



The Institute of Bankers
in South Africa

HANDBOOK

Institute of Bankers
In
South Africa
(IOBSA)



IOBSA HANDBOOK CONTENT

1. INTRODUCTION AND BACKGROUND	3
1.1 Background.....	3
1.2 Our Vision	4
1.3 Our Motto.....	4
1.4 Our Mission	4
1.5 Our Values	4
1.6 Professional Designations.....	4
1.7 Code of Professional Conduct	7
1.8 Membership of the IOBSA	8
2. PROFESSIONAL DESIGNATION AND STANDARDS:	8
2.1 Licentiate in Banking of the Institute of Bankers in South Africa (LIBSA).....	9
2.2 Certified Associate of the Institute of Bankers South Africa (CAIB(SA)).....	10
2.3 Associate of the Institute of Bankers in South Africa (AIBSA)	11
2.4 Professional Banker of the Institute of Bankers in South Africa (PBSA).....	12
2.5 Fellow of the Institute of Bankers in South Africa (FIBSA)	13
2.6 Maintenance of Professional Designation	14
3. CONTINUING PROFESSIONAL DEVELOPMENT (CPD)	14
3.1 Introduction.....	14
3.2 Primary Responsibility.....	14
3.3 Mandatory Continuous Professional Development (CDP)	15



1. INTRODUCTION AND BACKGROUND

The purpose of this handbook is to set out the policies, processes and documentation underpinning the awarding of the professional designations currently offered by the Institute of Bankers in South Africa (IOBSA).

The IOBSA was recognized as a professional body by the South African Qualifications Authority (SAQA) on 19 March 2013.

1.1 Background

The IOBSA has a respectable history as the second oldest Institute of Banking in the world and was established in 1904. The Institute has a history and relationship with the banking and financial services sector spanning 110 years.

The constitution states (1999:3): “Its main objective has been the promotion of efficiency through education and continuing professional development in the banking industry in general and of its members in particular. It sought to do this by the dissemination of knowledge on the theory and practice of banking and by conducting examinations and other educational activities.”

The role of the IOBSA has changed over the years. Initially it was accredited as a training provider by the BankSETA to deliver banking specific qualifications. This status expired in 2011 and has not been renewed. In 2012, after the appointment of a new Board of Directors, application was made to SAQA to register the IOBSA as the Professional Body for the sector.

This status was awarded in March 2013 which means the IOBSA’s role has now significantly changed. It will still play a critical role in the development of industry specific qualifications (Quality Council for Trades and Occupations – QCTO) as well as being appointed as an Assessment Quality Partner (AQP) by the sector for the Bank Worker Learnership. This Learnership will shortly go through a review process and further information will follow thereafter.

The Institute of Bankers in South Africa is a member-based professional body that aims to service the professional needs of people within the banking and broader financial services industry. This includes offering of professional designations, the monitoring of a code of professional conduct and the delivery of carefully designed and monitored CPD programmes. CPD is a requirement for FAIS compliance.



1.2 Our Vision

“Leading the development of Financial Service Professionals through global relevance”

1.3 Our Motto

“The Professional Body for Financial Services Professionals”

1.4 Our Mission

To be the gateway to Professional Excellence through:

- Providing a professional and ethical development platform for our members and the sector
- Enhancing sector skills through lifelong learning programmes
- Creation of the professional banker designations, endorsed by banks
- Recognising the diversity of careers through the creation of multiple routes to Chartered /Professional Banker status
- Partnering with international bodies to create value locally

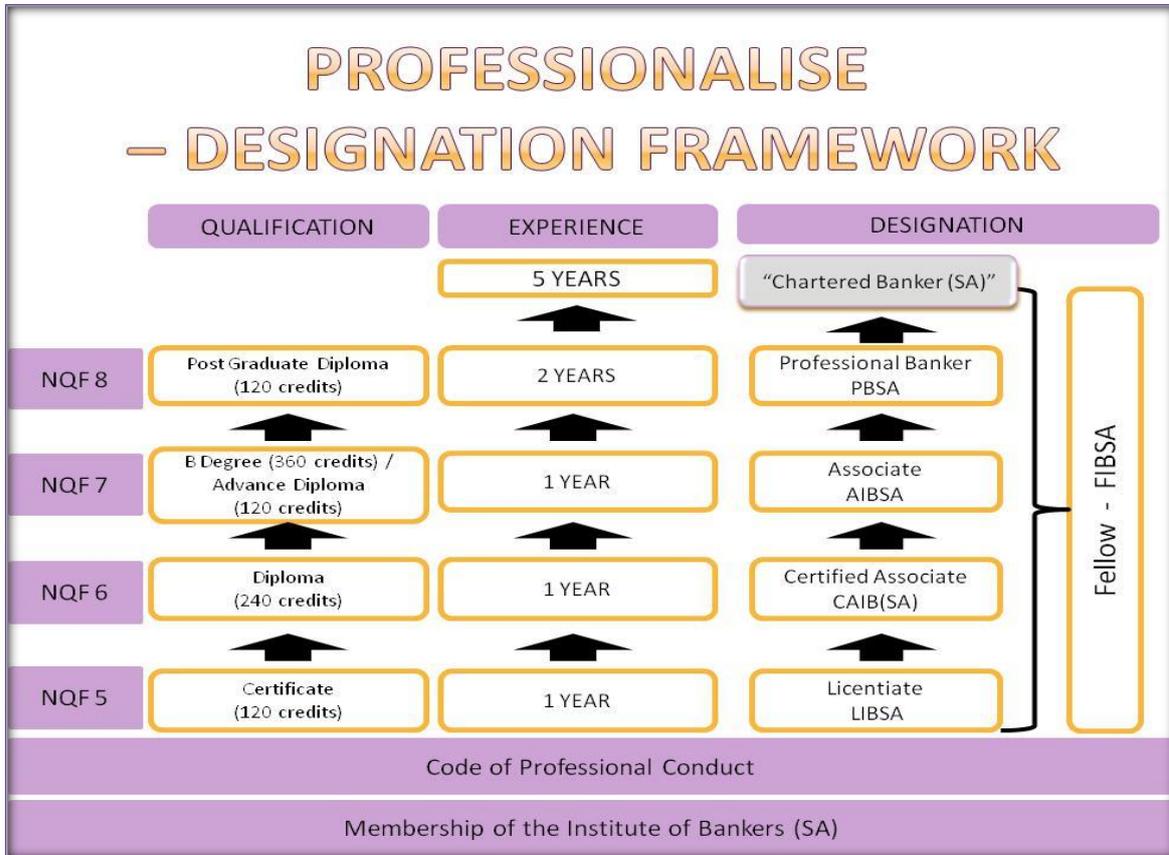
1.5 Our Values

The values underpinning the Institute’s vision and mission remain:

- Collaboration and partnerships
- Member-centric and excellence focus
- Professionalism and teamwork
- Innovation and flexibility
- Commitment to transformation

1.6 Professional Designations

The Professional Designation Framework offered by the IOBSA is presented in the figure 1 below.



Note: The final designation - "Chartered Banker SA" (pending SAQA approval) will be based on passing a board exam, the application for registration will be addressed in 2014 and released in 2015.

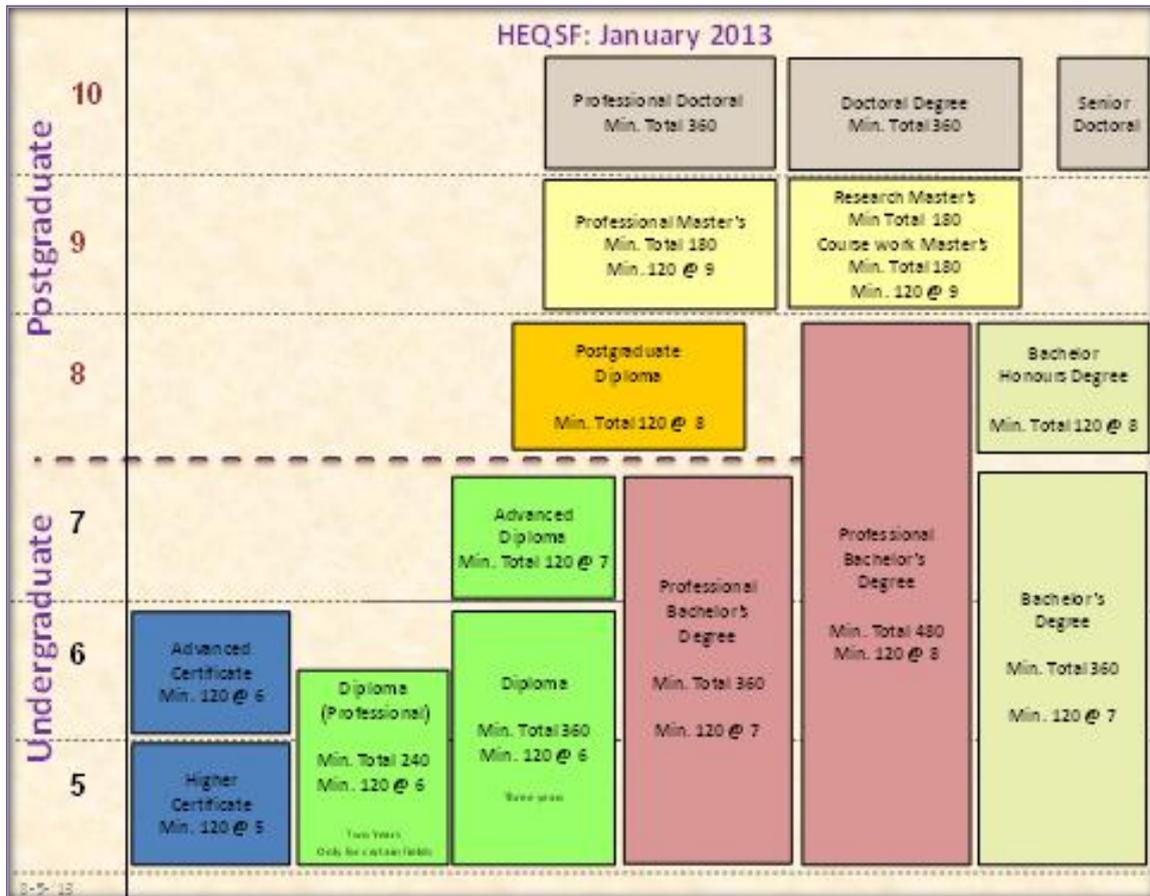
The Institute registered five (5) professional designations in its capacity as Professional Body, namely:

- **Licentiate** of the Institute of Bankers in South Africa (**LIBSA**)
- **Certified Associate** of the Institute of Bankers in South Africa (**CAIB(SA)**)
- **Associate** of the Institute of Bankers in South Africa (**AIBSA**)
- **Professional Banker** of the Institute of Bankers in South Africa (**PBSA**)
- **Fellow** of the Institute of Bankers in South Africa (**FIBSA**)

All designations include an experiential component as part of the IOBSA requirements for awarding the designation.



The Higher Education Qualification Sector Framework provides further guidance to members as to the qualifications which will be recognized for the evaluation of the academic component in the awarding of the various IOBSA designations. Refer (HEQSF) (figure 2) below:



In addition to expand on the HEQSF we include the **NQF Level July 2011** and the **NQF Descriptors March 2012** information as it relates to the evaluation of the academic component as published by SAQA.

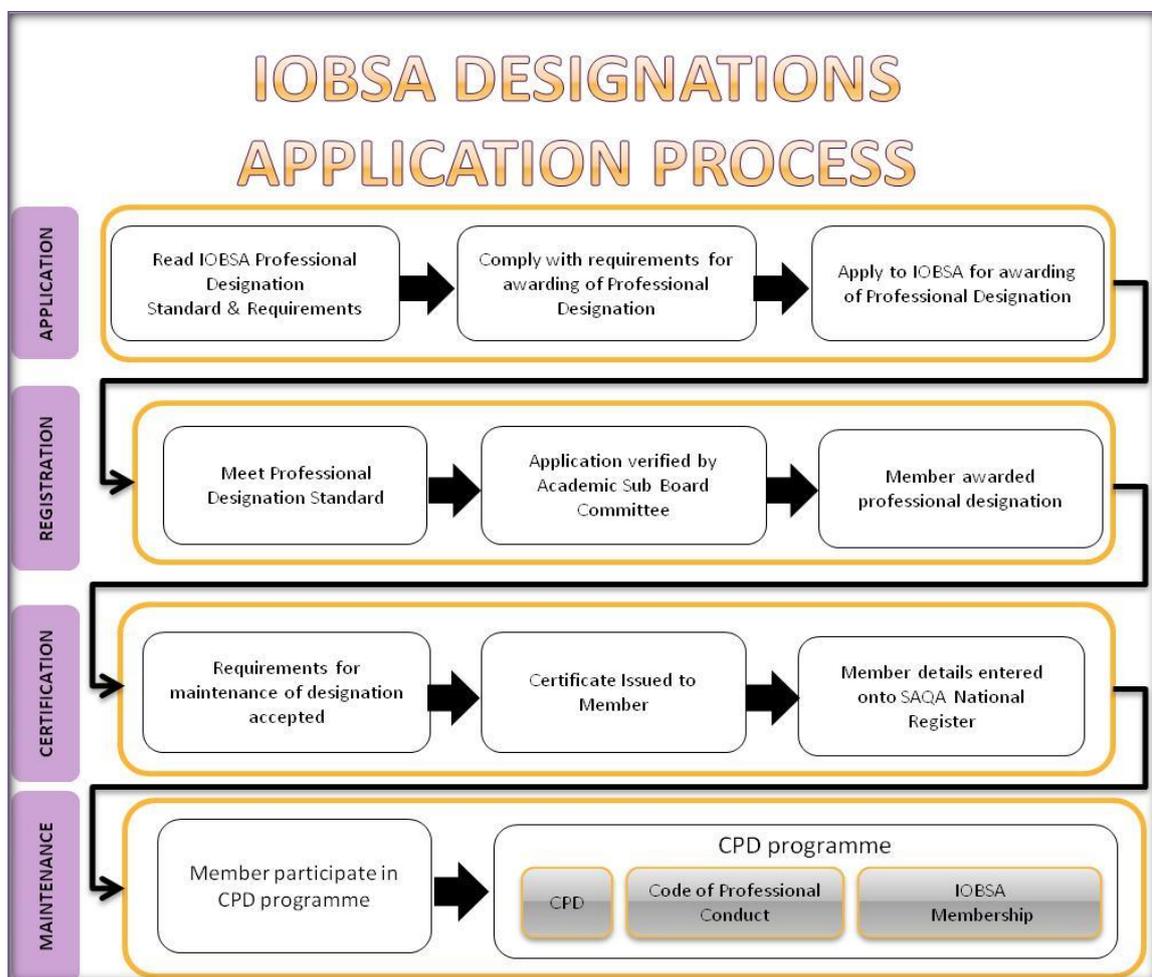
The process of gaining a professional designation can be explained in four (4) steps:

1. **Application** – As a member of IOBSA (**IOBSA Application Form A Membership**) / (**IOBSA Membership Update Form C**), determine the level of the qualification which you hold and complete the application form (**IOBSA Application Form B Designation**) and submit this with the “membership fee” payment to the Institute.
2. **Registration** – the IOBSA process for awarding the professional designation is a registration process. Once a designation application has been checked for compliance against the professional designation standard, then compliant members are registered and awarded the designation.



- 3. Certification** – successful member applicants are awarded the professional designation and a certificate is issued by the IOBSA on receipt of the “designation fee” payment to the Institute.
- 4. Maintenance** – members are required to maintain their designation through keeping their membership status current, signing of and adhering to the Code of Professional Conduct and complying with the CPD policy of the Institute.

The IOBSA designation application process is detailed in the figure 3 below:



1.7 Code of Professional Conduct

All members are required to subscribe to the **IOBSA Code of Professional Conduct** and are required to submit their undertaking in writing by signing the **IOBSA Code of Professional Conduct Declaration**.



The Professional Conduct is supported by the **IOBSA Disciplinary Code** and under this code, the professional found guilty of an offence; could be subject to:

- A warning being issued by the IOBSA;
- A fine being raised against the IOBSA member;
- The professional designation being withdrawn;
- Prevention from being able to gain membership of the IOBSA again; or
- Other sanctions.

1.8 Membership of the IOBSA

Every member of the Institute of Bankers is required to subscribe to the IOBSA Code of Professional Conduct and the **IOBSA Membership Terms and Conditions**. The IOBSA Board reviews the **“Annual Membership & Designation Fee Structure”**, as published on the institute website.

2. PROFESSIONAL DESIGNATION AND STANDARDS:

Standards for designations

The standards against which the five (5) designations are awarded are documented in the professional designation standard. This standard comprises the following elements:

- Title of the Professional Designation
- Requirements for awarding of Professional Designation
- Alignment to the National Qualifications Framework (NQF)
- Maintenance of Professional Designation

Application for designations

Once a person applies and is registered as an IOBSA member (i.e. Membership fees paid for year of application) and has read through the professional designation standards, understood the requirements for obtaining and maintaining the professional designation, they may apply to the IOBSA.

The member applicant completes the application forms available on the website and ensures that the supporting documentation and relevant payment accompany the submission.

The member applicant must ensure that proof of receipt or acknowledgement of receipt of the application for a designation is received from the IOBSA.



Evaluation of application

The five (5) designation category applications are evaluated individually by the Academic Sub Board Committee who recommend acceptance to the IOBSA Board. This acceptance is based on the member applicant providing all the relevant documentation to meet the requirements for the designation being applied for.

Certification

Once the approval is granted by the IOBSA Board, a Certificate is issued for the professional designation.

It is important to note that:

- The Certificate remains the property of the IOBSA.
- A new certificate will only be issued to members that comply with the IOBSA requirements for maintenance of the professional designation.
- Each Certificate bears a unique number that is used to trace it should it need to be withdrawn.

A certification ceremony is arranged by the IOBSA at least once a year.

2.1 Licentiate in Banking of the Institute of Bankers in South Africa (LIBSA)

The LIBSA designation recognises entry level bankers with an NQF 5 (minimum of 120 credits) qualification relevant to banking and broader financial services. The member needs to demonstrate their knowledge of the banking environment including the regulatory bodies, legislation and policies regulating the industry. The aim of this designation is also to introduce the FSB “fit and proper” requirements for bankers.

Purpose

Members who have one (1) year experience (as per the competencies detailed below) and hold an NQF 5 qualification in Banking and the broader financial services field are awarded LIBSA. The criterion for obtaining this Professional Designation is as follows:

- **Academic Component**

A member will need to have acquired an NQF qualification or an equivalent qualification as illustrated in figure 1 and figure 2 above.

- **Competences**

A member should be able to demonstrate their ability to:

- Operate within the regulatory environment of Banking and /or related financial services industries
- Define the difference between leadership, management and strategy



development and implementation

- Display self drive and purpose
- Define and discuss the theories and principles underpinning corporate finance, managerial economics and organisational development
- Discuss the theories, principles and practice of research
- Define risk management within the banking and /or related financial services industries
- Define credit & lending within the banking and /or related financial services industries
- Subscribe to and comply with the IOBSA Professional Code of Conduct

2.2 Certified Associate of the Institute of Bankers South Africa (CAIB(SA))

Purpose

The CAIB (SA) is awarded to practitioners in the banking industry who have at least one (1) year experience and have attained an NQF 6 qualification in the field, the criteria for obtaining this Professional Designation is as follows:

- **Working Experience**

An applicant will need to provide evidence of one (1) years experience in the financial services or related industries (as per the competencies detailed below) and be in good standing as a professional in the financial services industry.

- **Academic Component**

A member will need to have acquired an NQF qualification or an equivalent qualification as illustrated in figure 1 and figure 2 above.

- **Competences**

A member should be able to demonstrate their ability to:

- Identify and discuss the factors influencing management and leadership within the banking and /or related financial services industries
- Identify and discuss strategy implementation within the banking and /or related financial services industries
- Operationalise the strategy of the business
- Identify and discuss the factors influencing operationalisation of activities



within the banking and /or related financial services industries

- Identify and discuss theories and principles underpinning managerial economics within the banking and /or related financial services industries
- Identify and discuss organisational development and the impact thereof within the banking and /or related financial services industries
- Identify and discuss theories and principles underpinning research within the banking and /or related financial services industries
- Identify and discuss the different elements of risk management within the banking and /or related financial services industries
- Identify and discuss the theories and principles underpinning credit & lending
- Subscribe to and comply with the IOBSA Professional Code of Conduct

2.3 Associate of the Institute of Bankers in South Africa (AIBSA)

Purpose

The AIBSA is awarded to practitioners in the banking industry who have at least one (1) year experience and have attained an NQF 7 qualification in the field, the criteria for obtaining this Professional Designation is as follows:

- **Working Experience**

An applicant will need to provide evidence of one (1) years experience in the financial services or related industries (as per the competencies detailed below) and be in good standing as a professional in the financial services industry.

- **Academic Component**

A member will need to have acquired an NQF qualification or an equivalent qualification as illustrated in figure 1 and figure 2 above.

- **Competences**

A member is required to have a minimum of one (1) year of experience in Banking and be able to demonstrate their ability to:

- Contribute to the management of resources within an area of specialisation within the banking and /or related financial services industries



- Contribute to the development and implementation of strategies within the banking and /or related financial services industries
- Managing the change to implement the new strategy and solving problems
- Contribute to the development and implementation of strategies within the banking and /or related financial services industries
- Use research to inform decision making and performance within the banking industry and /or related financial services industries
- Manage risk within the area of practice in a banking and /or related financial services industries
- Manage credit & lending within the area of practice in a banking and /or related financial services industries
- Demonstrate professionalism in dealing with clients and peers
- Identify an area of specialisation within the banking and /or related financial services industries
- Subscribe to and comply with the IOBSA Professional Code of Conduct

2.4 Professional Banker of the Institute of Bankers in South Africa (PBSA)

Purpose

The Professional Banker is awarded to practitioners who have extensive experience and who are operating at a managerial level, the criteria for obtaining this Professional Designation is as follows:

- **Working Experience**
An applicant will need to provide evidence of two (2) years experience in the financial services or related industries (as per the competencies detailed below) and be in good standing as a professional in the financial services industry.
- **Academic Component**
A member will need to have acquired an NQF qualification or an equivalent qualification as illustrated in figure 1 and figure 2 above.
- **Competences**
A member should be able to demonstrate their ability to:



- Manage resources within an area of specialisation within the banking and /or related financial services industries
- Manage the implementation of strategies within the banking and /or related financial services industries
- Translating and communicating the strategy for Franchise within the banking and /or related financial services industries
- Manage the implementation of strategies within the banking and /or related financial services industries
- Use research to inform decision making and performance within the banking and /or related financial services industries
- Implement, institutionalize and monitor risk management in a banking and /or related financial services industries
- Implement credit & lending strategies and policies in the banking and /or related financial services industries
- Promote professional and ethical behaviour.
- Operate within an area of specialisation within the banking and /or related financial services industries
- Subscribe to and comply with the IOBSA Professional Code of Conduct

2.5 Fellow of the Institute of Bankers in South Africa (FIBSA)

Purpose

Fellowship of the Institute is awarded selectively and reflects a professional and senior status. The professional designation may be awarded to IOBSA members in accordance with criteria set out below.

Awarding FIBSA to members with designations

The following conditions need to be met in order for members to be nominated for Fellowship:

- Three (3) year membership of the Institute which must be current at the time of nomination
- Holder of any of the four (4) categories of IOBSA designations
- Seven (7) years in a managerial capacity



- The nomination must be sponsored by two (2) members with designations or two (2) Fellows of the Institute (not retired)

2.6 Maintenance of Professional Designation

The professional designation status needs to be maintained by the member. This includes three different criteria, namely:

- IOBSA Membership – this must be kept up to date annually;
- IOBSA Code of Professional Conduct – the member must subscribe to the code and submit this undertaking in writing annually to the IOBSA; and,
- IOBSA CPD Programme – the member must participate in the CPD programme as stipulated by the IOBSA.

Failure to comply with these requirements will result in the professional designation being revoked by the IOBSA.

3. CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

3.1 Introduction

Continuous Professional Development (CPD) is a process of lifelong learning whereby an individual systematically engages in activities that maintain abilities, skills and knowledge required for a professional and guided by the **IOBSA Code of Professional Conduct**.

CPD refers to activities that develop and maintain capabilities to enable members to perform competently within their professional environments.

The IOBSA is a registered Professional Body and as such has obligations to foster a commitment to lifelong learning and development amongst its members being a key component of professionalism. It is also required to monitor and enforce standards that ensure the continuous development and maintenance of professional competence of its members.

The objective of a CPD programme is to assist members to develop and maintain professional competence.

3.2 Primary Responsibility

The primary responsibility for competence lies with the member and all members have an obligation to develop and maintain their professional competence, relevant to the nature of their work and professional responsibilities. All the members carrying an



IOBSA designation must maintain a record of their CPD activities and report the hours completed relevant to each reporting cycle.

3.3 Mandatory Continuous Professional Development (CDP)

CPD is compulsory and is applicable to all members.

Reporting Period

The IOBSA member must complete a minimum number of 65 CPD hours every reporting cycle (two years) which is verifiable by the IOBSA. For all new members the CPD reporting cycle commences upon joining the institute.

Non-transferability of CPD Points

Any points in excess of the requirement for a specific cycle may not be applied to subsequent reporting cycles. Points earned for any one programme may not be split between two reporting cycles.

Measurement

Members are required to complete a minimum number of hours of relevant CPD activities in a two-year reporting cycle, which may consist of a combination of verifiable (structured) and unverifiable (unstructured) CPD activities.

Minimum Requirements

65 – CPD hours Every reporting cycle (2 years)			
KNOWLEDGE		SKILLS AND ABILITIES	
45 hours structured	10 hours unstructured	5 hours structured	5 hours unstructured

One (1) relevant hour of CPD will earn the IOBSA member one (1) CPD point (minimum of 50 minutes constitutes one (1) hour).

Time used for registration, welcome, breakfast/tea/lunch breaks and any other topics which would not constitute relevant CPD points are excluded. If the duration of the programme is between 30 and 50 minutes, a half (½) CPD point can be claimed.

Included in the required amount of hours as stated above, IOBSA members are required to complete at least five (5) CPD points per reporting cycle on Ethics and Banking/Financial Services Standards. Two (2) of those five (5) CPD points must be completed on ethics.



Reporting and Record Keeping

It is the responsibility of each and every IOBSA member to maintain a record of his or her CPD activities. Members must retain any documentation that will support the verification of recorded CPD activities. Documentation must be kept for at least five (5) years after the end of each reporting cycle.

Note:

To facilitate record keeping and administration of the CPD programme, the IOBSA will host an online CPD register on its website. This register must be used by members to record any CPD activities undertaken and will constitute official submission to the IOBSA.

The above information forms the basis of the policy which is currently still under development by the Academic Board Sub Committee. The committee is detailing the information of the types of activities which are applicable for CPD credits and also the website for the process are all under development.

The final policy will be presented to the Financial Services Board for their approval and it will then go live for members. It is anticipated that the CPD could start during Quarter 3 of 2014; members will be kept informed of developments on the IOBSA website.