaysia Governor at the end of 2013, ABS started full operations in August 2015.

At the helm of ABS is Chief Executive Officer Professor Colyn Gardner, who has had a long illustrious career immersed in banking. He has been a practising banker, a banking consultant to many of the world's largest banks and organisations, an innovative training course developer, a professor of banking, a successful Conference Speaker on banking topics and a corporate client of banks. He founded and built several companies that have listed on the London Stock Exchange, including DC Gardner Group plc; the largest and leading banking training consultancy of its time, and a name that is still respected around the world today. His entrepreneurial and innovative spirit, commitment and strength in the areas of talent development will see him steering ABS towards its strategic direction in delivering highly regarded training for banking professionals internationally.

As one of the industry's preferred partner in learning and development, ABS offers industry relevant training programmes that cover a comprehensive list of banking areas and are designed and developed in-house by our Specialist Training Consultancy Team or in collaboration with strategic learning partners that includes some of the top business schools in the world. It also provides specialised consulting services and tailored learning solutions to meet the specific needs of our clients; with executive education offerings already being planned for in the near future.

ABS works closely with the Asian Institute of Chartered Bankers in raising competency standards for the banking industry through the delivery of training and exams for professional qualifications developed and awarded by the professional body.

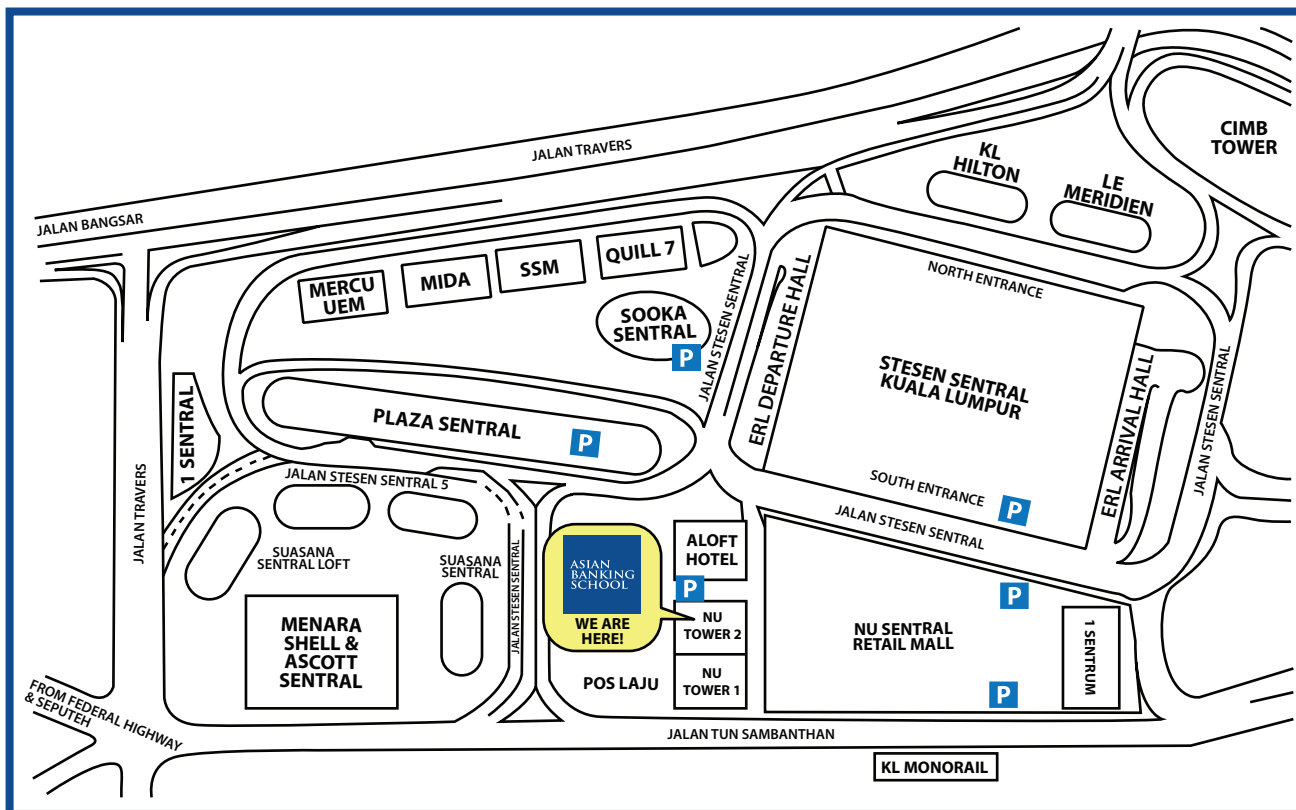
ABS also plays a significant role in enriching the talent pipeline for the financial services sector through the industry recognised Financial Sector Talent Enrichment Programme (FSTEP).

Guided by the transformation blueprint for the Malaysian banking education landscape, it is the aim of ABS to innovate the approach of developing talent, and in turn raise the calibre and dynamism of professionals in the industry.



Getting to ABS

ABS is conveniently located in Nu Tower 2 in the new business hub of the city, Kuala Lumpur Sentral. Adjacent to Aloft Hotel and next to the NU Sentral Shopping Mall, it is only steps away from Kuala Lumpur Sentral Station, Malaysia's largest transit hub, and a 5-minute walk from the Monorail Station.



Travelling to ABS:

Option 1: Travel by car

- Park at NU Tower / Aloft Hotel visitor car park; or
- Park at NU Sentral

Option 2: Travel by rail (stop at KL Sentral Station)

- KTM Komuter
- Rapid KL (Kelana Jaya Line)
- KLIA Transit
- KLIA Express
- KL Monorail

Contact details:

Asian Banking School
Level 12, NU Tower 2
Jalan Tun Sambanthan
50470 Kuala Lumpur Sentral
Kuala Lumpur, Malaysia

Tel : +603-2742 7822
Email : enquiries@asianbankingschool.com
Website : www.asianbankingschool.com



18,951

Professionals Trained
from January – October 2016



881

Programmes Delivered
from January – October 2016



**Learning does not have to be a journey
you take on your own.**

For enquiries, please contact:

Asian Banking School

Level 12, NU Tower 2, Jalan Tun Sambanthan, Kuala Lumpur Sentral

50470 Kuala Lumpur, Malaysia

Tel : +603-2742 7822

Email : enquiries@asianbankingschool.com



Asian Banking School



Asian Banking School (ABS)

Programme Outline

- Setting the service vision
- The essentials of great customer service
- The customer service ladder
- The concept of understanding the client
- Dimension of service culture
- Establishing customer loyalty
- Managing difficult customers
- Ways to make a wrong customer feel right
- Perception points in the service cycle
- Energize positive communication among team members

About The Trainer

Lew Taw Fong

Consultant, Asian Banking School

Lew Taw Fong is an in-house specialist training consultant at the Asian Banking School. He holds a Bachelor's Degree in Business Administration from the University of Ottawa, Kansas, US. He started his banking career with Maybank where he had worked for 30 years holding various key positions including Head of Trade Financing, Branch Manager, and Regional Operations and Support based in Hong Kong.

Upon his retirement, Lew then went on to be a Group Organisational Trainer/Facilitator for the Maybank training academy. His areas of training programme expertise during his 4 years there included Banking Operations, AMLA/CTF, Central Credit Reference Information Search (CCRIS), Fraud Detection and Prevention and Impact on the Organisation and its Employees, Introduction to Credit for Sales Executives, Line and Middle Managers, Covenants and Credit Support, Security and Loan Documentations, Introduction to Trade Finance, and System Work Flow for Mortgage and ASB Loans.

NEW WORLD APPROACH TO MANAGING RETAIL CLIENTS SUCCESSFULLY

Learning Level: Intermediate

Programme Description

This intermediate programme combines a strategic and integrated approach to making an organization's Customer Relationship Management vision a reality. It covers a range of competitive key differentiators in managing retail clients seeking to optimize profitability, revenue and customer satisfaction. This programme will equip participants with the essential skills to add value to the organization.

Learning Objectives

Upon completion of the programme, participants will be able to:

- Appreciate the organizational and personal consequences of customer satisfaction
- Explain the meaning of customer satisfaction
- Understand the client better
- Recognise the importance of excellent customer service culture
- Build customer service excellence and loyalty
- Communicate positively and effectively with customers
- Identify the perception points in the service cycle
- Build teamwork to enthuse excitement for a great customer experience

Training methodology

Interactive lectures, group discussion, group activities and presentations, role play, and video presentations

Participant profile

Relationship Officers, Client Servicing Officers and Front-liners

PROGRAMME DETAILS

Date : 8 – 9 May 2017
Time : 9:00 am – 5:00 pm
Venue : Asian Banking School

PROGRAMME FEE*

AICB Member

RM2,200 / pax

Non-Member

RM2,700 / pax

*inclusive of 6% GST