Retail Banking Operations and Technology

The world of Retail Banking is one of the most innovative and competitive line of business with rapidly diversifying products and services serving a wide variety of clients in the banking sector. Coupled with the shifting regulatory landscape, this makes understanding the business of retail banking a challenge not just for new employees entering but professionals working in other functions within the financial services industry. This course aims to allow these professionals to quickly get a grasp of retail banking and is will particularly enable IT professionals in Technology and Operations to better perform their roles.
Course Description

As part of this course, participants will be taught to integrate technology and business aspects of Retail Banking.

This course introduces the Retail Banking environment, products, processes and technologies supporting them. The focus is on processes and solutions from an end-to-end - front, middle, back office role. This course combines subject matter with case studies and hands-on learning working on real life world class banking systems in a model banking environment.

Course Outline

Retail Banking Essentials

I. Overview of Financial Ecosystem and Retail Banking
   • General overview of banking and financial ecosystem
   • How Retail Banks Generate Profits

II. Retail Banking Products & Processes
   • The Universal Banking Process Framework
   • Payments Ecosystem

III. Compliance & Risk Management
   • Compliance – consequences of non-compliance, Banking Secrecy Act etc
   • Risk Management
   • Disaster Recovery and Business Continuity Planning

IV. Special Topics in Retail Banking
   • Data Warehouse and Analytics – Concepts, Architecture and Applications

Trainer's Biography

Mr Patrick Thng is a Senior Lecturer of Information Systems at Singapore Management University. He is also the Director, SIS Executive Initiatives in Financial Services. Patrick graduated with a First Class and Master (Hons) from UNSW.

As a Fellow Chartered Accountant and CISA, he has accumulated 28 years of global experience in banking, cyber security, management consulting and post graduate teaching across Asia Pacific, Australia and the US. An accomplished practitioner, he has held senior roles as Managing Director/General Manager/Director in blue chip financial institutions including DBS Bank, UBS AG (Investment Bank), BNP Paribas, ANZ Bank and the World Bank Treasury and Finance Group based in Washington DC. The roles he has occupied include Chief Information Officer, Chief Administration and Chief Operating Officer at the country, regional and global level.

*Please note that the trainer conducting this course is subject to change without prior notice.*
What make our courses unique?

Industry-relevant curriculum packed with pertinent trends and developments in the FSI

Opportunities to work on close to real-life financial systems

Interactive and experiential delivery that includes hands-on simulation, role plays, case studies and classroom lecture

Glean further insights from industry guest speaker, exclusively invited by FITA

Case Studies and Lab

Hands-on lab on Retail Banking System and tests are designed to assess your ability to relate the retail banking principles and knowledge taught in the course as well as to visualize the end-to-end workflows and translate them back to the IT domain. Emphasis is also on analysing situations using real-world examples.

Who Should Attend

This interactive three-day course is suited for professionals in the Technology and Operations space seeking technology insights or potential entrants to the industry.

Pre-requisites

- Possess at least a basic diploma or equivalent qualification
- Possess a good command of the English language
- Possess good analytical and evaluation skills
- Possess good problem-solving skills and communication skills

Certification

Upon successful completion of the NICF accredited course, you will receive a certificate from Singapore Management University.

Course Fee

S$3,210 (inclusive of GST)

( *70% CITREP II funding capped at $3,500 per trainee is available. Singaporeans and PRs only.) See overleaf for details.

Register Now

To register for the course or to view the latest class schedule, visit www.fita.smu.edu.sg

10% GROUP DISCOUNT

for 3 or more participants from same company for the same course. Terms and conditions apply.
Funding and Claims Process

CITREP funding is available for Singapore citizens and PRs for this course. Participants will pay the course fees in full upfront and claim up to 70% of the nett payable fees. Applications for claims are to be submitted via Infocomm Competency Management System portal [www.idaicms.gov.sg](http://www.idaicms.gov.sg) within 3 months from the actual completion date.

Terms and conditions apply. For more details, visit [www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep)

Have a question?

Get in touch with our friendly staff.

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[www.fita.smu.edu.sg](http://www.fita.smu.edu.sg)

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About Financial IT Academy @SMU

Located at the Singapore Management University, the Financial IT Academy @SMU (FITA) is the first-of-its-kind academy in Singapore set up to support the evolving needs of the financial services industry. On 28 May 2013, SMU was appointed by the Monetary Authority of Singapore and Infocomm Development Authority of Singapore as the lead provider to design and deliver quality training programmes for Technology & Operations professionals in the financial services industry in Singapore.

FITA’s vision is to help strengthen Singapore’s position as a leading global financial hub by increasing the talent pool and improving the quality of financial IT professionals in the financial services sector. Utilising a flexible curriculum designed and delivered by SMU faculty members and industry practitioners and partners, FITA focuses on equipping mid-career professionals, and fresh graduates with useful and relevant skills, knowledge and capabilities, thereby laying a stronger foundation for and increasing the number of IT professionals for deployment in the financial services sector.