



جائزة دبي للجودة

DUBAI QUALITY AWARD

WINNER OF YEAR 2021

معهد الإمارات للدراسات
المصرفية والمالية
Emirates Institute for
Banking and Financial Studies

eibfs

ANNUAL TRAINING PLAN 2023

READY FOR
FUTURE

 www.eibfs.ae

SINCE 1983

ABOUT US

Emirates Institute for Banking and Financial Studies (EIBFS), stands tall amongst its contemporaries in the field of financial education with a glorious legacy that spans over 39 years.

EIBFS offers world class training and educational programs, through its state of the art campuses in Dubai, Sharjah and Abu Dhabi and through digital platforms such as E-Learning platform insight. EIBFS covers the entire spectrum of the banking and financial domain and has partnerships with world class training and academic institutions across the world aimed at sharing best practices and domain expertise.

EIBFS has been at the forefront of Emiratization initiatives in the banking sector and has contributed immensely to the national objective of developing a truly world class talent pool. EIBFS has added great value to the lives of thousands of learners by helping them with accelerated career growth in banking financial services. With 33,000 learners attending various programs in 2022, EIBFS has earned the laurel of being amongst the largest training providers in the region.



جائزة دبي للجودة

DUBAI QUALITY AWARD

Institute won the Dubai Quality Appreciation Award 2021, the most prestigious Dubai Business Excellence Award constituted by Dubai Economy. The award ceremony was held virtually under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai on June 28th, 2021. The institute winning the award in appreciation of the transformational approach it adopted to develop the skills of national cadres through the best educational systems and cooperation with the best financial and educational institutions globally.

EIBFS was awarded based on several criteria evaluated by the award Committee, which included Leadership, Strategy, People, Partnership and Resources, Process, Products & Services, Customer Results, People Results, Society Results, and Business Results. To win the award, organizations are required to show strong evidence of exceptional performance in terms of customer satisfaction, product innovation, leadership, and strategy.

WINNER OF THE YEAR 2021

الفائز لعام 2021



FROM CHAIRMAN'S DESK

“ The Emirates Institute for Banking and Financial Studies (EIBFS) offers an innovative model for the financial sector in the United Arab Emirates through its vital role in training and qualifying employees working in the banking and insurance sectors, with a focus on Emirati cadres, to enhance their skills and expertise to lead this strategic sector in the country.

Over the past years, the Institute has sought to build robust relations with international learning partners to provide leading training programmes and to equip trainees with the latest financial knowledge and experiences, as well as professional certificates, following international best practices.

The past years witnessed the empowerment of a large number of trainees who have been equipped with the necessary skills to keep pace with the growing digital technology through training programmes, which are being developed annually to meet the sector's variable needs and growth.

In addition to that, the learning outcomes of the EIFBS's programmes showed the trainees' ability to understand the challenges and that they have a future vision that qualifies them to contribute to the sector's growth, which confirms the depth of our training programmes.

The 2023 training plan in lines with the global growth of the relevant sectors and provides a comprehensive view of the international standards applied by the financial sector worldwide. It also considers plans aimed at the development of the future UAE national leaders in Banks, Insurance companies and other Financial institutions in the country. ”

H.E Khaled Mohamed Balama

Governor - Central Bank of UAE
Chairman EIBFS



FROM GM'S DESK



“It gives me immense pleasure in presenting the Emirates Institute for Banking and Financial Studies [EIBFS] learning solutions for 2023 under the theme “Develop talent pool who are professionally qualified for the role, skilled for the job and future ready”.

On behalf of EIBFS, I would like to thank and appreciate the UAE's banking and financial sector for their wholehearted, unstinted support and collaboration, which has helped us achieve significant milestones over the years. At EIBFS, we believe this is a testament of the farsighted vision of our leadership, coupled with our agility and commitment to develop future-ready talent in the UAE's banking and financial sector.

Amidst the evolving business and operational landscape in the UAE and region, and the need for new skills and competencies, particularly in the financial sector, EIBFS has created a structured learning solutions program for 2023 which reflects the skills required for future banking and finance professionals around digital capabilities, artificial intelligence, blockchain, robotic process automation and others.

The EIBFS learning solutions for 2023 are focused on and aligned to the national vision of developing high quality Emirati talent pool, who are ready for the future. With a strong focus on skilling, upskilling and reskilling Emirati talent in the UAE's financial sector, the EIBFS learning solutions for 2023 are in line with the 'Projects of the 50' initiatives to accelerate the UAE's development path.

As part of our 'Harnessing Human Mission', the focus is on building a strong and robust national economy, in line with the highest international standards. As part of the initiative, 5000 new private sector jobs will be created by 2026, to enhance the diversity and growth of the banking and insurance sector and the UAE's economic competitiveness.

With an aim to create competency-driven qualifications for jobs in the UAE's banking and financial sector, EIBFS will be conducting a total of **680** sessions, which includes **373** classroom sessions and **343** virtual interactive live training [VILT] sessions. **208** sessions will be held at the Dubai campus, while **89** will be at Abu Dhabi campus and **40** sessions at Sharjah campus.

The 2023 learning plan encompasses programs in the areas of new future skills, responsible banking, advanced technology, and sustainability. All the programs have been designed in close collaboration with the industry to holistically cater to the needs and demands. We also work closely with Central Bank of the UAE, Ministry of Human Resources and Emiratisation and other relevant stakeholders, including our partner banks and financial institutions to develop the UAE national talent in the country's financial sector.

We would like to thank the banking and financial sector in the UAE for its collaboration and support in designing the 2023 learning solutions. On behalf of EIBFS, I earnestly call upon the industry to join us in this transformational journey to develop a talent pool of banking and financial experts who are agile, future-ready and upskilled to take on the emerging challenges in the evolved business landscape.

”

Jamal Ahmed Al Jassmi
General Manager, EIBFS

MISSION, VISION, EIBFS VALUES

MISSION



- ▶ To constantly provide excellent banking and financial development programs to the satisfaction of our customers.
- ▶ To contribute effectively to Emiratization in the banking and finance sector.
- ▶ To upgrade and disseminate specialized knowledge in the banking and finance sector.

VISION



- ▶ To be a leading institution in providing world-class education and training in banking and finance at local, regional and international level.

EIBFS VALUES



- ▶ Professionalism
- ▶ Integrity
- ▶ Team spirit
- ▶ Accountability
- ▶ Transparency (including openness)
- ▶ Creativity
- ▶ Quality service
- ▶ Lifetime learning
- ▶ Building success
- ▶ Embracing
- ▶ Globalization

OBJECTIVES

- ▶ To raise the standard of performance of the workforce employed in the banking sector.
- ▶ To qualify UAE nationals for successful careers in the banking and financial sector.
- ▶ To attract UAE nationals who are not employed in banks, train them to apply the concepts and methods of banking, thereby augmenting the existing pool of skilled nationals.



LEARNING NEEDS ANALYSIS

HOW WE UNDERSTAND THE CLIENT NEEDS

Multi-stage Industry Driven Learning Need Analysis



LEARNING SOLUTIONS: KEY HIGHLIGHTS

01

EIBFS International Certificates

Certified blended learning journeys in

- ▶ Fintech
- ▶ Risk Management
- ▶ Compliance
- ▶ Data Analytics
- ▶ Fraud Management
- ▶ Treasury Management
- ▶ Trade Finance
- ▶ Quality and Innovation
- ▶ Islamic Retail Banking
- ▶ Internal Audit
- ▶ Wealth Management
- ▶ Corporate Relationship Manager
- ▶ Credit Analysis
- ▶ English Communication

Mode :
Class/VILT, E-Learn & Mentoring

02

Professional Certificates

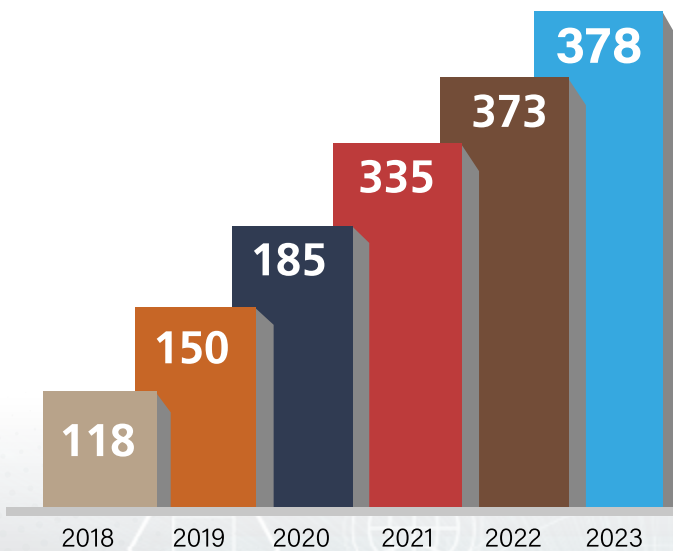
4 New Professional Certificates.

- ▶ CGSS - Certified Global Sanctions Specialist Certification
- ▶ Certificate in Green and Sustainable Finance
- ▶ Certificate in Climate Risk
- ▶ CIPD - Chartered Institute of Personnel and Development Certification

03

Insight E-learning

- ▶ Self paced E-learning of around 170 courses in Banking and Finance

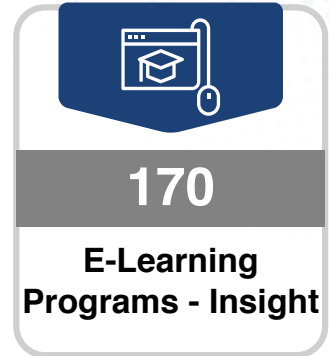


2023 Portfolio:

IN DEPTH COVERAGE OF BANKING DOMAIN AS LIVE COURSES, PROFESSIONAL CERTIFICATES AND E-LEARNING.

E-LEARNING

EIBFS LEARNING SOLUTIONS 2022



HOW TO EFFECTIVELY USE THE LEARNING PLAN

The Annual Learning Plan 2022 features selection of unique of courses and delivery methods tailored for the requirements of different levels of audience.

COURSE TYPES

BLENDDED LEARNING PATHWAYS

EIBFS Blended Learning pathways are learning journeys aimed at developing a holistic understanding of different functional domain.

The pathways which typically takes 1 - 2 quarters for completion, has a series of classroom/live sessions, Micro-learnings, E-learnings, and mentoring sessions with the subject matter experts. More details can be found in the EIBFS Pathways category.

FLIPPED PROGRAM

A Flipped program combines E-learning with classroom/live sessions. All the learners attending the course will acquire the basic knowledge of the topic by mandatorily attending the E-learning module before attending the classroom/live session.

This program is designed in a way that the classroom session covers the practical aspects of the course, while the basic concepts are acquired via E-learning, making learning more impactful.

VIRTUAL INTERACTIVE LIVE TRAINING (VILT)

VILT sessions are instructor led live sessions delivered via EIBFS LMS where the learners can interact with the trainer on the live platform and through engagement tools.

The session timings are form 9:00 AM - 1:30 PM for the VILT courses.

MICRO-LEARNING

Micro-learning courses are short focused self-paced learning courses, delivered as recorded e-learnings on EIBFS Insight platform.

A Micro-learning course covers a very specific topic and has a course run time of around 30 minutes. The course contains course videos, learning checks and assessments.

E-LEARNING

E-Learning is defined as full-fledged recorded self-paced paced courses which cover a topic comprehensively. The E-learning course delivered on EIBFS Insight platform has course videos, downloadable course materials and assessments to gauge the learning.

The typical run time of a E-learning course is around 2 hours while the actual completion time varies from one learner to another.

SIMULATION PROGRAM

These are courses where simulated environment and activities are used for the delivery of the classes. This involves hands on applications by the participants thus helping them to acquire the relevant practical skills for workplace. EIBFS has state of the art simulation room for financial markets and treasury programs.

GAMIFIED COURSES

These are courses where the learning outcomes of the program will be achieved through well designed games and lectures. The participants will work together in various activities and each activity will be followed by the discussion of the learnings.

COURSE LEVELS

FOUNDATION PROGRAMS

Foundation Programs are meant for learners who are new to the topic to build conceptual building blocks on the domain. This will ensure conceptual clarity before proceeding to specialized areas.

INTERMEDIATE PROGRAMS

Intermediate Programs add to the foundation programs by adding key skill-sets to help the learner relate their learnings to the selected practical domain.

SPECIALIZATION PROGRAMS

These courses represent key technical topics within a larger domain. These are focused courses and can be attended only with relevant work experience or after completion of the prerequisites. These courses will carry an assessment at the end of the program.

PRACTITIONERS TRACK

These are advanced programs facilitated by industry experts designed for the practitioners in the area to discuss real use cases and ensure peer to peer learning.

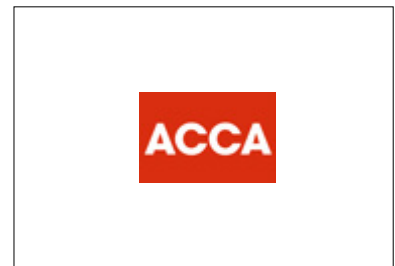
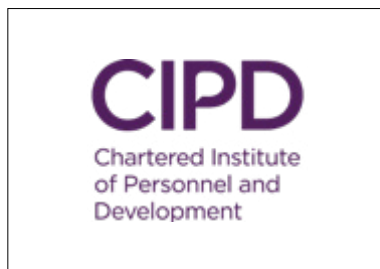
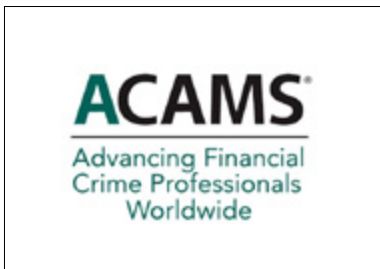
MASTERCLASSES

These are very specialized advanced courses to be delivered by experts in the domain. These courses should be attended only after acquiring relevant conceptual knowledge of the topic based on the learning pathway and/or relevant experience in the domain.



OUR PARTNERS





MOODY'S
ANALYTICS

FitchLearning

LIBF



ADGM ACADEMY
أكاديمية سوق أبوظبي العالمي



EC-Council



The Institute of
Internal Auditors



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Code	SENIOR MANAGEMENT ROUNDTABLES	Level	Course Type	Page No.
1666	Artificial Intelligence & Machine learning insights for leaders	SPECIALIZATION	Class/VILT	68 - 71
1667	Blockchain for leaders	SPECIALIZATION	Class/VILT	
1668	Fintech & digital transformation overview for senior management	SPECIALIZATION	Class/VILT	
1670	Capital planning in banks	SPECIALIZATION	Class/VILT	
1671	Corporate governance for leaders	SPECIALIZATION	Class/VILT	
1672	Cybersecurity essentials for senior management	SPECIALIZATION	Class/VILT	
1673	Tone at the top - creating a compliance culture	SPECIALIZATION	Class/VILT	
1674	Blue ocean strategy for leaders	SPECIALIZATION	Class/VILT	
1675	Leading in a disruptive era	SPECIALIZATION	Class/VILT	

Code	FINTECH & ANALYTICS	Level	Course Type	Page No.
1813	Future of banking: embracing technology disruption	FOUNDATION	Class/VILT	76 - 91
1814	Fintech 101	FOUNDATION	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1815	Blockchain 101	INTERMEDIATE	Class/VILT	
1816	Artificial intelligence & Machine learning 101	INTERMEDIATE	Class/VILT	
1817	Internet of things (IOT) applications in financial sector	INTERMEDIATE	Class/VILT	
1818	Cybersecurity essentials for all	INTERMEDIATE	Class/VILT	
1812	Data consolidation & analysis using Excel	INTERMEDIATE	Class/VILT	
1819	Statistical analysis using Excel	INTERMEDIATE	Class/VILT	
1824	Agile 101	SPECIALIZATION	Class/VILT	
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1826	Islamic fintech 101	SPECIALIZATION	Class/VILT	
1837	Cryptocurrency 101	SPECIALIZATION	Class/VILT	
1835	Robotic process automation	SPECIALIZATION	Class/VILT	
1808	Financial modeling using Excel	SPECIALIZATION	Class/VILT	
1827	Dashboard creation using excel	SPECIALIZATION	Class/VILT	
1830	Introduction to sales analytics	SPECIALIZATION	Class/VILT	
1831	Introduction to fraud analytics	SPECIALIZATION	Class/VILT	
1836	SQL primer for data analysis	SPECIALIZATION	Class/VILT	
1839	Data visualization using Power BI	SPECIALIZATION	Class/VILT	
1841	Cloud Applications 101	SPECIALIZATION	Class/VILT	
1843	Open Banking and API	SPECIALIZATION	Class/VILT	
1845	Payment Tech	SPECIALIZATION	Class/VILT	
1840	Analytics using R	SPECIALIZATION	Class/VILT	

1842	Data Storytelling and decision making for managers	SPECIALIZATION	Class/VILT
1678	HR Analytics	SPECIALIZATION	Class/VILT
1828	Blockchain practitioner's track	PRACTITIONERS TRACK	Class/VILT
1829	Cybersecurity practitioner's track	PRACTITIONERS TRACK	Class/VILT
1832	Artificial intelligence & Machine learning practitioner's track	PRACTITIONERS TRACK	Class/VILT
1820	Analytics using python – Masterclass	MASTERCLASS	Class/VILT

Code	CORPORATE BANKING & CREDIT	Level	Course Type	Page No.
1222	Accounting for Non-Accountants	FOUNDATION	Class/VILT	92 - 103
1204	Financial statement analysis primer	FOUNDATION	Class/VILT	
1224	Cash flow statement analysis	FOUNDATION	Class/VILT	
5168	Identifying red flags using financial statements	FOUNDATION	Class/VILT	
1219	Credit proposal writing	INTERMEDIATE	Class/VILT	
1220	Current economic trends	INTERMEDIATE	Class/VILT	
1217	Retail credit cycle	INTERMEDIATE	Class/VILT	
1202	Credit appraisal methods	INTERMEDIATE	Class/VILT	
1232	Credit analysis using bank statement	INTERMEDIATE	Class/VILT	
1231	Identifying business opportunities from financial statement	INTERMEDIATE	Class/VILT	
1425	Treasury solutions for relationship managers	INTERMEDIATE	Class/VILT	
1205	Retail problem loan management	INTERMEDIATE	Class/VILT	
1440	SME Credit	INTERMEDIATE	Class/VILT	
1234	Fraud & AML red flags for relationship managers	SPECIALIZATION	Class/VILT	
1207	Real estate & contracting finance	SPECIALIZATION	Class/VILT	
1209	Syndicated loans	SPECIALIZATION	Class/VILT	
1218	Corporate debt restructuring	SPECIALIZATION	Class/VILT	
1227	IFRS – 9 for credit professionals	SPECIALIZATION	Class/VILT	
1228	Risk Adjusted Return on Capital (RAROC)	SPECIALIZATION	Class/VILT	
1229	Credit documentation	SPECIALIZATION	Class/VILT	
1233	IFRS – 15 revenue from contracts	SPECIALIZATION	Class/VILT	
1221	Cash management and transaction banking	SPECIALIZATION	Class/VILT	
1239	Supply chain finance	SPECIALIZATION	Class/VILT	
1235	Financial institution credit analysis	SPECIALIZATION	Class/VILT	
1237	Interpreting external credit rating for corporates	SPECIALIZATION	Class/VILT	
1238	Risk mitigation using insurance	SPECIALIZATION	Class/VILT	
1206	Project financing masterclass	MASTERCLASS	Class/VILT	
1223	IFRS masterclass	MASTERCLASS	Class/VILT	

Code	TREASURY & INVESTMENTS	Level	Course Type	Page No.
1419	Time value of money applications	FOUNDATION	Class/VILT	104 - 115
1430	Simulated financial market experience for beginners	FOUNDATION	Simulation	
1412	Treasury insights for Non-Treasury staff	FOUNDATION	Class/VILT	
1405	Foreign exchange (FX) primer	FOUNDATION	Class/VILT	
1439	Green and Sustainable Finance 101	FOUNDATION	Class/VILT	
1422	Debt capital markets (DCM) & Fixed income	INTERMEDIATE	Flipped	
1428	Corporate finance	INTERMEDIATE	Class/VILT	
1416	Technical analysis	INTERMEDIATE	Simulation	
1431	Money markets	INTERMEDIATE	Class/VILT	
1407	Derivatives	INTERMEDIATE	Class/VILT	
1433	Asset & Liabilities management primer	INTERMEDIATE	Class/VILT	
1418	Treasury operations	INTERMEDIATE	Class/VILT	
1427	Treasury & portfolio management bourse game	INTERMEDIATE	Class/VILT	
1437	Investment asset classes & vehicles	INTERMEDIATE	Class/VILT	
1954	Futures pricing, margining and Settlement process	INTERMEDIATE	E-Learn	
1435	Credit derivatives	INTERMEDIATE	E-Learn	
1441	ESG Investing	INTERMEDIATE	Class/VILT	
1423	Behavioral finance	SPECIALIZATION	Class/VILT	
1425	Treasury solutions for relationship managers	SPECIALIZATION	Class/VILT	
1951	SCA regulations: An overview	SPECIALIZATION	Class/VILT	
1436	Interest rate derivatives	SPECIALIZATION	Class/VILT	
1953	Advanced option strategy	SPECIALIZATION	Class/VILT	
1438	Portfolio creation and asset allocation	SPECIALIZATION	Class/VILT	
1424	ISDA Documentation	SPECIALIZATION	Class/VILT	
1414	Exotic options & structured products masterclass	MASTERCLASS	Class/VILT	
1411	Equity research masterclass	MASTERCLASS	Class/VILT	

Code	COMPLIANCE & AUDIT	Level	Course Type	Page No.
1907	Introduction to financial crimes	FOUNDATION	Class/VILT	116 - 129
1934	AML for non compliance staff	FOUNDATION	Class/VILT	
1935	CBUAE regulations: Corporate	FOUNDATION	Class/VILT	
1936	CBUAE regulations: Retail	FOUNDATION	Class/VILT	
1928	Internal audit	FOUNDATION	Class/VILT	
1959	Digital banking frauds	FOUNDATION	Class/VILT	
1957	KYC and CDD	INTERMEDIATE	Class/VILT	
1961	Transactions monitoring foundations	INTERMEDIATE	Class/VILT	
6328	Anti-Bribery and corruption	INTERMEDIATE	E-Learn	
1225	Identifying red flags using financial statements	SPECIALIZATION	E-Learn	
1831	Introduction to fraud analytics	SPECIALIZATION	E-Learn	

1818	Cybersecurity essentials for all	SPECIALIZATION	E-Learn	
1946	Document screening and signature examination	SPECIALIZATION	Class/VILT	
1955	Fraud investigations	SPECIALIZATION	Class/VILT	
1938	Sanctions monitoring	SPECIALIZATION	Class/VILT	
1901	AML Laws, regulations and international guidelines	SPECIALIZATION	Class/VILT	
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1951	SCA regulations: An overview	SPECIALIZATION	Class/VILT	
1952	General data protection regulation (GDPR) essentials	SPECIALIZATION	Class/VILT	
1937	Common reporting standards (CRS)	SPECIALIZATION	Class/VILT	
1922	FATCA rules and regulations	SPECIALIZATION	Class/VILT	
1949	Treasury audit	SPECIALIZATION	Class/VILT	
1948	AML audit	SPECIALIZATION	Class/VILT	
1950	Credit audit	SPECIALIZATION	Class/VILT	
1520	Sales audit	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1958	Sanctions compliance standards	SPECIALIZATION	Class/VILT	
1956	IT Security risk and audit	SPECIALIZATION	Class/VILT	
1945	Fraud prevention and detection masterclass	MASTERCLASS	Class/VILT	
1939	Effective compliance monitoring system masterclass	MASTERCLASS	Class/VILT	

Code	RISK MANAGEMENT & GOVERNANCE	Level	Course Type	Page No.
1911	Risk management in banks	FOUNDATION	Class/VILT	130 - 137
1914	Credit risk management	INTERMEDIATE	Class/VILT	
1913	Market risk management	INTERMEDIATE	Class/VILT	
1910	Operational risk management	INTERMEDIATE	Class/VILT	
1909	Liquidity risk management	INTERMEDIATE	Class/VILT	
1921	Key risk indicators in risk management	INTERMEDIATE	Class/VILT	
1931	Transfer pricing	SPECIALIZATION	Class/VILT	
1909	Business continuity planning	SPECIALIZATION	Class/VILT	
1228	Risk adjusted return on capital (RAROC)	SPECIALIZATION	Class/VILT	
1942	Stress testing masterclass	MASTERCLASS	Class/VILT	
1941	Basel insights masterclass	MASTERCLASS	Class/VILT	
1962	Enterprise Risk Management (ERM)	MASTERCLASS	Class/VILT	

Code	ISLAMIC BANKING	Level	Course Type	Page No.
1702	Introduction to Islamic banking	FOUNDATION	Flipped	138 - 147
1713	Islamic asset products	FOUNDATION	Class/VILT	
1714	Islamic liability products	FOUNDATION	Class/VILT	
1722	Card products in Islamic banks	INTERMEDIATE	Class/VILT	
1715	Islamic corporate working capital and trade products	INTERMEDIATE	Class/VILT	
1716	Islamic equity & investment products	INTERMEDIATE	Class/VILT	
1717	Sukuk	INTERMEDIATE	Flipped	
1718	Islamic derivatives & Hedging products	SPECIALIZATION	Class/VILT	
1826	Islamic Fintech 101	SPECIALIZATION	Class/VILT	
1721	AAOIFI standards for Islamic banking products and transactions	SPECIALIZATION	Class/VILT	
1719	AAOIFI accounting standards masterclass	MASTERCLASS	Class/VILT	
1720	Risk management in Islamic banking masterclass	MASTERCLASS	Flipped	

Code	RETAIL, OPERATIONS & TRADE FINANCE	Level	Course Type	Page No.
1123	Introduction to banking: A new joiners perspective	FOUNDATION	Class/VILT	148 - 157
1102	Banking practice and law in the UAE	FOUNDATION	Class/VILT	
1121	Value added tax	FOUNDATION	Class/VILT	
1107	Financial planning	INTERMEDIATE	Class/VILT	
1120	Card operations	INTERMEDIATE	Class/VILT	
1101	Bank guarantees	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1111	Trade finance primer	INTERMEDIATE	Class/VILT	
1126	Retail banking products	INTERMEDIATE	Class/VILT	
1125	Retail banking operations	INTERMEDIATE	Class/VILT	
1122	Incoterms	INTERMEDIATE	Class/VILT	
1126	Finance for non-finance	INTERMEDIATE	Class/VILT	
1131	Budgeting and cost control for managers	INTERMEDIATE	Class/VILT	
1239	Supply chain finance	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1013	CBUAE Consumer protection standards for frontline managers	SPECIALIZATION	Class/VILT	
1014	CBUAE Consumer protection for sales	SPECIALIZATION	Class/VILT	
1012	CBUAE Consumer protection standards for frontline staff	SPECIALIZATION	Class/VILT	
1132	Procurement and vendor management	SPECIALIZATION	Class/VILT	
1113	Trade finance documents examination (ISBP) Masterclass	MASTERCLASS	Class/VILT	
1124	Trade finance - Masterclass	MASTERCLASS	Class/VILT	

Code	PERSONAL DEVELOPMENT & LEADERSHIP SKILLS	Level	Course Type	Page No.
1638	Aspiring manager program	FOUNDATION	Class/VILT	158 - 171
1609	Stress management	FOUNDATION	Class/VILT	
1626	Giving effective feedback	FOUNDATION	Class/VILT	
1627	Personal branding	FOUNDATION	Class/VILT	
1628	Managing change & Uncertainty	FOUNDATION	Class/VILT	
1629	Work life balance	FOUNDATION	Class/VILT	
1631	Diversity, equality & inclusion	FOUNDATION	Class/VILT	
1634	Managing multiple tasks, Priorities, Deadlines	FOUNDATION	Class/VILT	
1623	Getting most out of your 24 hours	FOUNDATION	Class/VILT	
1639	Introduction to neuro linguistic programming (NLP)	FOUNDATION	Class/VILT	
1640	Basic arabic communication for non-native speakers	FOUNDATION	Class/VILT	
1662	Mindfulness 101	FOUNDATION	Class/VILT	

Code	INNOVATION, QUALITY & BUSINESS EXCELLENCE	Level	Course Type	Page No.
1001	Basics of business process management	FOUNDATION	Flipped	172 - 179
1643	Art of networking	FOUNDATION	Class/VILT	
1236	Campus to corporate	FOUNDATION	Class/VILT	
1649	Creating engaging presentations	FOUNDATION	Flipped	
1650	Learning to learn 101	FOUNDATION	Class/VILT	
1641	Coaching skills for managers	INTERMEDIATE	Class/VILT	
1637	New manager program	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1616	Learning need analysis	INTERMEDIATE	Class/VILT	
1613	Performance management & appraisal	INTERMEDIATE	Class/VILT	
1635	Building & Leading high-Performance team	INTERMEDIATE	Class/VILT	
1612	Leading with emotional intelligence	INTERMEDIATE	Class/VILT	
1632	Intrapreneurship	INTERMEDIATE	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1648	Leadership fundamentals	INTERMEDIATE	Class/VILT	
1647	Leadership communications	INTERMEDIATE	Class/VILT	
1677	Creative thinking and problem solving	INTERMEDIATE	Class/VILT	
1679	Influence without authority	INTERMEDIATE	Class/VILT	
1680	Team Work and Collaboration	INTERMEDIATE	Class/VILT	
1681	Treating People of Determination with Sensitivity	INTERMEDIATE	Class/VILT	
1314	Professional email correspondence	INTERMEDIATE	Class/VILT	
1624	Talent acquisition & succession planning	SPECIALIZATION	Class/VILT	
1645	Train the trainer	SPECIALIZATION	Class/VILT	
1646	Balance score card	SPECIALIZATION	Class/VILT	
1678	HR Analytics	SPECIALIZATION	Class/VILT	
1676	Leading remote teams	SPECIALIZATION	Class/VILT	

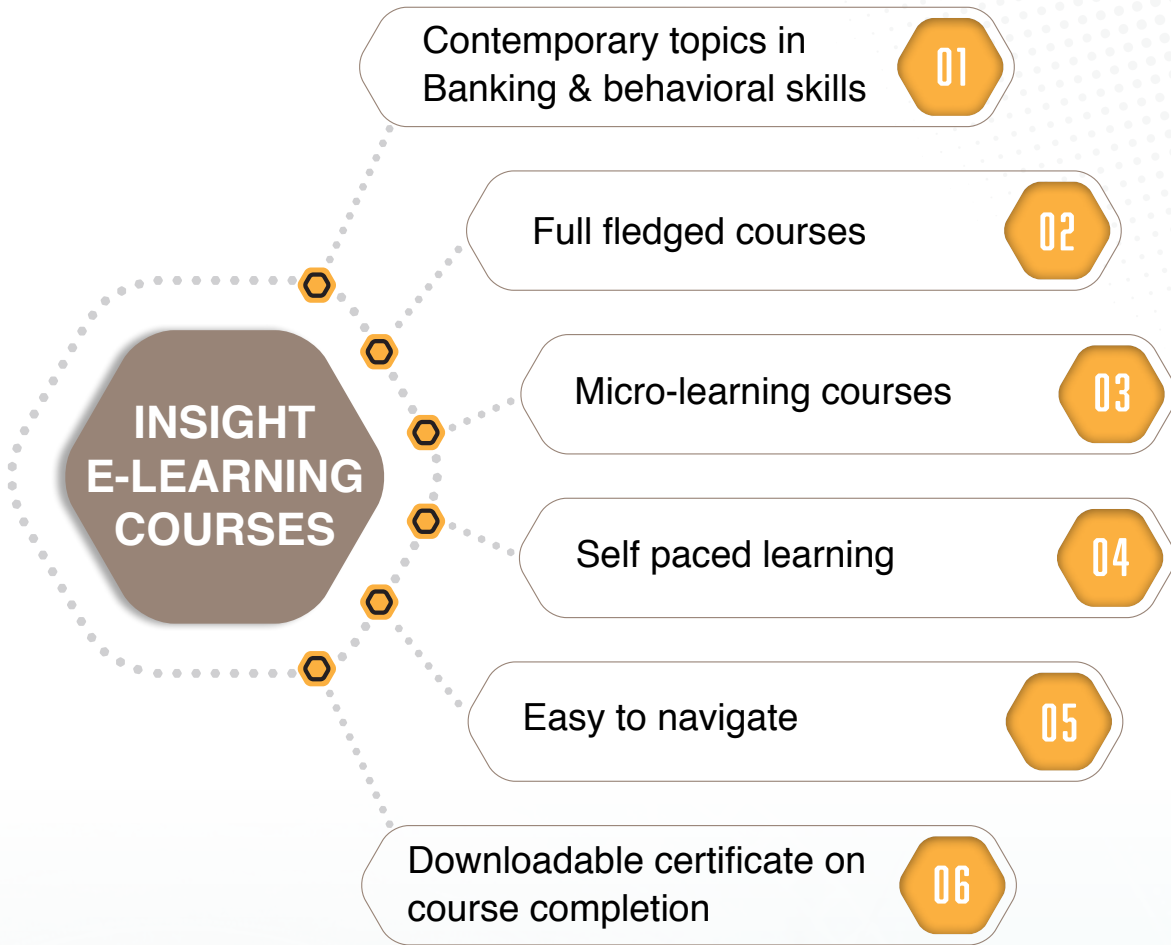
1002	Business process Re-engineering	INTERMEDIATE	Flipped
1007	Seven tools of quality	INTERMEDIATE	Class/VILT
1008	Change management	INTERMEDIATE	Flipped
1003	Lean six sigma	INTERMEDIATE	Flipped
1824	Agile 101	INTERMEDIATE	Class/VILT
1009	Kanban	INTERMEDIATE	Class/VILT
1525	Customer experience	INTERMEDIATE	Class/VILT
1011	Blue ocean strategy	INTERMEDIATE	Class/VILT
1822	Design thinking essentials	INTERMEDIATE	Class/VILT
1632	Intrapreneurship	INTERMEDIATE	Class/VILT
1015	Understanding EFQM Model (Dubai Quality Awards)	INTERMEDIATE	Class/VILT
1017	RCA and Complaint Management	INTERMEDIATE	Class/VILT
1531	Customer journey mapping	SPECIALIZATION	Class/VILT
1016	Agile Project Management	SPECIALIZATION	Class/VILT

Code	MARKETING, SALES & CUSTOMER SERVICE	Level	Course Type	Page No.
1523	Customer service game	FOUNDATION	Class/VILT	180 - 189
1525	Customer experience	FOUNDATION	Class/VILT	
1526	Customer service on social media	FOUNDATION	Class/VILT	
1508	Powerful telesales skills	FOUNDATION	Class/VILT	
1519	Negotiation skills	FOUNDATION	Class/VILT	
1509	Business etiquette	FOUNDATION	Class/VILT	
1522	Handling objections	FOUNDATION	Class/VILT	
1524	Art of cross selling	FOUNDATION	Class/VILT	
1513	CBUAE consumer protection law	FOUNDATION	Class/VILT	
1528	Key account management	INTERMEDIATE	Class/VILT	
1515	Social media and digital marketing	INTERMEDIATE	Class/VILT	
1512	Effective selling techniques	INTERMEDIATE	Class/VILT	
1514	Managing successful sales team	INTERMEDIATE	Class/VILT	
1511	New banking products development	INTERMEDIATE	Class/VILT	
1530	Closing Skills	INTERMEDIATE	Class/VILT	
1520	Sales audit	SPECIALIZATION	Class/VILT	
1531	Customer Journey Mapping	SPECIALIZATION	Class/VILT	
1014	CBUAE Consumer protection standards for sales	SPECIALIZATION	Class/VILT	
1527	Social media and digital marketing - Practitioner's track	PRACTITIONERS TRACK	Class/VILT	

Code	BUSINESS COMMUNICATION	Level	Course Type	Page No.
1649	Creating engaging presentations	INTERMEDIATE	Class/VILT	190 - 195
1314	Professional email correspondence	INTERMEDIATE	Class/VILT	
1317	Delivering speeches or Presentations	INTERMEDIATE	Class/VILT	
1529	Business writing	SPECIALIZATION	Class/VILT	
1318	Writing proposals & reports	SPECIALIZATION	Class/VILT	
1315	Communicating across cultures	SPECIALIZATION	Class/VILT	
1316	Crafting persuasive messages	SPECIALIZATION	Class/VILT	



INSIGHT



COURSE COVERAGE AREAS	
 CREDIT MANAGEMENT & CORPORATE BANKING	ENGLISH PROGRAM 
 FINTECH AND ANALYTICS	HUMAN RESOURCES MANAGEMENT & LEADERSHIP PROGRAMS 
 INSURANCE MANAGEMENT PROGRAMS	INSURANCE- NON LIFE PROGRAMS 
 ISLAMIC BANKING	PERSONAL DEVELOPMENT, MANAGEMENT & LEADERSHIP SKILLS 
 QUALITY MANAGEMENT	RISK & COMPLIANCE 
 SALES & MARKETING	TRADE FINANCE 
 TREASURY AND INVESTMENTS	

INDEX

Code	CREDIT MANAGEMENT & CORPORATE BANKING	Level	Course Type
6015	CASH FLOW STATEMENT ANALYSIS	INTERMEDIATE	MICRO COURSE
6204	Accounting for Non Accountants	FOUNDATION	E-LEARN COURSE
6205	Identifying Red Flags Using Financial Statements	FOUNDATION	E-LEARN COURSE
6278	Balance Sheet Analysis	INTERMEDIATE	MICRO COURSE
6279	Corporate Banking Credit	INTERMEDIATE	MICRO COURSE
6280	Corporate Banking no Credit	INTERMEDIATE	MICRO COURSE
6011	Credit Analysis using Du Pont Model : Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6061	Early Warning Indicators for Problem Loans	INTERMEDIATE	MICRO COURSE
6283	Financial Ration	INTERMEDIATE	MICRO COURSE
6284	Income Statement Analysis	INTERMEDIATE	MICRO COURSE
6285	Probability of Default	INTERMEDIATE	MICRO COURSE
6257	Understanding Income Statement, Balance Sheet and Financial Ratio	INTERMEDIATE	MICRO COURSE
6074	IFRS9- Highlights for Credit Professional - Focused Lecture Series	SPECIALIZATION	MICRO COURSE
6062	Risk Adjusted Return on Capital (RAROC)	SPECIALIZATION	MICRO COURSE
6203	Syndicated Loans	SPECIALIZATION	E-LEARN COURSE

Code	ENGLISH PROGRAM	Level	Course Type
6357	Active Listening	FOUNDATION	MICRO COURSE
6354	Cause & Effect	FOUNDATION	MICRO COURSE
6327	Effective Reading Strategies	FOUNDATION	MICRO COURSE
6326	English Grammar Conditionals I	FOUNDATION	MICRO COURSE
6335	English Grammar Conditionals II	INTERMEDIATE	MICRO COURSE
6324	English Grammar Future Continuous	INTERMEDIATE	MICRO COURSE
6336	English Grammar Future Perfect	INTERMEDIATE	MICRO COURSE
6337	English Grammar Future Perfect Continuous	INTERMEDIATE	MICRO COURSE
6338	English Grammar Future Simple	FOUNDATION	MICRO COURSE
6325	English Grammar Modal Verbs I	FOUNDATION	MICRO COURSE
6339	English Grammar Modal Verbs II	FOUNDATION	MICRO COURSE
6323	English Grammar Past Continuous	FOUNDATION	MICRO COURSE
6340	English Grammar Past Perfect	INTERMEDIATE	MICRO COURSE
6341	English Grammar Past Perfect Continuous	INTERMEDIATE	MICRO COURSE
6342	English Grammar Past Simple	FOUNDATION	MICRO COURSE
6322	English Grammar Present Continuous	INTERMEDIATE	MICRO COURSE
6343	English Grammar Present Perfect	INTERMEDIATE	MICRO COURSE
6344	English Grammar Present Perfect Continuous	INTERMEDIATE	MICRO COURSE

6345	English Grammar Present Simple	INTERMEDIATE	MICRO COURSE
6263	Business Email Essentials	INTERMEDIATE	MICRO COURSE
6124	Creating Good Will With Emails - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6120	English Punctuation - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6262	Enhancing Email Word Choice	INTERMEDIATE	MICRO COURSE
6139	Productive Presentations	INTERMEDIATE	MICRO COURSE

Code	FINTECH AND ANALYTICS	Level	Course Type
6333	ADVANCE CHART OPTIONS IN EXCEL	SPECIALIZATION	MICRO COURSE
6313	Advance charts using python part 1	SPECIALIZATION	MICRO COURSE
6314	Advance charts using python part 2	SPECIALIZATION	MICRO COURSE
6329	Beginners Guide On Power BI For Visualization	SPECIALIZATION	MICRO COURSE
6330	BEGINNERS GUIDE ON STATISTICS FOR BANKERS	INTERMEDIATE	MICRO COURSE
6332	DATA CLEANING AND ORGANIZING USING EXCEL	INTERMEDIATE	MICRO COURSE
6331	PREDICTIVE ANALYTICS MEASUREMENTS IN EXCEL	INTERMEDIATE	MICRO COURSE
6334	Regression analysis using python	SPECIALIZATION	MICRO COURSE
6311	Using numpy and pandas in python Part 1	SPECIALIZATION	MICRO COURSE
6312	Using numpy and pandas in python Part 2	SPECIALIZATION	MICRO COURSE
6310	Basics of Python	FOUNDATION	MICRO COURSE
6216	Excel Primer	FOUNDATION	E-LEARN COURSE
6134	Fintech 101	FOUNDATION	E-LEARN COURSE
6008	Future of Banking: Embracing Technology Disruption	FOUNDATION	E-LEARN COURSE
6065	Data Driven Decision Making	INTERMEDIATE	MICRO COURSE
6095	Excel: A Beginners Guide On Using Excel	INTERMEDIATE	MICRO COURSE
6118	Excel: A Beginners Guide to Macros - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6072	Excel: Effective Data Presentation Using Charts	INTERMEDIATE	MICRO COURSE
6127	Introduction to Cryptocurrencies - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6009	Presenting Data Effectively using Pivot Table and Charts : Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6232	Dashboard Using Tableau Public	SPECIALIZATION	MICRO COURSE

Code	HUMAN RESOURCES MANAGEMENT & LEADERSHIP PROGRAMS	Level	Course Type
6347	Campus to Corporate	FOUNDATION	MICRO COURSE
6346	Customer Service on Social Media	FOUNDATION	MICRO COURSE
6350	Understanding EFQM Model (Dubai Quality Awards)	FOUNDATION	MICRO COURSE
6292	Introduction To Neuro Linguistic Programming	FOUNDATION	MICRO COURSE
6133	Work life balance	FOUNDATION	E-LEARN COURSE
6291	Leadership/Management - 20/80 Principle	INTERMEDIATE	MICRO COURSE
6349	Closing Skills	FOUNDATION	MICRO COURSE

Code	INSURANCE MANAGEMENT PROGRAMS	Level	Course Type
6138	Islamic Insurance (Takaful)	FOUNDATION	MICRO COURSE

Code	INSURANCE- NON LIFE PROGRAMS	Level	Course Type
6290	Property Insurance	INTERMEDIATE	MICRO COURSE

Code	INSURANCE- NON LIFE PROGRAMS	Level	Course Type
6359	AAOIFI Code of Ethics for Islamic Finance Professional	SPECIALIZATION	MICRO COURSE
6358	Letter of Credit in Islamic Banks	INTERMEDIATE	MICRO COURSE
6212	Introduction to Islamic Banking	FOUNDATION	E-LEARN COURSE
6213	Islamic Asset Products	FOUNDATION	E-LEARN COURSE
6214	Islamic Liability Products	FOUNDATION	E-LEARN COURSE
6221	AAOIFI Shari'ah Standard on Ijarah	INTERMEDIATE	MICRO COURSE
6222	AAOIFI Shari'ah Standard on Murabahah	INTERMEDIATE	MICRO COURSE
6117	Islamic Banking Investment Products - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6073	Islamic Credit Cards - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6308	Islamic Personal Finance Products - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6296	Personal Financing Through Commodity Murabaha	INTERMEDIATE	MICRO COURSE
6295	Shari'ah Compliance Guidelines For Islamic Products & Transactions	INTERMEDIATE	MICRO COURSE
6215	Sukuk	INTERMEDIATE	MICRO COURSE
6294	Vehicle Murabaha	INTERMEDIATE	MICRO COURSE
6305	Islamic Cryptocurrency	SPECIALIZATION	MICRO COURSE

Code	PERSONAL DEVELOPMENT, MANAGEMENT & LEADERSHIP SKILLS	Level	Course Type
6353	Giving Effective Feedback	FOUNDATION	MICRO COURSE
6348	Handling Objections	INTERMEDIATE	MICRO COURSE
6210	Business Etiquette	FOUNDATION	E-LEARN COURSE
6211	Getting Most Out of Your 24 Hours	FOUNDATION	E-LEARN COURSE
6006	Managing Multiple Task - Priorities and Deadlines	FOUNDATION	E-LEARN COURSE
6003	Managing Stress At Workplace	FOUNDATION	E-LEARN COURSE
6001	Coaching Skills for Managers	INTERMEDIATE	E-LEARN COURSE
6130	Introduction to Mindfulness	INTERMEDIATE	MICRO COURSE
6076	Overcoming Procrastination - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6013	Personal Branding	INTERMEDIATE	E-LEARN COURSE
6063	Staying Positive During Disruptive Time	INTERMEDIATE	MICRO COURSE
6131	The Happy Life	INTERMEDIATE	MICRO COURSE
6060	Working from Home: Tips and Tricks	INTERMEDIATE	MICRO COURSE

Code	SALES & MARKETING	Level	Course Type
6010	Art of Cross Selling : Focused Lecture Series	FOUNDATION	MICRO COURSE

Code	TRADE FINANCE	Level	Course Type
6007	Bank Guarantees	INTERMEDIATE	E-LEARN COURSE
6287	Documentary Collections	INTERMEDIATE	MICRO COURSE
6014	Incoterms	INTERMEDIATE	E-LEARN COURSE
6286	Trade Finance Documents Examination	INTERMEDIATE	MICRO COURSE
6201	Trade Finance Primer	INTERMEDIATE	E-LEARN COURSE
6202	Trade Finance Masterclass	MASTERCLASS	E-LEARN COURSE

Code	TREASURY AND INVESTMENTS	Level	Course Type
6352	Transfer Pricing	INTERMEDIATE	MICRO COURSE
6206	Foreign Exchange Primer	FOUNDATION	E-LEARN COURSE
6208	Time Value for Money Applications	FOUNDATION	E-LEARN COURSE
6207	Treasury Insights for Non Treasury Staff	FOUNDATION	E-LEARN COURSE
6265	Bond Duration &Convexity	INTERMEDIATE	MICRO COURSE
6267	Bond Yield	INTERMEDIATE	MICRO COURSE
6266	Bond Yield Curves Analysis	INTERMEDIATE	MICRO COURSE
6261	Credit Derivatives	INTERMEDIATE	MICRO COURSE
6209	Debt Capital Markets (DCM) & Fixed Income	INTERMEDIATE	E-LEARN COURSE
6005	Derivatives	INTERMEDIATE	E-LEARN COURSE
6260	Futures Pricing, Margining and Settlement Process	INTERMEDIATE	MICRO COURSE
6075	How to Protect Your Investment Portfolio from a Market Crash - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6243	Industry regulation	INTERMEDIATE	MICRO COURSE
6271	Introduction to Forward Contracts	INTERMEDIATE	E-LEARN COURSE
6272	Introduction to Futures Contracts	INTERMEDIATE	MICRO COURSE
6270	Introduction to Option Contracts	INTERMEDIATE	E-LEARN COURSE
6274	Option Pricing	INTERMEDIATE	MICRO COURSE
6122	Technical Analysis Series (Technical Analysis & Dow Theory) - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6123	Technical Analysis Series (Types of Charts and Candlestick Patters) - Focused Lecture Series	INTERMEDIATE	MICRO COURSE
6137	Technical Analysis Tools: Part 1	INTERMEDIATE	MICRO COURSE
6276	Types of Bonds	INTERMEDIATE	MICRO COURSE
6273	Introduction to Swap Contracts	SPECIALIZATION	MICRO COURSE



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01

EIBFS

FUTURE SKILLS

FRAMEWORK

EIBFS FUTURE SKILLS FRAMEWORK

Objectives

1 To identify the continuously evolving future skills needed for bankers in the digital first era of banking.

3 To act as a platform to bring world class experts, resources, and best practices to bridge the knowledge gaps.

2 To develop and deliver learning solutions targeted at skilling, up-skilling and re-skilling the workforce, with a focus on the Emiratization agenda

OUR PARTNERS



EIBFS FUTURE SKILLS FRAMEWORK

DIGITAL FLUENCY

1. AI & RPA
2. Blockchain
3. Data literacy
4. Data visualization and story telling
5. Data driven decisioning

BUSINESS SKILLS

1. Risk management
2. Compliance
3. Profit & Loss mindset/ Cost excellence
4. Customer experience
5. Products and solutions



MINDSETS

1. Creativity and innovation
2. Human centricity
3. Agility
4. Critical thinking
5. Growth mindset

SOCIAL SKILLS

1. Emotional and social intelligence
2. Communication
3. Collaboration
4. Working anywhere

References:

McKinsey Future of banking talent/ Cambridge: Future skills framework for workforce nationalization in UAE.

FUTURE SKILLS FRAMEWORK: MAJOR INITIATIVES

Based on the EIBFS Future Skills Framework, specific bespoke programs can be designed and delivered in collaboration with the partners to meet the specific requirements of the Banks

1

FUTURE PROOF BANKER

Objective:

The pathway aims at providing knowledge and skills for bankers in the fintech and digital domain with a focus on applying technology in the banking domain.

Course Coverage Areas:

- Fintech
- Robotic Process Automatio
- Artificial intelligence
- Cloud
- Open banking
- Payment Tech
- Blockchain
- Internet of Things (IoT)
- Cybersecurity

2

FUTURE PROOF BANKER

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- Fintech
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- Cloud
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- Payment Tech
- Blockchain
- Internet of Things (IoT)
- Cybersecurity

3 FUTURE PROOF BANKER

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- Fintech
- Robotic Process Automatio
- Artificial intelligence
- Cloud
- Open banking
- Payment Tech
- Blockchain
- Internet of Things (IoT)
- Cybersecurity

4 FUTURE PROOF BANKER

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The pathway aims at providing knowledge and skills for bankers in the fintech and digital domain with a focus on applying technology in the banking domain.

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- Fintech
- Robotic Process Automatio
- Artificial intelligence
- Cloud
- Open banking
- Payment Tech
- Blockchain
- Internet of Things (IoT)
- Cybersecurity



eibfs

02

EIBFS

INTERNATIONAL

CERTIFICATIONS



ABOUT EIBFS INTERNATIONAL CERTIFICATIONS

The EIBFS learning pathways are now internationally accredited. The successful learners will be awarded a joint international certification by EIBFS and Chartered Banker Institute, UK.

Chartered Banker Institute (CBI), established in 1875, was awarded the Royal Charter in 1975. CBI is UK's largest Bankers Institute with over 30,000 members in different parts of the world.

CERTIFICATION FRAMEWORK



01.

DURATION

- ▶ The learning pathway is designed over a period of 1 - 2 quarters.
- ▶ The successful learners will be awarded a joint certificate by EIBFS and CBI after the final assessment.

02.

ASSESSMENT

- ▶ There will be formative and summative assessments during each learning pathway.
- ▶ Completion of all the courses is mandatory to qualify for certification.
- ▶ Summative assessment will be an objective online assessment conducted 4 times in a year covering all the topics covered in the learning pathway.
- ▶ The pass percentage for successful completion of the international certification is 60%.

03.

PROGRAM INVESTMENT

- ▶ As these programs are part of EIBFS Annual Training Plan (ATP), there will not be any additional training cost.
- ▶ However, an assessment and certification fee of AED 1750 + VAT per person will apply for candidates appearing for the certification.

04.

TARGET AUDIENCE

- ▶ The learning pathway is targeted at an intermediate to advanced level focused on creating a working knowledge of the domain.
- ▶ The ideal target audience is individual contributors with few years experience and/or new graduates being groomed for functional areas.
- ▶ Existing experienced employees in the domain looking forward to updating their skills and getting certified can also join the pathway.

05.

RECOGNITION OF PRIOR LEARNING

- ▶ Learners who have attended the courses in the pathway at EIBFS in 2020,2021 and 2022 can be exempt from attending these courses upon producing certificate of attendance.

CREATING BUSINESS IMPACT FROM PATHWAY: SUGGESTIONS

1. Job Placement in respective domain while undertaking the learning journey

- To ensure effective learning which translates to business impact, it is important that the learner is placed in the some domain while undergoing the learning journey.

2. Line Manager Involvement : Debriefing sessions

- As the topics are highly technical in nature and involve practical aspects, the learning effectiveness is optimal when the line manager gets involved in the learning.
- It is suggested that post each topic there is a one on one debriefing session.

EIBFS INTERNATIONAL CERTIFICATIONS

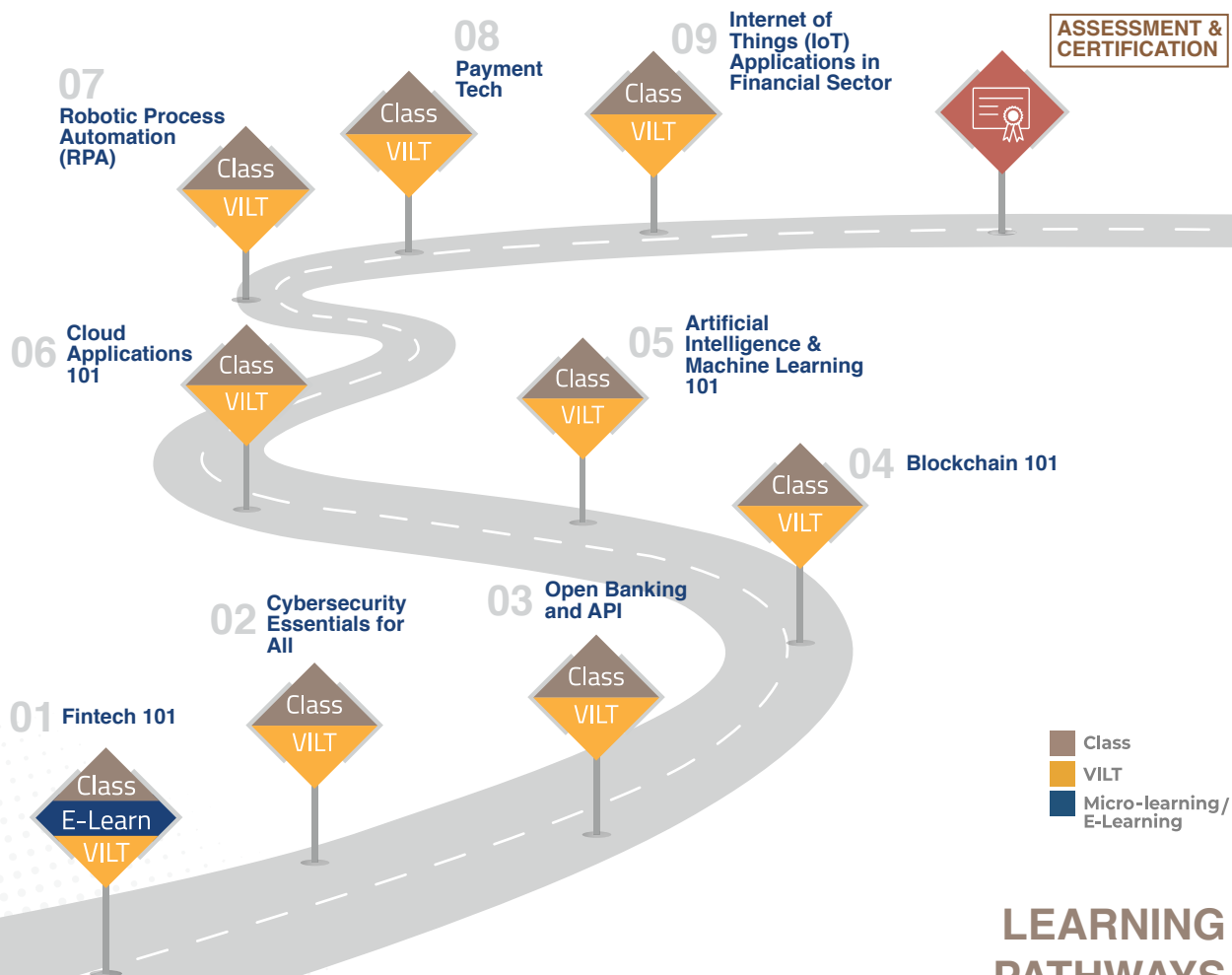
EIBFS INTERNATIONAL CERTIFICATE IN FINTECH (EICF)

Related Roles :

Officials working in the areas of digital transformation, business strategy, process improvement and from relevant business domains.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the dynamics of digital transformation in the financial services sector.
- ▶ Understand the challenges and opportunities emanating from the fintech space.
- ▶ Explore the use cases of blockchain in banking.
- ▶ Explore how the technologies like AI, ML, Cloud, IoT, RPA etc can be used in banking sector.
- ▶ Understand the role of data protection and security.



**LEARNING
PATHWAYS**

Fintech

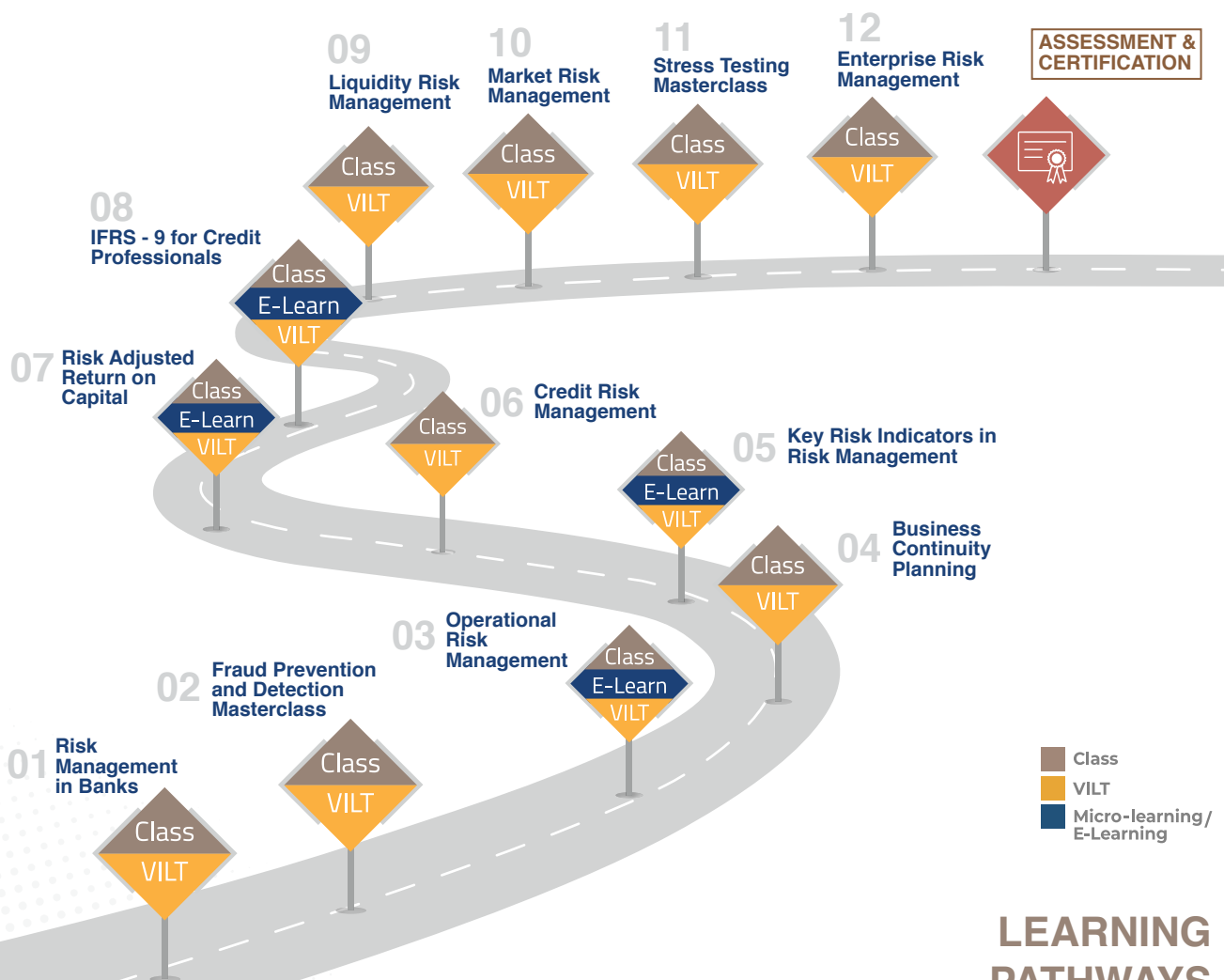
EIBFS INTERNATIONAL CERTIFICATE IN RISK MANAGEMENT (EICRM)

Related Roles :

Officials currently working in different areas of risk management and people who are looking to explore a career in the risk management domain.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the various risks faced by the bank and the risk management process.
- ▶ Identify, quantify, manage, monitor various risks like credit, market, operational, liquidity and other risks.
- ▶ Analyze the regulatory guidelines on capital and understand risk-based pricing.
- ▶ Understand the importance of enterprise level risk management.



LEARNING PATHWAYS

Risk Management

EIBFS INTERNATIONAL CERTIFICATIONS

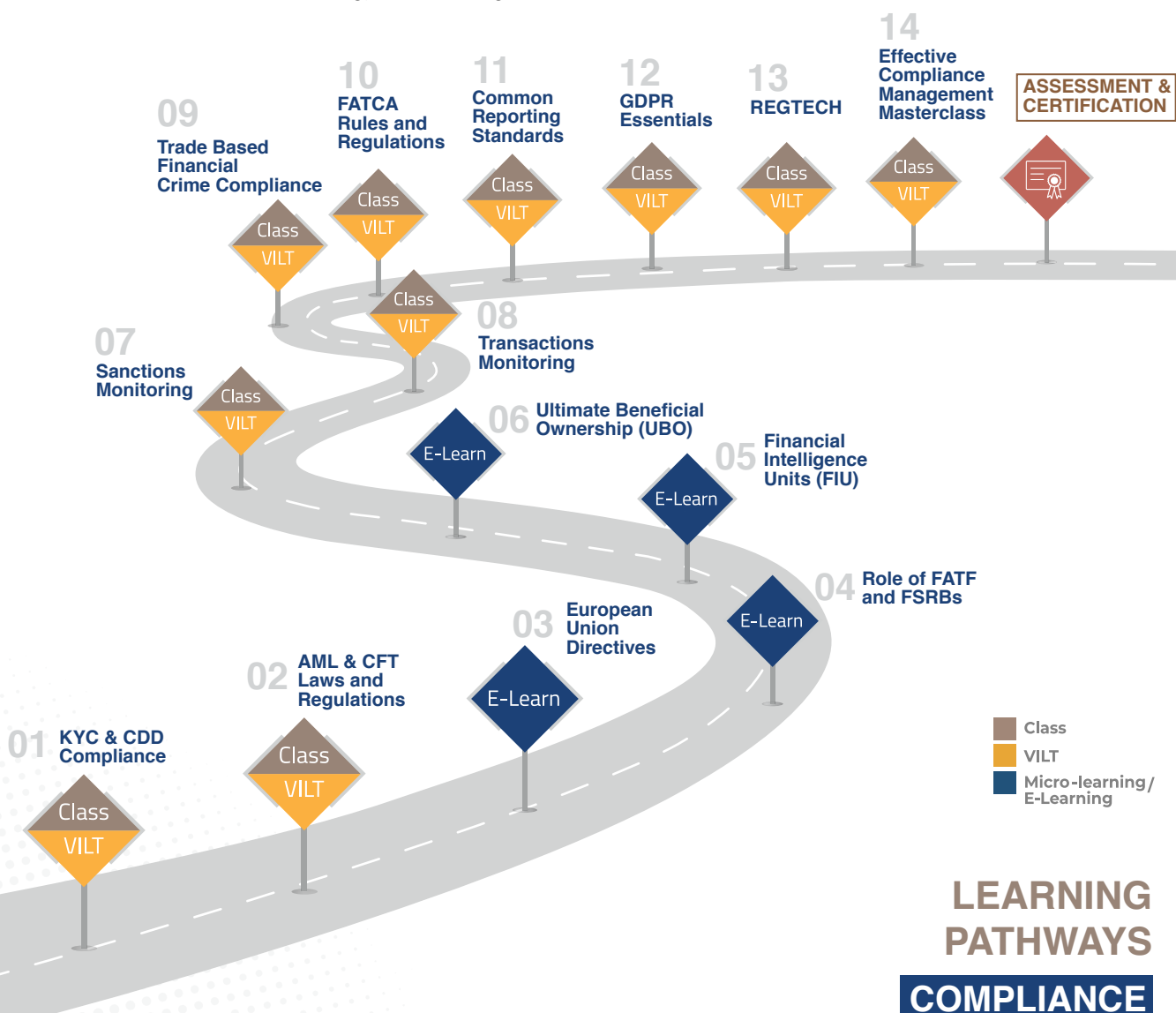
EIBFS INTERNATIONAL CERTIFICATE IN COMPLIANCE (EICC)

Related Roles :

MLRO, AML Manager, KYC & CDD Manager, Compliance Officer, Transaction Monitoring Officer, AML Sanctions Manager, Internal Auditor, FCC Compliance Officer or similar roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the AML and CFT principles based on the UAE Federal Laws and Central Bank regulations.
- ▶ Develop working knowledge in regards to the international recommendations and guidelines in the compliance domain from FATF and FSRs.
- ▶ Identify the different types of sanctions and the sanction screening process.
- ▶ Understand of international recommendations and guidelines relating AML /CFT/ FATCA /GDPR/CRS.
- ▶ Understand the role of technology in combating financial crime.



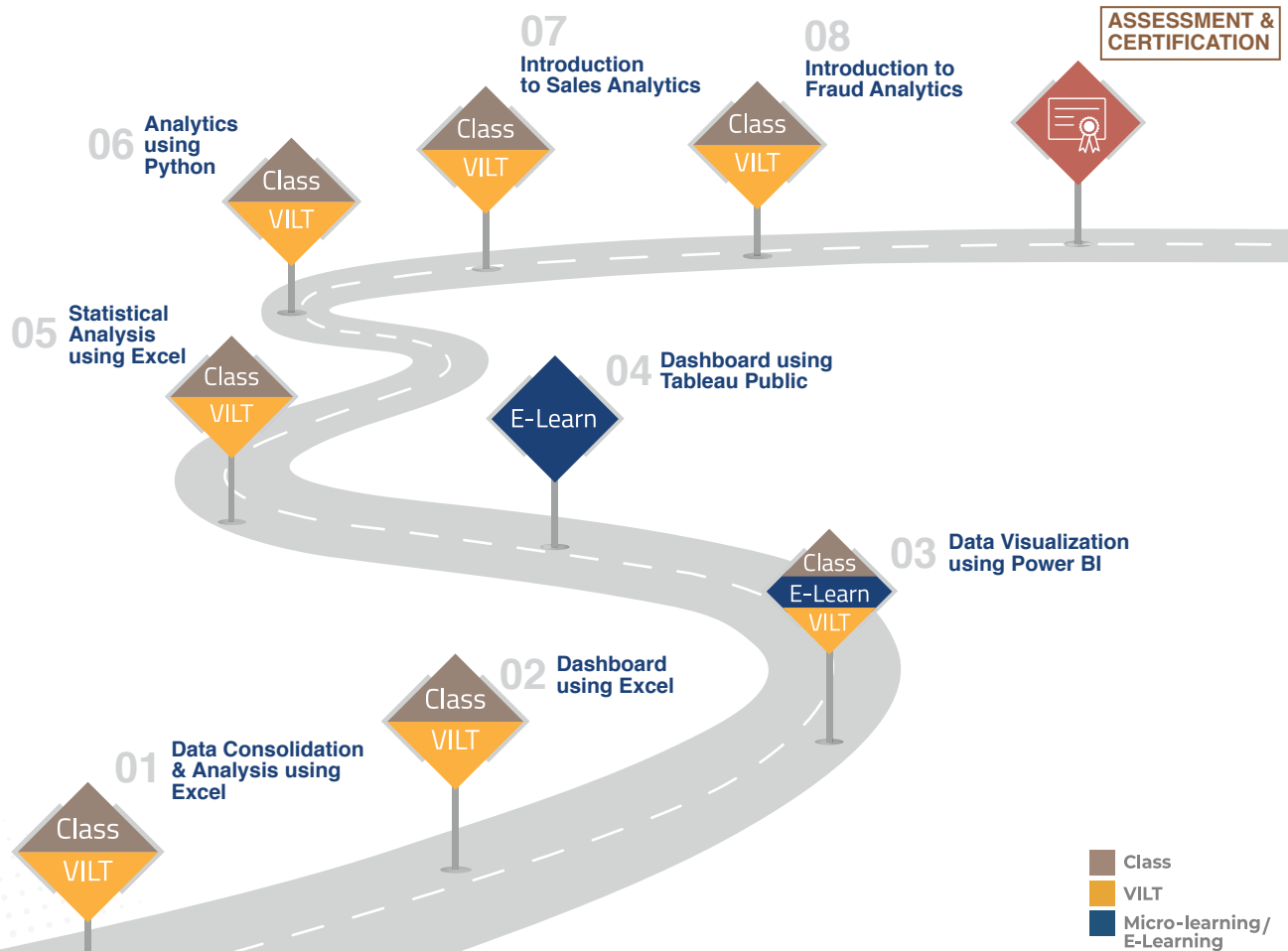
EIBFS INTERNATIONAL CERTIFICATE IN DATA ANALYTICS (EICDA)

Related Roles :

Analysts, Managers and others based on relevance.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Inspect, cleanse, transform and model data.
- ▶ Discover useful information that supports decision making.
- ▶ Present visual insights with dashboard and using charts.
- ▶ Approach business problems analytically and analyze data to generate business insights.
- ▶ Understand the usage of tools like Excel, Python, Power BI, Tableau Public.



LEARNING
PATHWAYS
Data Analytics

EIBFS INTERNATIONAL CERTIFICATIONS

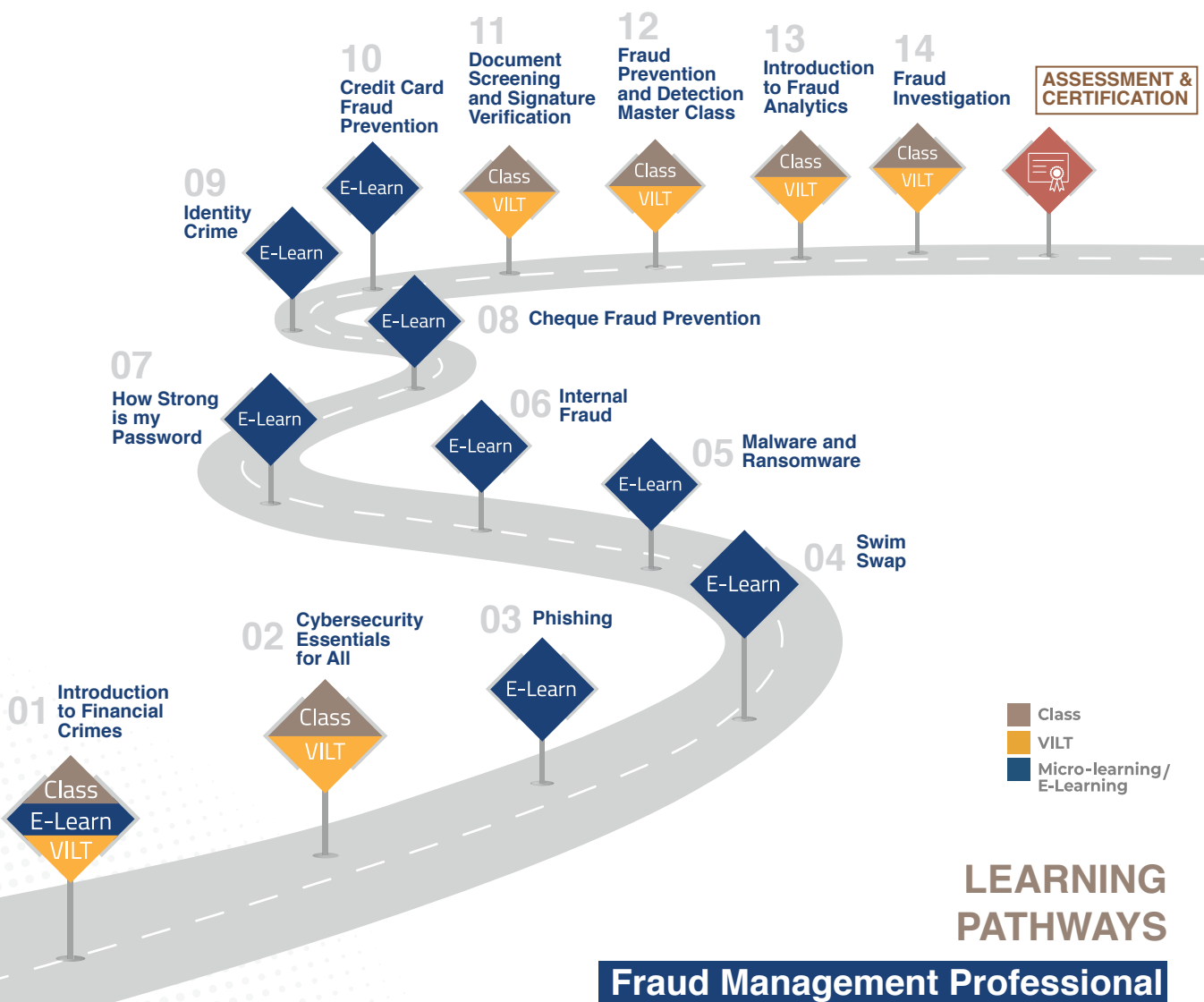
EIBFS INTERNATIONAL CERTIFICATE IN FRAUD MANAGEMENT (EICFM)

Related Roles :

Fraud Prevention and Detection Manager, Fraud Risk Monitoring Officer, Fraud Examiner, Fraud Control Unit Manager, Manager - Internal Control, Manager - Fraud Operations, Internal Auditor.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Identify and prioritize of fraud risks within the organisation.
- ▶ Understand the different types and dimensions of fraud.
- ▶ Familiarize with the key aspects of fraud prevention and detection for internal controls.
- ▶ Understand the importance of fraud analytics – opportunities and challenges.
- ▶ Plan and conduct internal fraud examination.



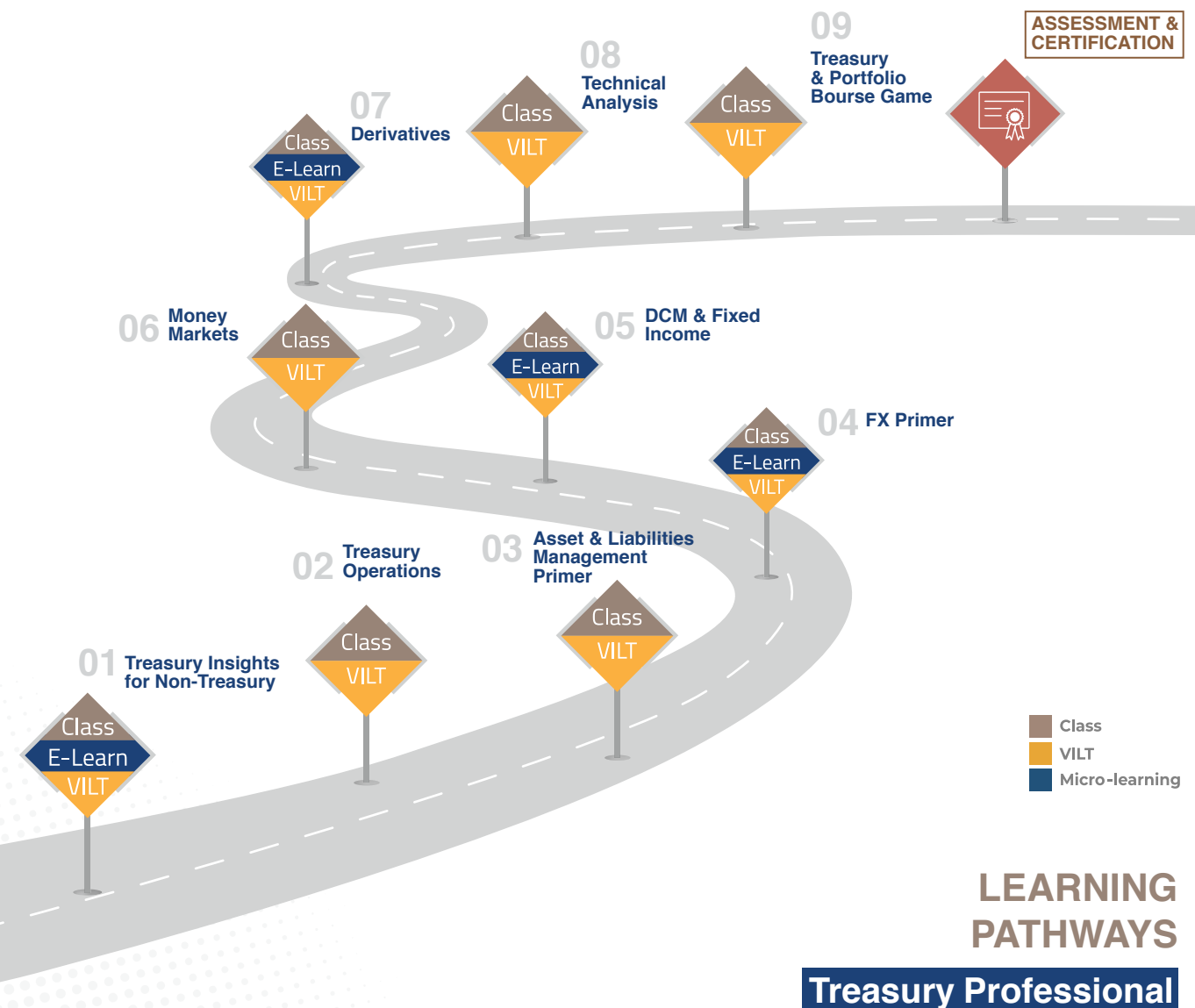
EIBFS INTERNATIONAL CERTIFICATE IN TREASURY MANAGEMENT (EICTM)

Related Roles :

Treasury Dealers, Treasury Mid Office, Treasury Back Office, Market Risk Management, Treasury Sales, Treasury Audit, and other related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the structure, role and working of the treasury function in a bank.
- ▶ Understand the various asset classes and their application.
- ▶ Analyze how to make profitable trading and investment decisions and manage the risk on the portfolio.
- ▶ Apply the learnings to the actual dealing and trading environment.



EIBFS INTERNATIONAL CERTIFICATIONS

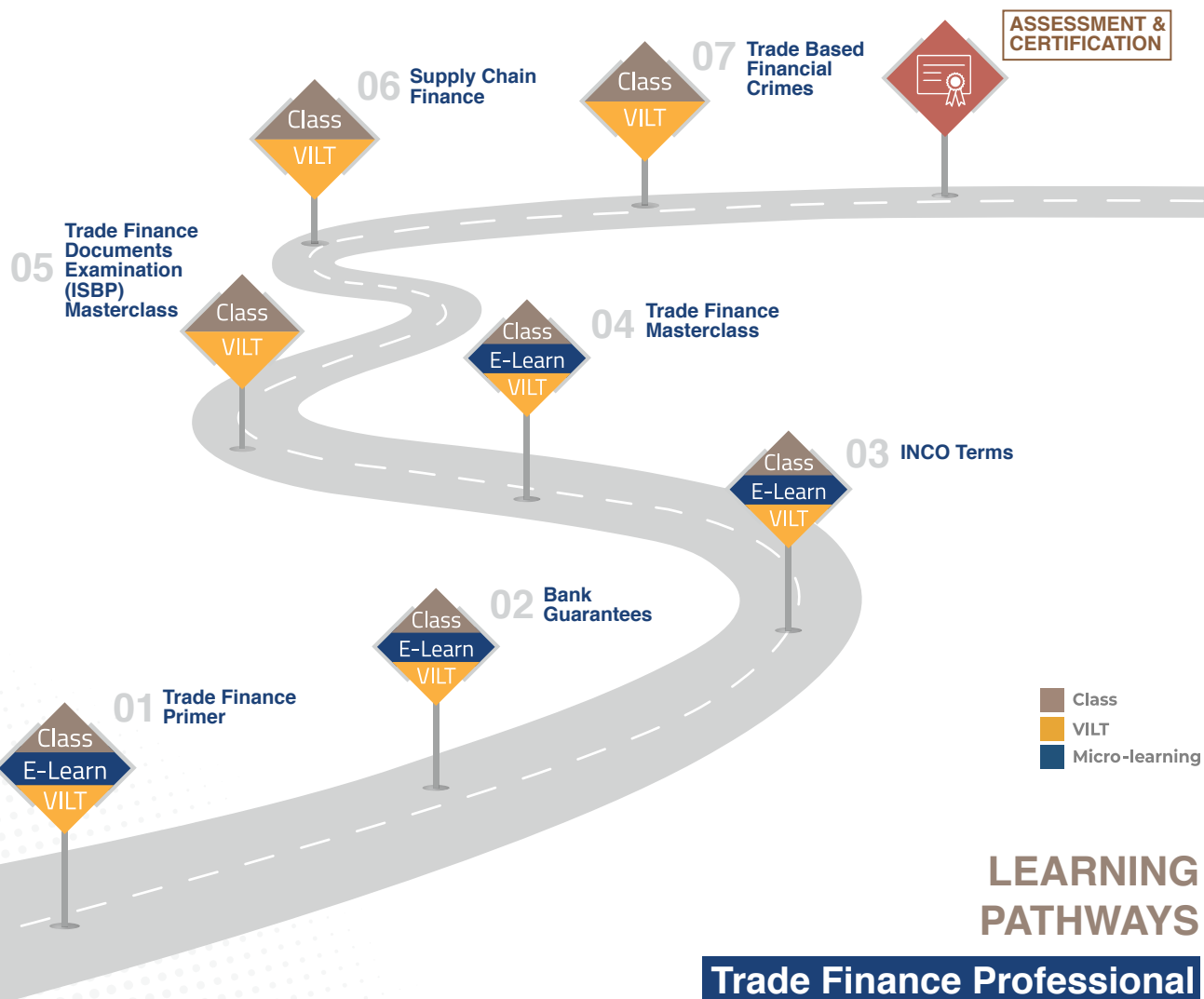
EIBFS INTERNATIONAL CERTIFICATE IN TRADE FINANCE (EICTF)

Related Roles :

Corporate Relationship Managers, Trade Finance Specialist, Officials in Trade Finance & Credit Department, Internal Auditors.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the fundamental principles of trade finance, parties involved and their roles in traded finance.
- ▶ Understand the INCO terms, dealing with responsibilities of buyers and sellers for the delivery of goods under sales contracts for international trade.
- ▶ Determine how the practices articulated in UCP 600 are applied by documentary practitioners.
- ▶ Understand of Bank Guarantees and Standby Letters of Credit and its legal frameworks.
- ▶ Understand the various parties in the supply chain and the products offered to the clients.
- ▶ Analyze trade based money laundering and other financial crimes.



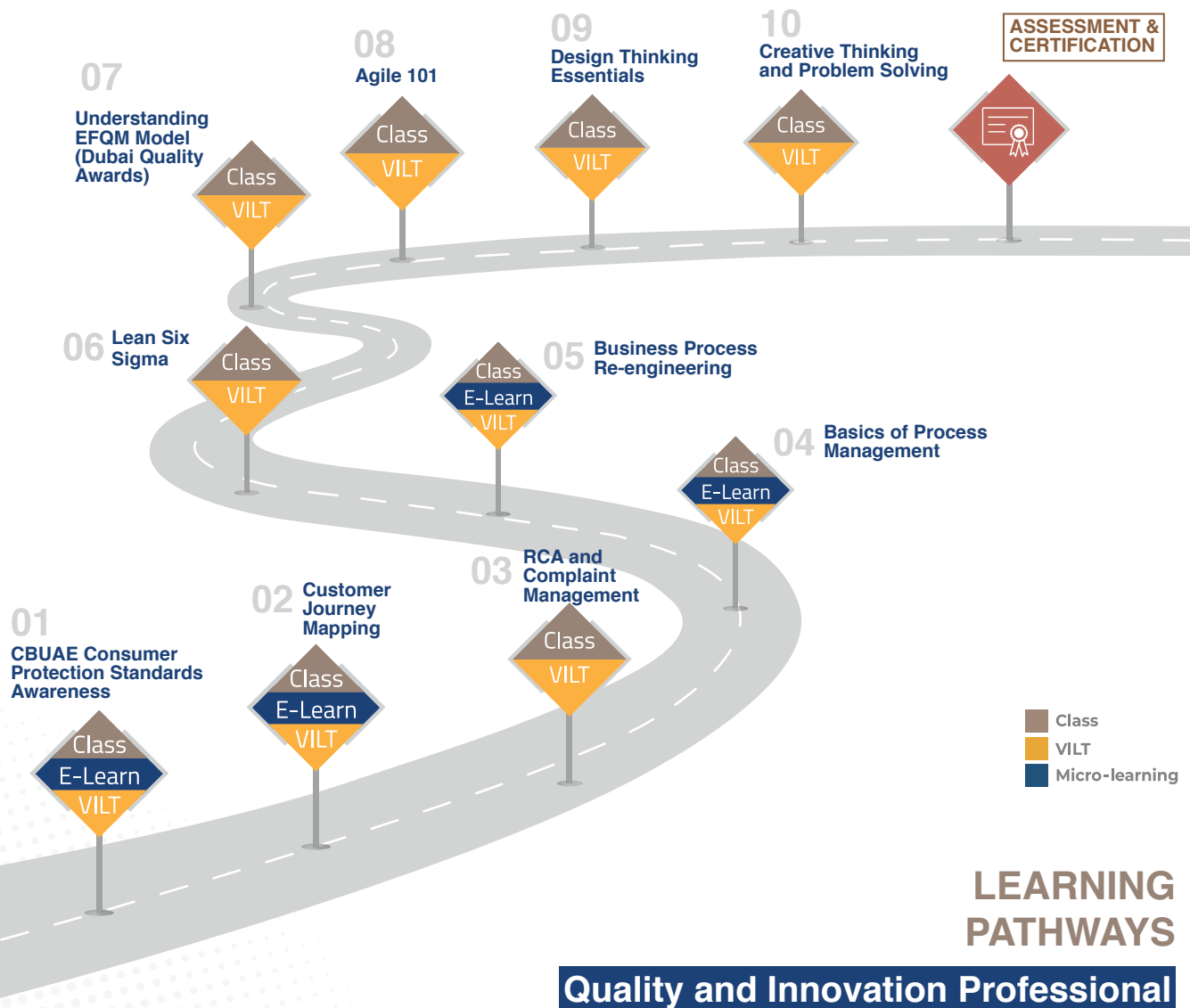
EIBFS INTERNATIONAL CERTIFICATE IN QUALITY AND INNOVATION (EICQI)

Related Roles :

Quality Analyst, Quality Manager, Customer Experience Managers, IT Manger, Operations Manager, or similar related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Demonstrate working knowledge of the concept of quality and its application in banking and financial sector.
- ▶ Understand and apply quality management models like 5S, change management, seven tools of quality, business process re-engineering and lean six sigma.
- ▶ Demonstrate working knowledge of agile principles and how it can be applied to the banking environment.
- ▶ Understand the innovation culture in banking sector and how to embrace change in a positive way.



EIBFS INTERNATIONAL CERTIFICATIONS

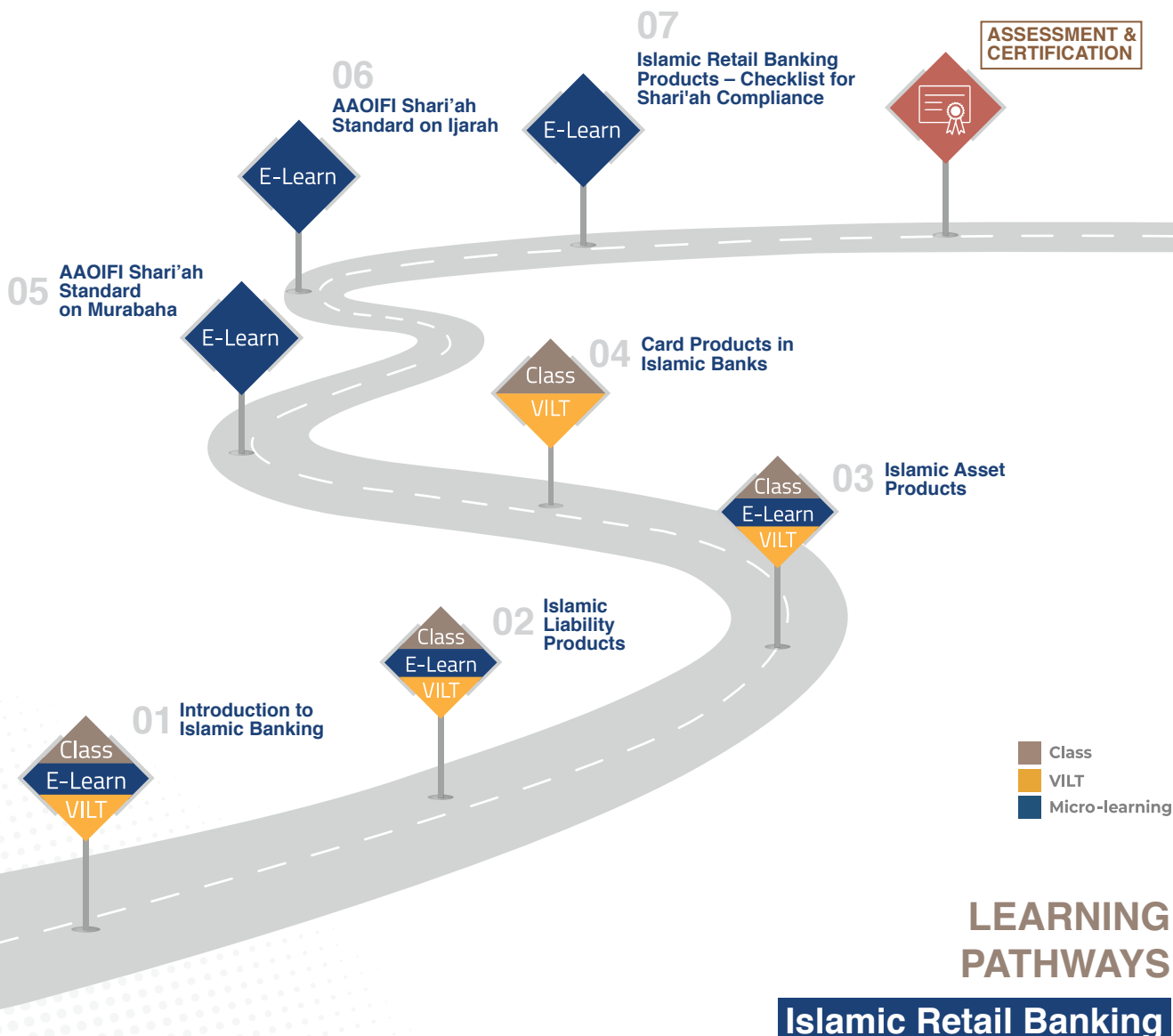
EIBFS INTERNATIONAL CERTIFICATE IN ISLAMIC RETAIL BANKING (EICIRB)

Related Roles :

Islamic Banking Professionals in Retail Banking, Operations, Sales etc.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Fundamental principles and key concepts of Islamic Banking and Finance.
- ▶ Regulatory, Shari'ah and ethical framework for Islamic Banking and Finance Institutions.
- ▶ Structure and mechanism of Islamic Retail Banking products and services.
- ▶ AAOIFI Shari'ah standards for Murabaha and Ijarah.
- ▶ Shari'ah compliance guidelines for documentation, procedure, and implementation of Islamic transactions.



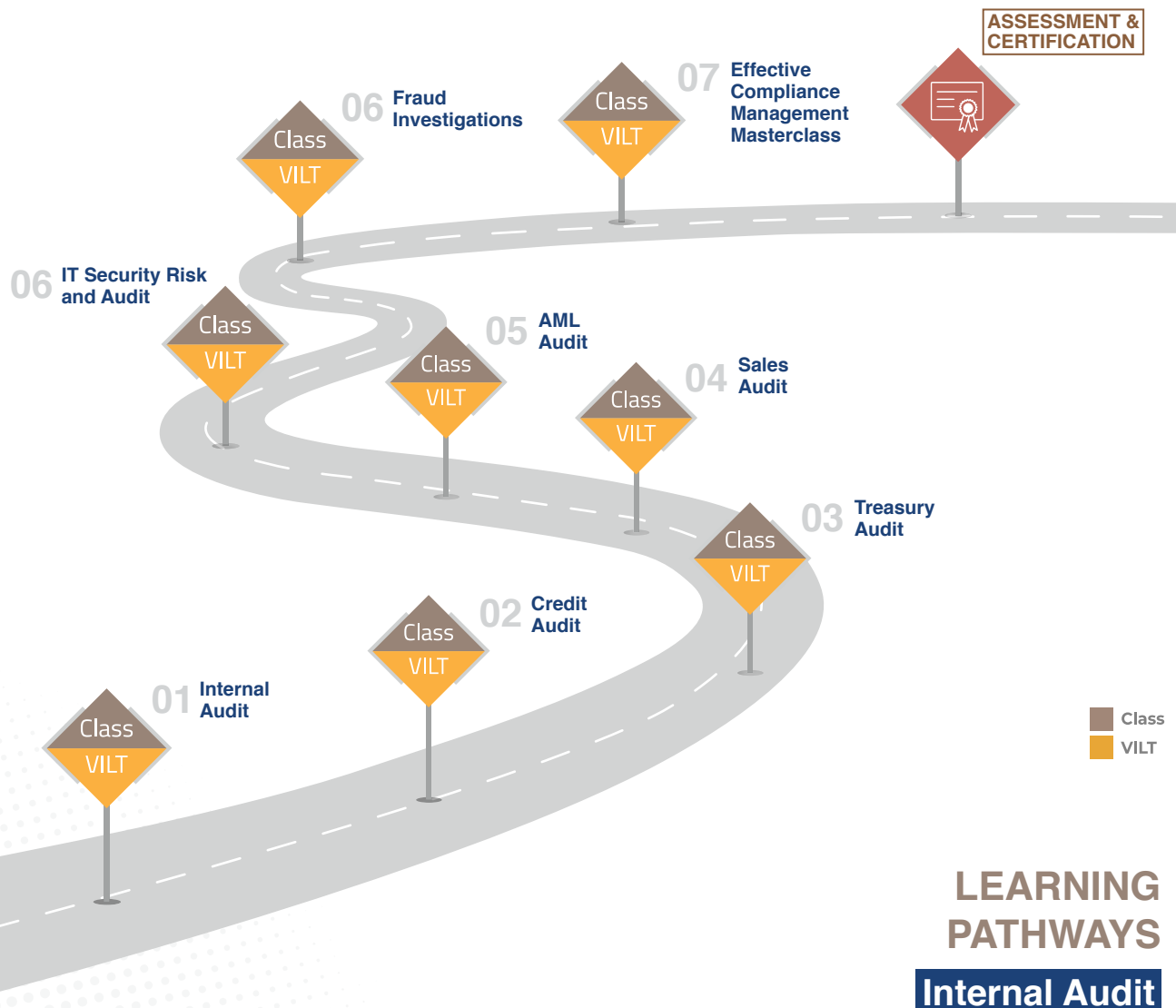
EIBFS INTERNATIONAL CERTIFICATE IN INTERNAL AUDIT (EICIA)

Related Roles :

Internal Auditors, Compliance Officers, all staff of Audit and Risk Departments.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Identify areas to be audited by grouping, together end-to-end transaction and product processing cycles.
- ▶ Prioritize auditable units and develop and implement risk-based auditing tools & techniques.
- ▶ Create an effective AML audit / review program.
- ▶ Identify treasury risks.
- ▶ Review of treasury policy, operational risk controls, market risk controls and model code of conduct.
- ▶ Review compliance with regulations and credit policy.
- ▶ Plan and conduct internal fraud examination.
- ▶ Understand the elements that contribute in implementing a comprehensive compliance monitoring and management system.



EIBFS INTERNATIONAL CERTIFICATIONS

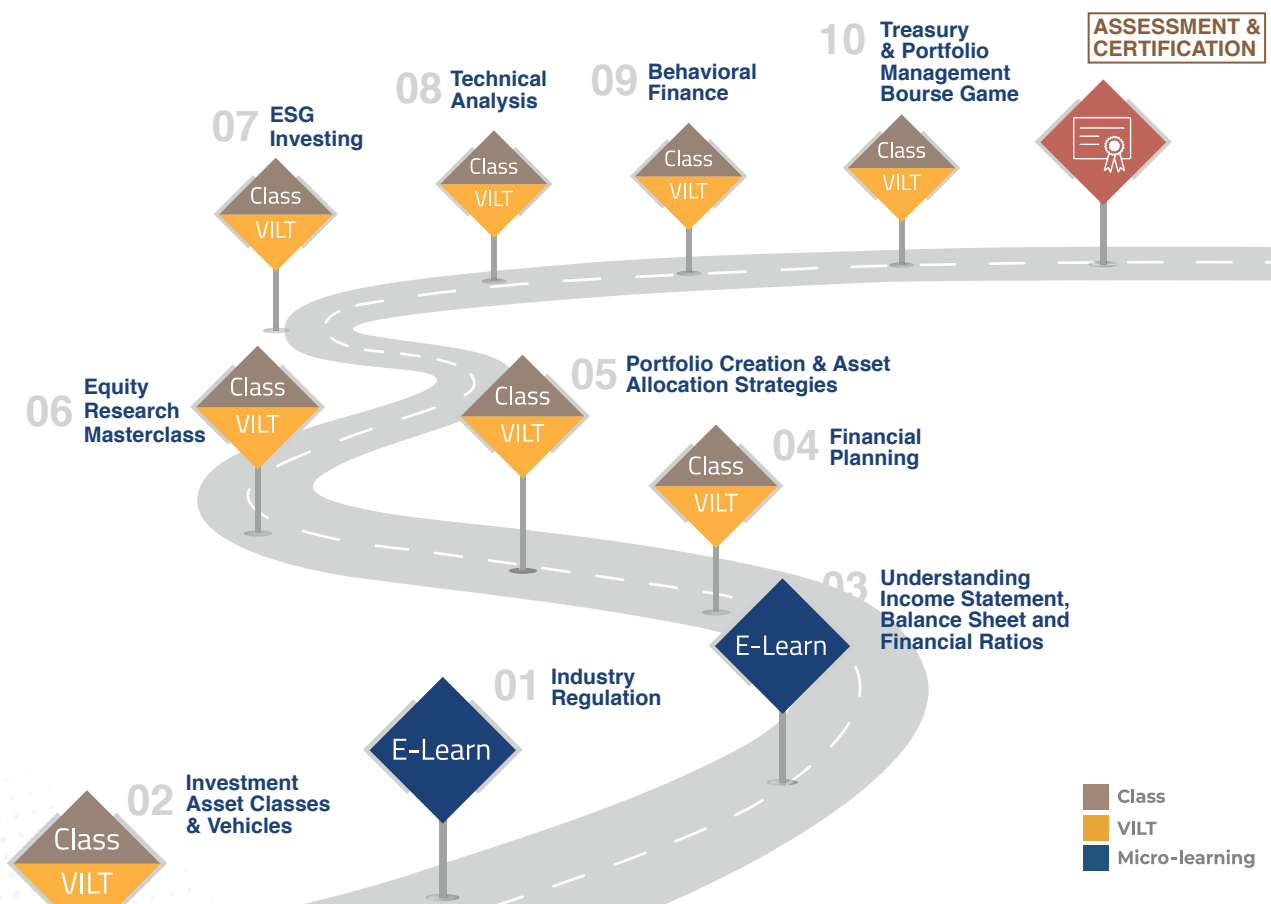
EIBFS INTERNATIONAL CERTIFICATE IN WEALTH MANAGEMENT (EICWM)

Related Roles :

Wealth Relationship Managers, Assistant Relationship Managers, Portfolio Managers, Private Banking, Priority Banking and other related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Demonstrate working knowledge of the wealth management domain.
- ▶ Understand holistically the nature of the client's requirements.
- ▶ Develop working knowledge of various asset classes like equity, fixed income, real estate, structured products etc.
- ▶ Understand how portfolio managers create and manage a portfolio based on the risk appetite of the client and the market conditions.
- ▶ Understand the processes and tools of managing risks of the client portfolio.



**LEARNING
PATHWAYS**

Wealth Management

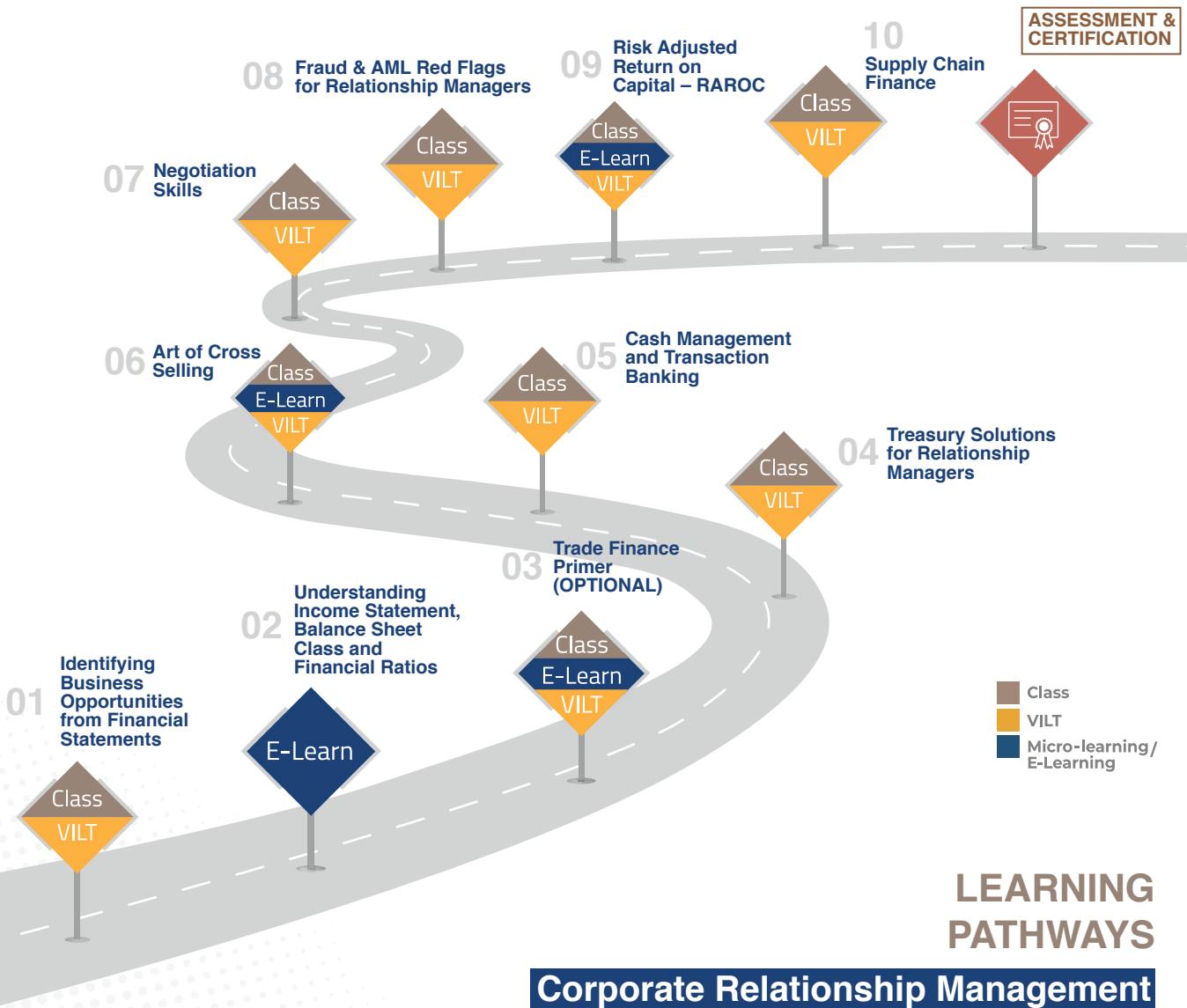
EIBFS INTERNATIONAL CERTIFICATE IN CORPORATE RELATIONSHIP MANAGEMENT (EICCRM)

Related Roles :

Relationship Manager, Assistant Relationship Manager, or similar client facing roles in Corporate and Business Banking.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand how to acquire, sustain, and offer the correct products to the corporate clients for all their business requirements.
- ▶ Understand the clients business to assess business opportunity and risks.
- ▶ Develop knowledge of sound credit proposals for approvals.
- ▶ Know the compliance aspects regarding fraud and red flags to monitor and prevent losses
- ▶ Understand and analyze financial statements to know the financial strength of companies.
- ▶ Acquire the skill of powerful negotiation, cross and upselling to increase the wallet share of the bank.



EIBFS INTERNATIONAL CERTIFICATIONS

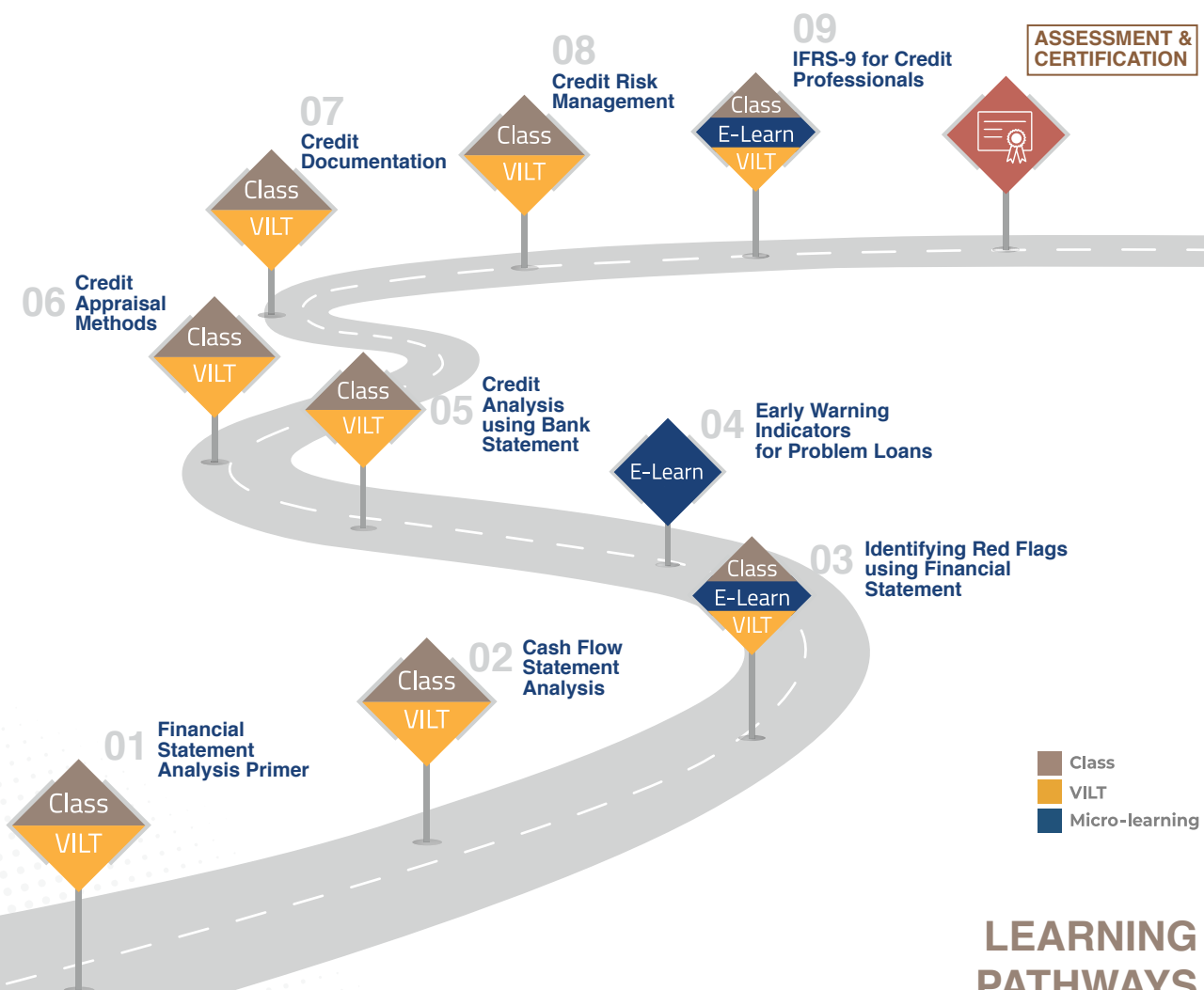
EIBFS INTERNATIONAL CERTIFICATE IN CREDIT ANALYSIS (EICC)

Related Roles :

Credit Analyst, Credit Manager, Credit Operations, Credit Monitoring, Credit Risk or similar related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Develop a working knowledge of the credit management process from initiation, underwriting, monitoring and credit risk management.
- ▶ Understand and apply the credit analysis methodologies using financial statement analysis and other techniques.
- ▶ Prepare sound credit proposals for approvals.
- ▶ Develop a working knowledge on the credit documentation framework and methods.
- ▶ Understand, analyze and report credit risk as per the Basel guidelines, IFRS - 9 etc.



**LEARNING
PATHWAYS**

Credit Analysis

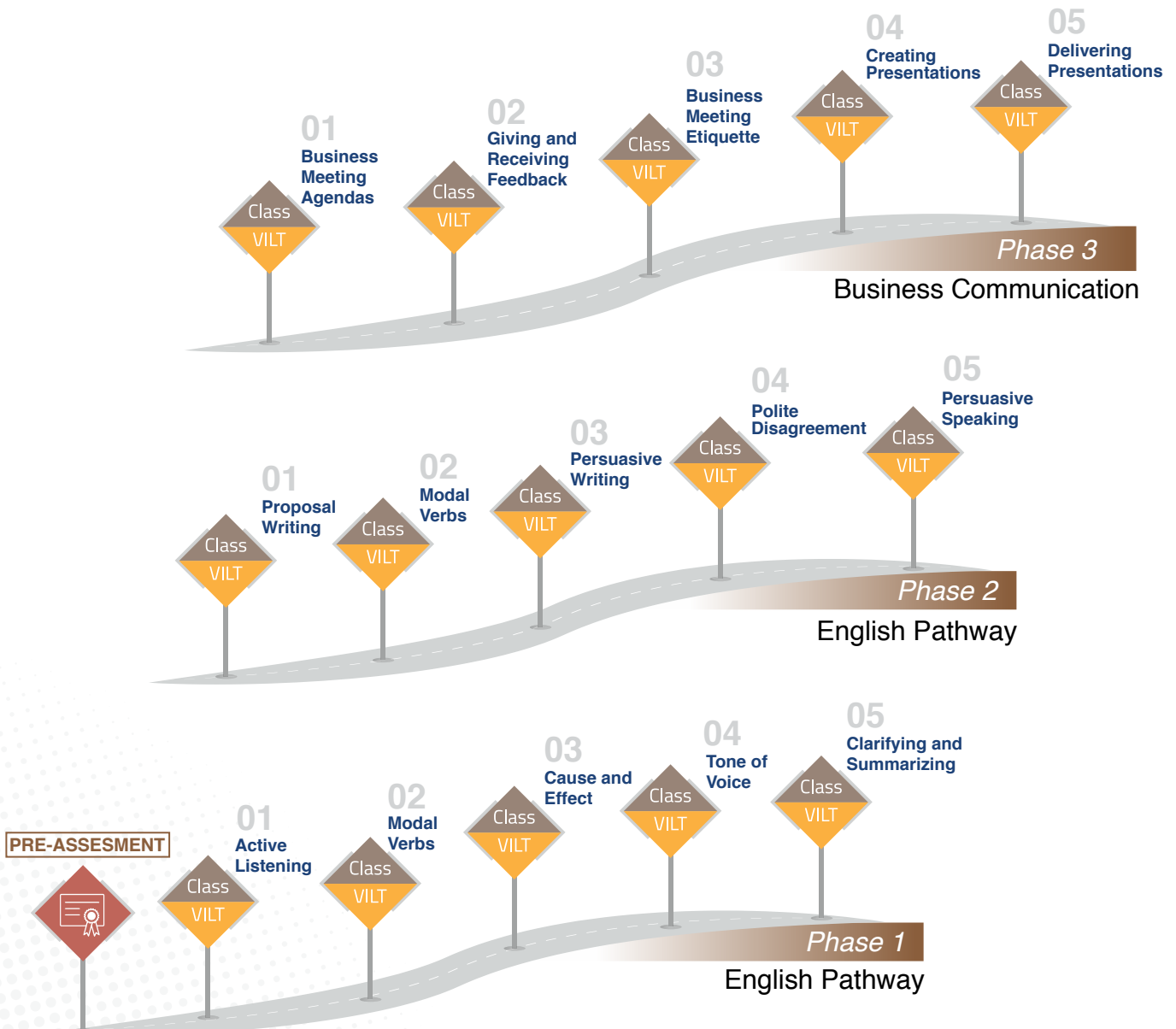
EIBFS INTERNATIONAL CERTIFICATE IN BUSINESS COMMUNICATION (EICEC)

Program Description

This program consists of three levels: Phase 1, Phase 2 and Business Communication. Phase 1 and Phase 2 focus on improving learners' English language skills, while the Business Communication level aims to improve learners' general professional correspondence abilities. All three levels employ a task-based learning approach, where learners learn by doing in order to complete real-world tasks they might encounter at work. The level of learners would be decided on the basis of initial Pre-Assessment.

Program Objectives

- ▶ Formulate written and spoken sentences that reflect accurate syntax, grammar and mechanics (i.e. word order, verb forms, and punctuation).
- ▶ Compose clear and complete professional subject matter, including emails, proposals and/or presentations.
- ▶ Use target terminology when speaking and presenting in a clear and courteous manner.



OTHER PROFESSIONAL CERTIFICATIONS

1

FINTECH

1. EIBFS - PWC CERTIFICATE IN BLOCKCHAIN.
2. EIBFS - PWC CERTIFICATE IN FINTECH.
3. EIBFS - PWC CERTIFICATE IN DATA ANALYTICS.

2

COMPLIANCE

1. ACAMS: CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST.
2. CGSS - CERTIFIED GLOBAL SANCTIONS SPECIALIST CERTIFICATION.

3

OPERATIONS & CREDIT

1. CERTIFIED BANKING OPERATION (CBO).
2. CERTIFIED CREDIT MANAGEMENT (CCM).

4

INVESTMENT

1. CISI - CHARTERED INSTITUTE FOR SECURITIES AND INVESTMENT QUALIFICATIONS.
2. CHARTERED FINANCIAL ANALYST (CFA) - LEVEL 1.

5

RISK

1. CISI - RISK IN FINANCIAL SERVICES.

6

SUSTAINABLE FINANCE

1. CERTIFICATE IN GREEN AND SUSTAINABLE FINANCE
2. CERTIFICATE IN CLIMATE RISK

7

OTHER CERTIFICATIONS

1. CHARTERED INSTITUTE OF PERSONNEL AND DEVELOPMENT (CIPD) CERTIFICATIONS
2. EIBFS & AAOIFI - CERTIFIED ISLAMIC BANKER
3. CERTIFIED DOCUMENTARY CREDIT SPECIALIST (CDCS)
4. LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

eibfs
CERTIFICATE IN
BLOCKCHAIN

OVERVIEW

Blockchain technology is creating disruptive changes in the financial services industry. The use cases of Blockchain in the financial services industry include areas like KYC, Compliance, Trade Finance, Investment Banking and much more. EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE.

The learners will develop understanding about the Blockchain technology and its use cases in various domains, thus making them well equipped for future roles.

The successful participants will be awarded the Certificate in Blockchain jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials and registration costs for the exam.

eibfs
CERTIFICATE IN
FINTECH

OVERVIEW

Financial Technology (FinTech) has disrupted the financial services industry across all levels. The scope and application of fintech includes almost all key areas of banking and financial services industry.

EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE. This certificate program delivered by the experts would discuss the Fintech applications, fintech ecosystem, key technologies driving the change and fintech strategies in their organizations.

The successful participants will be awarded the Certificate in Fintech jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials & registration costs for the exam.

eibfs
CERTIFICATE IN DATA
ANALYTICS

OVERVIEW

Data is the most important resource in the world. It is perceived as the 'new oil'. Data analytics is emerging as the most trending buzzword in the corporate world given its impact on making effective decisions.

This certificate program will discuss how data analytics can be used for effective decision-making.

The participants will learn through hands on approach how to prepare data, analyze and use it for descriptive, and predictive analytics.

The successful participants will be awarded the Certificate in Data Analytics jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500 + VAT /per person which includes training, materials and registration costs for the exam.

PROGRAM
METHODOLOGY

PRE-COURSE READING

ONE WEEK

CLASSROOM TRAINING

TWO DAYS

POST PROGRAM CASE STUDY WORK

TWO WEEKS

FINAL ASSESSMENT

THE SUCCESSFUL LEARNERS WOULD RECEIVE THE CERTIFICATE JOINTLY FROM EIBFS AND PWC.

PROFESSIONAL CERTIFICATIONS

eibfs



CERTIFIED BANKING OPERATION (CBO) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW
This program acquaints participants with an in-depth understanding of various areas that are required for banking professionals such as the knowledge of diverse banking products, operational aspects, and regulatory requirements. This customized international course will create fast track opportunities for an accelerated career in banking.

- » Banking Law in UAE
- » Banking Theory & Practice
- » Retail and Corporate Banking
- » Risk Management
- » Business Ethics and Quality Management
- » Basic Trade Finance

TARGETED AUDIENCE
Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES Any Bachelor degree.	DURATION 100 hours, thrice a week (Monday / Tuesday / Wednesday) from 6-9 pm
METHODOLOGY Illustrations, practice sessions and presentations	INVESTMENT AED7500 + VAT

eibfs



CERTIFIED CREDIT MANAGEMENT (CCM) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW
This program provides the opportunity to acquire knowledge and skills required for credit professionals. This program equips an employee to take on the responsibilities of credit management and to accelerate the learning process by empowering participants to think broadly, manage globally and compete strategically.

- » Banking Law
- » Fundamentals of Accounting
- » Financial Statement Analysis
- » Corporate Finance
- » Bank Lending 1
- » Bank Lending 2
- » Credit Risk Management
- » International Trade Finance

TARGETED AUDIENCE
Banking professionals who would like to acquire knowledge in credit management or employees working in corporate banking, SME & the retail sectors.

PREREQUISITES Recommended to have 2 years of relevant banking experience.	DURATION 100 hours
METHODOLOGY Illustrations, practice sessions and presentations	INVESTMENT AED7500 + VAT



eibfs



**CERTIFIED ANTI-MONEY LAUNDERING
SPECIALIST (CAMS)
IN COLLABORATION WITH ACAMS, USA**

OVERVIEW

In 2001, ACAMS set out with the mission to establish an international standard for testing the knowledge of those entrusted with the detection and prevention of money laundering. Since its inception, CAMS has become the gold standard in AML certifications and the preparation process strengthens core capacity to combat financial crime and protect the institutions from AML.

- » Risks and Methods of Money Laundering and Terrorism Financing
- » Money Laundering and Terrorism Financing Methods Recognition of Risks
- » Compliance Standards for Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) International Regional AML Compliance Program
- » AML / CFT Compliance Program Design in Different Industry Settings Maintenance of an Effective AML / CFT Compliance Program
- » Conducting or Supporting the Investigation Process
- » SAR and STR Filing
- » Assistance of Institutional Investigations
- » Assistance of Legal and Government Inquiries Domestically and Internationally

TARGETED AUDIENCE

Anti-Money Laundering Officers, Compliance Officers, Government Regulators, Enforcement/Intelligence Agents, Internal & External Auditors, Intelligence Officers, Risk Management Specialists, Attorneys and Certified Public Accountants, Investment Advisors, Real Estate Compliance Specialists and Consultants

PREREQUISITES

2 years' experience related to Anti Money Laundering/ compliance area

DURATION

15 hrs training. 6:00 pm – 9:00 pm. Once a week

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

AED7500 + VAT / per person (includes training, 1 year membership with CAMS, exam registration & mock exam)

eibfs



**CGSS - CERTIFIED GLOBAL SANCTIONS
SPECIALIST CERTIFICATION.**

OVERVIEW

The Certified Global Sanctions Specialist (CGSS) certification is the global program for equipping professionals with the tools they need to understand and interpret changing sanctions regimes.

The Certified Global Sanctions Specialists (CGSS) Certification is the culmination of five years of research and development on international sanctions compliance. The program equips professionals with the tools they need to understand and interpret changing sanctions regimes.

CGSS is best suited for mid-to senior-level professionals, in the following areas:

- » Sanctions Compliance
- » Economic Sanctions
- » Financial Sanctions
- » Sanctions Screening
- » AML/CTF
- » AML Sanctions
- » Regulatory Compliance
- » Risk Management
- » Legal Counsel
- » Embargo
- » Compliance Technology

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam.

INVESTMENT

AED 7500 + VAT (includes training , 1 year membership with CAMS, exam registration & mock exam)

PROFESSIONAL CERTIFICATIONS

eibfs



CISI
CHARTERED INSTITUTE FOR
SECURITIES & INVESTMENT

CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

OVERVIEW

The Chartered Institute for Securities & Investment (CISI) is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of financial centers globally. By providing 8 professional qualifications, it will ensure that practitioners in the financial services industry attain the competence they need.

QUALIFICATIONS

LEVEL 3	LEVEL 3	LEVEL 3
International Introduction to investment	UAE Financial Rules and Regulations	Securities
LEVEL 3	LEVEL 3	LEVEL 3
Operational Risk in Financial Services	Risk in Financial Services	Global Financial Compliance
LEVEL 3	LEVEL 3	LEVEL 3
Fundamentals of Financial Services	Islamic Finance Qualification (IFQ)	International Certificate in Wealth and Investment Management (ICWIM)


TARGETED AUDIENCE

SCA regulations for Brokers, AML / Compliance Team, Investors, Risk Management officers etc.

INVESTMENT

Based on qualification

eibfs



AAOIFI
الهيئة العامة للإفتاء والرقابة
المالية والبنوك الإسلامية
ACCOUNTING AND AUDITING ORGANIZATION
FOR ISLAMIC FINANCIAL INSTITUTIONS

EIBFS & AAOIFI Certified Islamic Banker

OVERVIEW

Islamic banking and finance has witnessed phenomenal growth during last decade with the UAE developing into a global hub of Shari'ah complaint economy and finance.

As the number of financial institutions offering Islamic products is increasing, there is a pressing need for qualified professionals with in-depth knowledge of Islamic banking transactions and products who can meet the requirements of this growing Islamic finance market.

With the establishment of the HSA, the Higher Shari'ah Authority, the Islamic Banking sector in the UAE is set for transformational changes. The HSA is supervising the implementation of Shari'ah Standards issued by AAOIFI, the Accounting and Auditing Organization for Islamic Financial Institutions. All financial institutions offering Islamic products must be fully complaint of the AAOIFI standards.

The program 'Certified Islamic Banker' aims to develop qualified personnel with strong knowledge of Shari'ah standards, Islamic banking products and operations as well Islamic financial market operations amongst employees across all functional areas to avoid any non-compliance issues.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand the:

- » Key guiding principles of Islamic banking and finance
- » Islamic banking VS conventional banking: Main differences in fund management and operations
- » Regulatory and Shari'ah framework for Islamic banking and finance institutions
- » Overview of the AAOIFI Shari'ah Standards for most used transactions
- » Types and structure of Islamic banking products; Liability products, Asset products, corporate banking products; Investment products
- » Islamic financial market operations; Islamic stocks, Sukuk · Takaful products

MODULE ONE

Islamic banking concepts and operations; AAOIFI Shari'ah Standards for most used transactions

MODULE TWO

Islamic Liability Products and Card Operations

MODULE THREE

Islamic Asset Products

MODULE FOUR

Islamic Corporate/Business and Trade Financing and Working Capital Financing

MODULE FIVE

Islamic Financial Markets and Takaful Operations

PROGRAM INVESTMENT

AED 7500 + VAT person including training, exam fees and certification

eibfs



LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

OVERVIEW

Green Belts play a very important in any six sigma project. This certification has been developed to equip the participants with the skills/ competency expected from a green belt. The certification focusses on the basic tools and techniques of the DMAIC (Define, Measure, Analyze, Improve and Control) methodology and how they can be implemented in banking.

The programs is custom designed for bankers and looks at real life examples of how six sigma can be implemented in the banking/financial sphere.

COURSE CONTENT

I. Define Phase

- » The Basics of Six Sigma
- » The Fundamentals of Six Sigma
- » Selecting Lean Six Sigma Projects
- » The Lean Enterprise

III. Analyze Phase

- » Patterns of Variation
- » Inferential Statistics
- » Hypothesis Testing
- » Hypothesis Testing with Normal Data
- » Hypothesis Testing with Non-Normal Data

II. Measure Phase

- » Process Definition
- » Six Sigma Statistics
- » Measurement System Analysis
- » Process Capability

IV. Improve Phase

- » Simple Linear Regression
- » Multiple Regression Analysis

V. Control Phase

- » Statistical Process Control (SPC)
- » Six Sigma Control Plans

TARGETED AUDIENCE

Upon completion of the program, the participants will be required to pass the IQF exam which is administered online. Participants will also be encouraged to lead and complete one project within 1 year of course completion, coaching for which will be provided by EIBFS faculty.

PREREQUISITES

A basic understanding of quality or Lean six sigma training from EIBFS

DURATION

60 hours

PROGRAM INVESTMENT

AED 7000 + VAT / Person

METHOD OF DELIVERY

Interactive program based on lectures, case studies.

TARGETED AUDIENCE

Process managers, Project leaders, Operations managers

PROFESSIONAL CERTIFICATIONS

eibfs

**Chartered
Banker**

**CERTIFICATE IN GREEN AND
SUSTAINABLE FINANCE**

ABOUT THE PROGRAM

This certification is focused at developing the learner’s knowledge, understanding and skills relating to green and sustainable finance by providing an overview of, and introduction to, the underpinning science, principles, and practice of the field. It aims to increase the learner’s knowledge and understanding of the range of green and sustainable products and services in the banking, investment, and insurance sectors supporting the transition to a low-carbon world.

On completion of this certification, the learner should be able to:

- » explain what is meant by ‘green’ and ‘sustainable’ finance, and the ways in which the finance sector can support the transition to a sustainable, low carbon economy.
- » Explain the role of a range of key players and policy and regulatory frameworks in building and supporting a sustainable financial system,.
- » Explain the importance of monitoring, measuring, and reporting the flow of investment to support the transition to a sustainable, low-carbon world.
- » Examine the nature and importance of key climate related and environmental risks, and how different types of financial services activity, products and services can improve the quality and functioning of the natural environment and natural systems.
- » Describe the role of the financial service sector, in supporting the development of green and sustainable finance and the transition to a low carbon economy Mode of delivery.
- » Self-paced E-learning followed by a two-day Final exam preparatory training.

PROGRAM DURATION

As the program is primarily self-paced E-learning, it can be completed in minimum of 3 months and a maximum of 12 months.

PROGRAM INVESTMENT

AED 6500 + VAT / Person

eibfs

**Chartered
Banker**

CERTIFICATE IN CLIMATE RISK

SUMMARY

Managing climate-related risks and supporting the transition to a low-carbon world are amongst our most significant global challenges. Central banks and financial regulators consider the identification, measurement, and disclosure of these risks to be a priority. Recognising the strategic importance of this topic, the Chartered Body Alliance have developed their first joint qualification, the Certificate in Climate Risk. This qualification is aimed at financial services risk professionals (or aspiring risk professionals) globally who wish to develop and demonstrate their knowledge of climate risk.

OBJECTIVE

On completion of this certification, the learner will be able to:

- » Describe climate change and its impacts on the environment, economy, society, and the financial services sector.
- » Identify, describe, and classify climate-related financial and non-financial risks, and the impacts of these on the economy, society, and the financial services sector.
- » Examine the challenges in measuring, monitoring, and reporting climate risks, and the availability and quality of data.
- » Outline common approaches to modelling climate risks, including the use of scenario analysis.
- » Examine regulatory approaches and responses to climate risk at global, regional, and national levels, and their impacts on the financial services sector.
- » Discuss the opportunities for the financial services sector in supporting the transition to a sustainable, low carbon world.

MODE OF DELIVERY

Self-paced E-learning followed by a two-day Final exam preparatory training.

PROGRAM DURATION

As the program is primarily self-paced E-learning, it can be completed in minimum of 3 months and a maximum of 12 months.

PROGRAM INVESTMENT

AED 6500 + VAT / Person

eibfs

CIPD CERTIFICATIONS LEVEL 3,5,7

CIPD qualifications are global benchmark qualifications for HR professionals covering various areas like organizational development, Learning and development, talent management, business partnering and other strategic HR areas. This program is delivered in collaboration with a specialized partner in the domain vices in the banking, investment, and insurance sectors supporting the transition to a low-carbon world.

On completion of this certification, the learner should be able to:

CIPD LEVEL 3 – CERTIFICATE IN PEOPLE PRACTICE

- Business culture and change in context.
- Core behaviours for people professionals.
- Principles of analytics.
- Essentials of people practice.

TARGET AUDIENCE:

Professionals operating at entry level but with aspirations of rapid advancement to management level to increase their knowledge and ability relating to HR, L&D and business Issues.

CIPD LEVEL 5 – ASSOCIATE DIPLOMA IN PEOPLE MANAGEMENT

- Organisational performance and culture in practice.
- Professional behaviours and valuing people.
- Talent management and workforce planning.
- Leadership and management development.
- Evidence-based practice.
- Employment relationship management.
- Reward for performance and contribution.

TARGET AUDIENCE:

For those operating at management or at a level higher in people management to increase their knowledge and ability relating to people management and business issues.

CIPD LEVEL 5 – ASSOCIATE DIPLOMA IN ORGANISATIONAL LEARNING & DEVELOPMENT

- Organisational performance and culture in practice.
- Professional behaviours and valuing people.
- Learning & Development design to create value.
- Facilitate personalised and performance focused learning.
- Evidence-based practice.
- Supporting self-directed and social learning.
- Leadership and management development.

TARGET AUDIENCE:

For L&D Professionals operating at a management or higher level to increase their knowledge and ability in learning and development and how the function relates to business issues.

CIPD LEVEL 7 – DIPLOMA IN STRATEGIC PEOPLE MANAGEMENT

- Work and Working Lives in a Changing Business Environment.
- People Management and Development Strategies and Performance.
- Personal Effectiveness, Ethics & Business Acumen.
- Business Research in People Practice (involves a research project).
- Strategic Employment Relations.
- Strategic Reward Management.
- Resourcing and Talent Management to Sustain Success.
- Well-being at Work.

TARGET AUDIENCE:

Experience people practitioners, operating at or about to advance to strategic level in either people management or development. For those who wish to extend their skills, shape strategy, policy and people practice.

ADDITIONAL INFORMATION

Assessments: all 3 qualifications are assessed by written assignment, there are no exams.

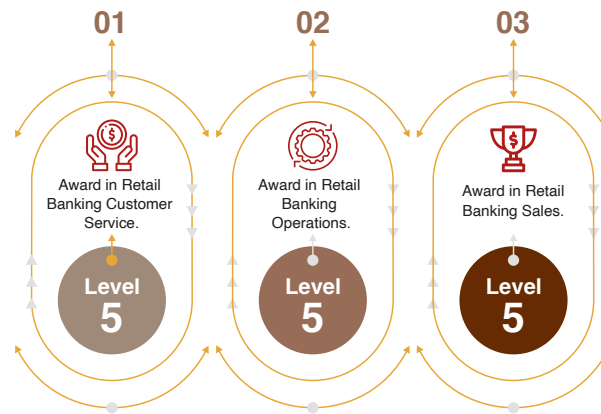
Cost of Program: Level 1: AED 17,000 + VAT - Level 2: AED 23,000 + VAT - Level 3: AED 34,000 + VAT

Payment Terms: Payment must be made within 1 month of the course start date.

Delivery Method: Virtual Instructor Lead Training on Zoom.

CERTIFIED RETAIL BANKER

The “Level 5 Award in Certified Retail Banker” involves the knowledge, skills, and competencies of three National Qualification Awards:



Learners will be required to complete the three awards to achieve the Certified Retail banker qualification. However, they can also choose to take the qualifications individually. All the awards have been designed, developed and verified by RNDC and sub committees of industry experts and have been approved by the National Qualifications Authority.

TARGETED AUDIENCE:

- Individuals aspiring to work in retail bank environment within the sales, service and operations departments.
- Bank employees with up to 5 years work experience retail bank environment within the sales, service and operations departments, who are looking forward to enriching their skills.

PRE REQUISITES:

- Working knowledge of English Language to meet the requirements of the Award.
- Diploma or Bachelor's Degree holders. or individuals with 3 years of banking experience.

DURATION:

- Program start date: (7 weeks) including classroom sessions & assessments
- No. of Classroom sessions – 15 days
- No. of Assessment sessions - 7 days (Assessment time may vary for each module. For some modules assessment time could be 1 - 2 hrs only).

DURATION:

- Exclusive delivery and assessment methods have been adopted to measure the learning outcomes and performance criteria.
- Job shadowing, guest speakers, professional discussions, assignments, projects and portfolio development are allocated in notional hours.

03

EMIRATIZATION LEARNING SOLUTIONS

EMIRATIZATION: KEY FOCUS AREAS

EIBFS offers learning solutions across all levels to meet the talent development objectives of the industry.



HOLISTIC LEARNING SOLUTIONS FROM NEW JOINERS TO SENIOR LEADERS



FAST TRACK LEARNING JOURNEY FOR FAST TRACK CAREER PROGRESSION

Specialist Banker

Professional Certifications



Certified Banker

EIBFS International Certificates

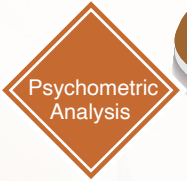


Chartered Banker

- Fintech
- Risk Management
- Compliance
- Data Analytics
- Fraud Management
- Treasury
- Trade Finance
- Quality and Innovation
- Islamic Retail Banking
- Internal Audit
- Wealth Management
- Corporate Relationship Management
- Credit
- Business Communication



Entry Level Banker



Psychometric Analysis

Future Skills



- Digital & Technology Awareness
- Data Literacy
- Innovation and Human Centricity

CERTIFIED BANKING OPERATION (CBO)



- Business Ethics & Quality
- Treasury Management & Investments
- Trade Finance
- Bank Risk Management
- Banking Law
- Retail & Corporate Banking
- Banking Products Practices



New Banker



HARNESSING HUMAN CAPITAL MISSION

● STRATEGIC KEY MESSAGES

1. Empowering the Financial Sector

- The CBUAE will **ensure** that the financial sector benefits from **the right talent, empowered with relevant professional qualifications** to contribute positively to the integrity and stability of the financial economy.
- **The Financial Services sector will be boosted by a developed workforce** at the leadership, middle management and new entrant levels.
- Stronger workforce skills across **four main sectors - Banking, Digital & FinTech, Insurance and HR & Administration.**
- New Endowment Fund will boost **the creation of new Fintech start-ups and financial subsidiaries**, expanding work opportunities across the nation.
- **Drive and promote Emiratisation across the financial sector.** The successful are rewarded; others receive encouragement and retraining.

2. Towards the Next 50

- Empower Emiratis as part of the 'Projects of the 50' to accelerate the UAE's development path. "**The main future driver for growth is human capital**" (Principle 4).
- Build a strong and robust **national economy**, including the growth, stability and security of the **UAE's financial sector, in line with the highest international standards.**
- By **accelerating Emiratisation**, training a competitive national workforce will drive sustainable economic growth.
- Contributes to Principle 2: "**building the best and most dynamic economy in the world**" and Principle 7: using the UAE's '**digital, technical and scientific excellence to define its new development and economic frontiers**'.

3. Supporting Emiratisation

- The **5,000** new private sector jobs created by 2026 will **enhance the diversity and growth of the banking and insurance sector and the UAE's economic competitiveness.**
- The HHM scheme **welcomes Emiratis at all levels of financial businesses** – entry-level, managers and C-level – to ensure a talent progression to meet future human resource needs.
- Emiratis can tap increasingly into technological areas with specific **training for the flourishing Fintech sector** in the banking and insurance sector.
- **Significantly enhanced opportunities for Emiratis** keen to remain in the financial industry, though upskilling and retraining.

● OUTCOME OF HHM PROGRAM

Target

5000

new jobs by 2026

Banking 3,500

Banking Emiratisation %

45%

by 2026 current 31%

Critical Jobs Emiratisation %

45%

in banking sector by 2026
current 25%

CXOs Role Emiratisation %

30%

in banking sector by 2026
current 19%

Voting Members in bank's critical Committees Emiratisation %

30%

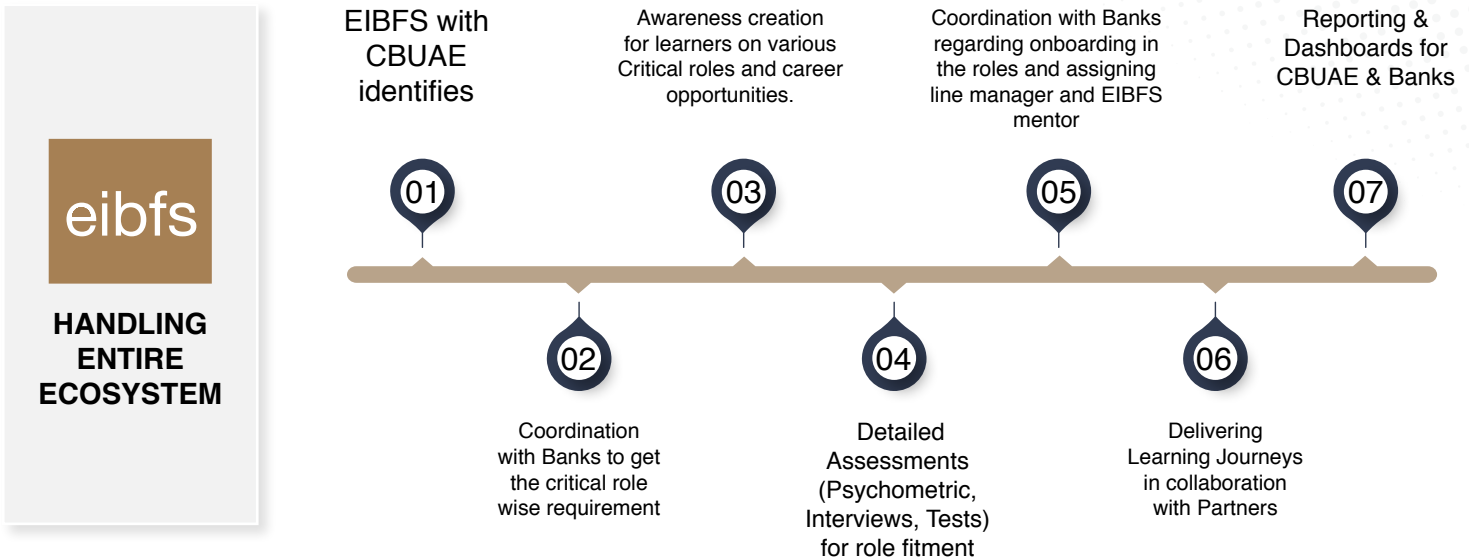
in banking sector by 2026
current 16%

eibfs



مصرف الإمارات العربية المتحدة المركزي
CENTRAL BANK OF THE U.A.E.

● EIBFS ROLE IN PROJECT EXECUTION



● ITHRAA INITIATIVE



LEARNER PROFILE

New Graduates with GPA of 3.0 above from top Universities identified after detailed assessments

700 new employees every year from 2022

PROJECT OBJECTIVE:

Develop talent pool who are

**PROFESSIONALLY
QUALIFIED FOR
THE ROLE**

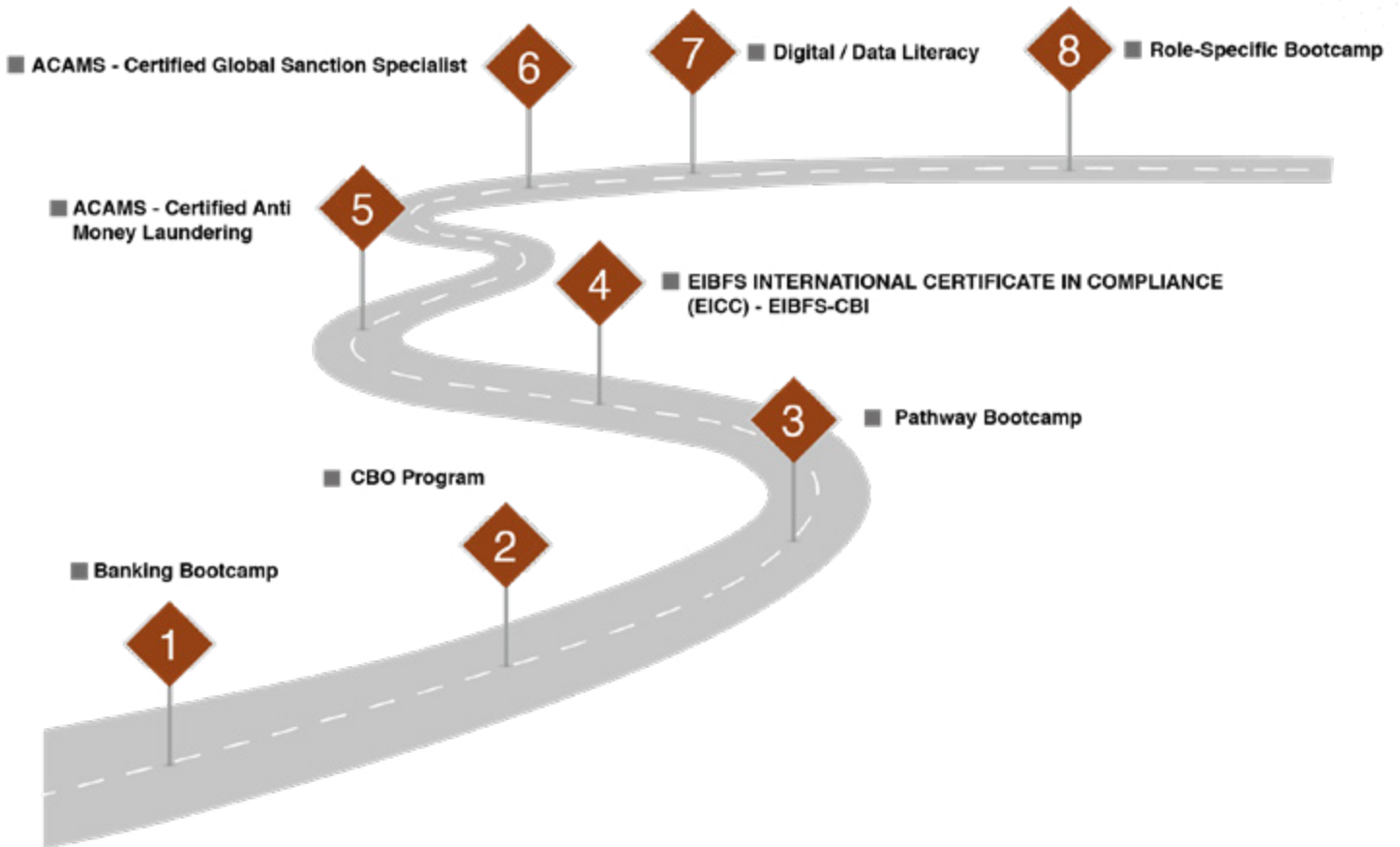
**SKILLED
FOR THE
ROLE**

LEARNING & CAREER PATHWAY


COMPLIANCE JOURNEY

Learning Journey Time:

Around 2 years



HARNESSING HUMAN CAPITAL PROGRAM

CRITICAL DOMAIN AREA	PROFESSIONAL QUALIFICATION IN THE LEARNING JOURNEY	ACCREDITING PROFESSIONAL QUALIFICATION BODY
Compliance	<ol style="list-style-type: none"> 1. EIBFS-Chartered Banker Institute International Certificate in Compliance 2. Certified Anti-Money Laundering Specialist (CAMS) 3. Certified Global Sanctions Specialist (CGSS) 	 
Audit	<ol style="list-style-type: none"> 1. EIBFS-CBI International Certificate in Internal Audit 2. Certified Internal Auditor (CIA) Level 1 (Internal Audit Practitioner) 	 
SME & Corporate Banking Relationship Management	<ol style="list-style-type: none"> 1. EIBFS-CBI International Certificate in Relationship Management 2. LIBF Certificate in Relationship Management (CertRM) 3. Moody's Certificate in Commercial Credit for Corporate RM 4. Moody's Certificate in Small Business Banking for SME RM 	  
Treasury	<ol style="list-style-type: none"> 1. EIBFS-CBI International Certificate in Treasury 2. Certificate in Dealing - ACI 	 
Wealth Management	<ol style="list-style-type: none"> 1. EIBFS-CBI International Certificate in Wealth Management 2. International Certificate in Wealth and Investments (CISI- Level 3) 	 
Investment	<ol style="list-style-type: none"> 1. Certificate in Introduction to investments (CISI- Level 2) 2. Chartered Financial Analyst (CFA) Level 1 	 
Credit	<ol style="list-style-type: none"> 1. EIBFS-CBI International Certificate in Credit Analysis 2. Certificate in Commercial Credit (Moody's) 3. Certificate in Internal Financial Reporting - ACCA 	  
Trade Finance	<ol style="list-style-type: none"> 1. EIBFS-CBI international Certificate in Trade Finance 2. Certified Documentary Credit Specialist (CDCS) - LIBF 	 
Risk Management	<ol style="list-style-type: none"> 1. EIBFS CBI International Certificate in Risk Management 2. Financial Risk Manager (FRM) - GARP 	 
Finance / Accounting	<ol style="list-style-type: none"> 1. Association of Chartered Certified Accountants (ACCA) qualification 	

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CENTRAL BANK OF THE U.A.E.

<p>Human Capital Management</p>	<p>1. EIBFS- CBI International Certificate in Human Capital 2. Foundation Certificate in People Practice (level 2) (CIPD) 3. Associate Diploma in People Management (level 3) (CIPD Program)</p>	
<p>Project Management</p>	<p>1. Certificate in Associate Project Management (PMI) 2. Certified ITIL 4 Foundation</p>	
<p>Procurement</p>	<p>1. Level 2 - Certificate in procurement and supply operations (CIPS) 2. Level 3 - Advanced Certificate in procurement and supply operations (CIPS)</p>	
<p>Cybersecurity</p>	<p>1. Certified Cybersecurity Technician (CCT)- EC Council 2. Level 1: SSCP (Systems Security Certified Practitioner) from (ISC)² t2. Certified ITIL 4 Foundation</p>	
<p>Data Analysis / Data Engineering / Data Science</p>	<p>1. EIBFS-CBI International Certificate in Data Analytics 2. Associate Big Data Engineer (ABDE) - (Data Science Council of America) 3. Associate Big Data Analyst (ABDA) (Data Science Council of America)</p>	
<p>Fintech / Digital Transformation</p>	<p>1. EIBFS-CBI Certificate in Fintech 2. CFTE (Centre for Finance, Technology and Entrepreneurship)- Fintech 360 Programme 3. Certified ITIL 4 Foundation</p>	
<p>Software Programming</p>	<p>Full stack developer pathway (Front end, database, frameworks, backend etc)</p>	
<p>Product Management</p>	<p>1. EIBFS-CBI Certificate in Product Management 2. Certified Product Manager - AIPMM</p>	
<p>IT Infrastructure & Network</p>	<p>1. CCNA (Certification from CISCO) 2. Certified ITIL 4 Foundation 3. EXIN - Agile Scrum Foundation</p>	



04

EFFECTIVE BOARD OF DIRECTOR PROGRAM

RATIONALE FOR THE PROGRAM

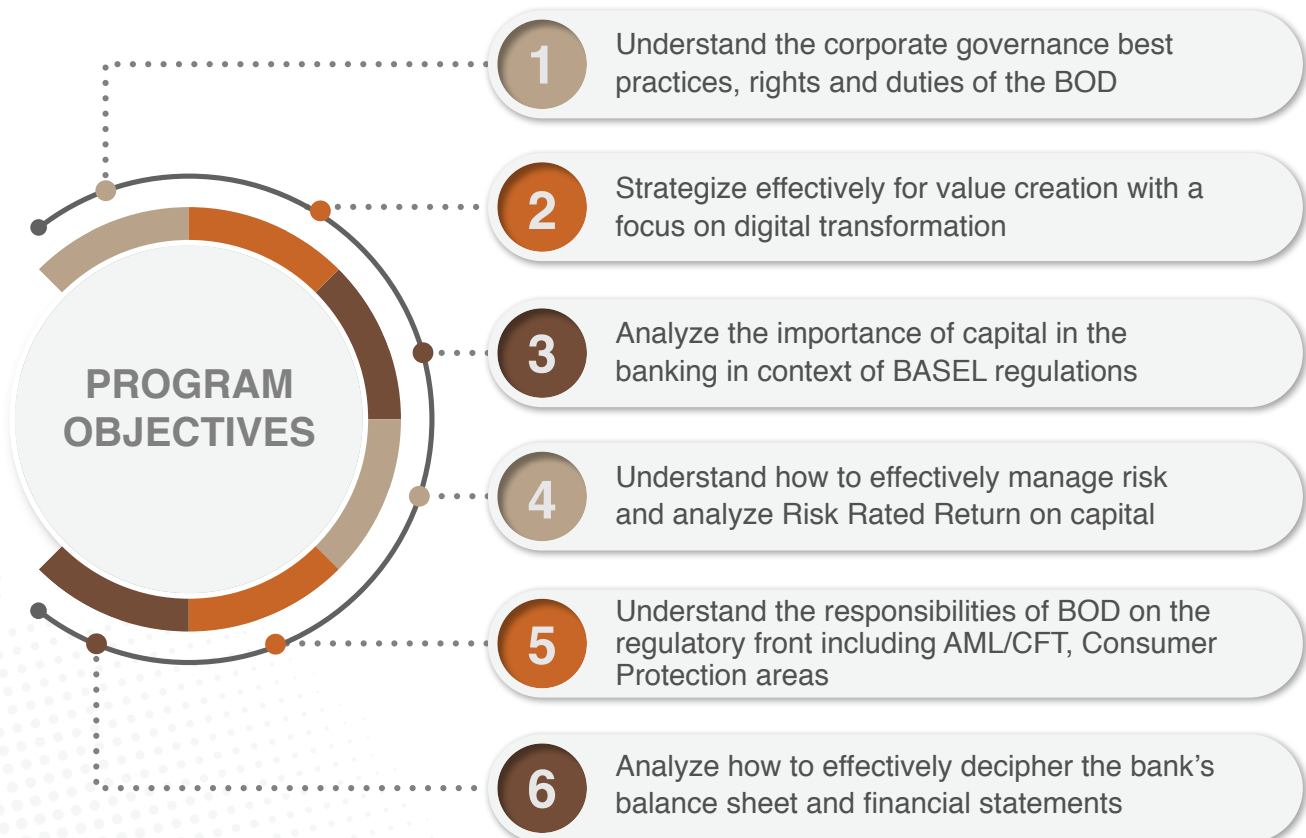
Why this program

- Board of Directors have the highest responsibility to ensure effective value creation for all the stakeholders.
- This includes the need to ensure effective governance, value creation, protection of minority shareholders, full compliance with the regulatory requirements apart from value creation for shareholders.

Core competencies for a Board of Director

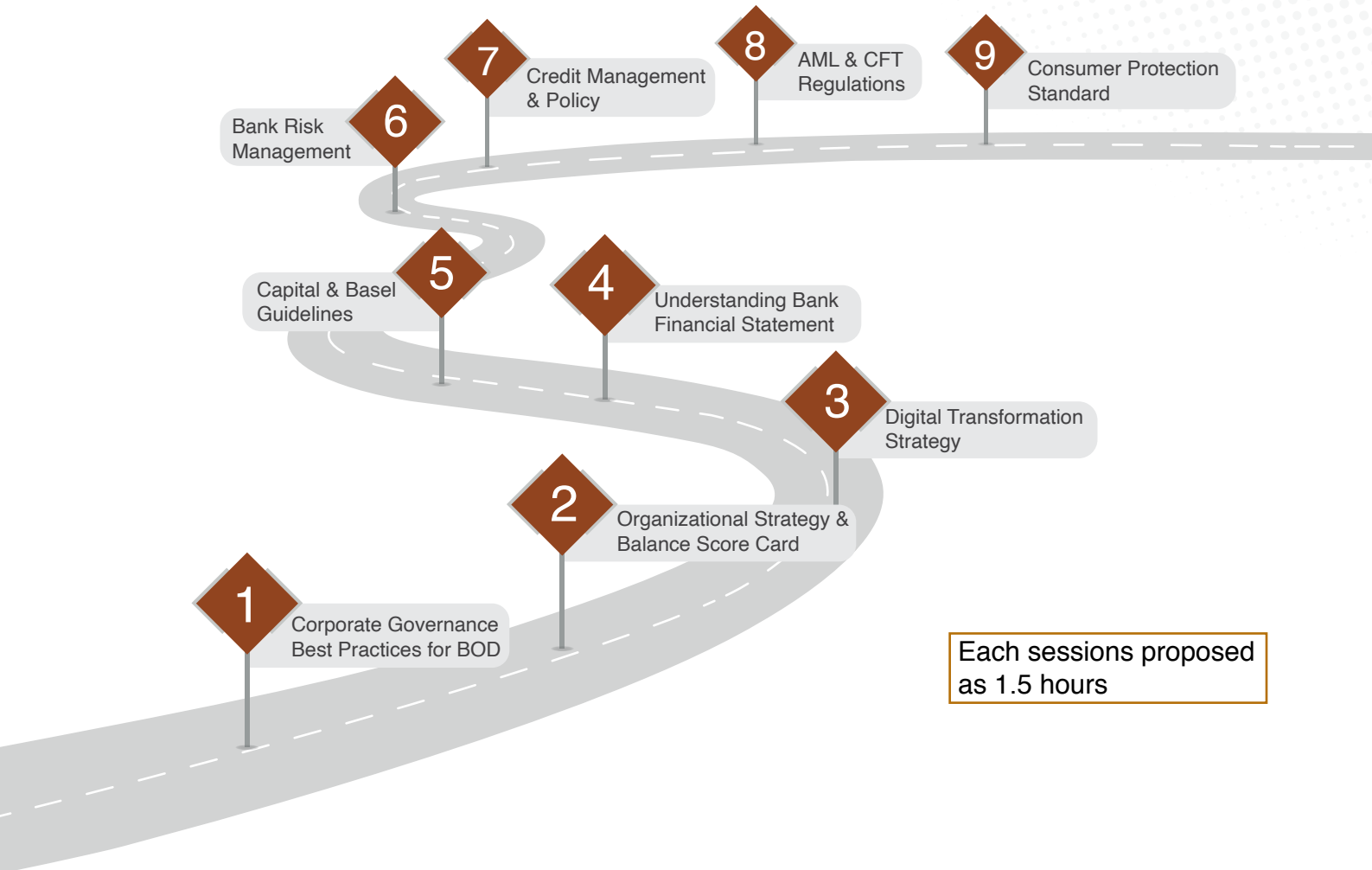
- Given the high responsibility entrusted on them, it is imperative that the Board Members are aware of their duties, rights and responsibilities to all the stakeholders.
- As many members Board of Directors could be experts in other areas other than banking, it is imperative that they acquire banking specific knowledge to effectively discharge their duties.

EFFECTIVE BOARD OF DIRECTOR PROGRAM



PROGRAM DETAILS

BOD PROGRAM PATHWAY



MODULE DETAILS

1 CORPORATE GOVERNANCE	
PURPOSE	TOPICS
The core objective of this module is to give working knowledge about the Corporate governance best practices for the Board of Directors.	<ul style="list-style-type: none"> • Corporate Governance : Principles. • Best practices. • Role and responsibility of Board committees.
2 ORGANIZATIONAL STRATEGY & BALANCE SCORE CARD	
PURPOSE	TOPICS
This module focuses on creating strategic organizational alignment and tracking the performance using balance score card approach.	<ul style="list-style-type: none"> • Setting strategy • Evaluating strategy execution using balance score card

3 DIGITAL TRANSFORMATION & STRATEGY

PURPOSE

Digital ecosystem and Fintech is disrupting banking business like never before. The Banks must make strategic investments in Technology to remain agile and ahead.

- Rise of Fintech
- Digital Ecosystem
- How AI, RPA, Blockchain can transform Banking

4 UNDERSTANDING BANK FINANCIALS

PURPOSE

BOD needs to effectively track the performance of their business. In this regard, they would need to analyze the financial statement of the bank especially Income statement, Balance sheet and financial ratios.

- Bank's Income statement analysis.
- Balance sheet analysis.
- Bank's performance ratios and interpretation.

5 CAPITAL & BASEL GUIDELINES

PURPOSE

Capital adequacy is extremely critical for the growth and stability of the Bank. To effectively plan the growth agenda, the board of directors needs to understand the role of capital, types of capital, Basel regulatory guidelines on capital adequacy.

- Role of capital in banking business.
- Tier 1 and Tier 2 capital.
- Capital adequacy guidelines as per Basel norms.

6 BANK RISK MANAGEMENT

PURPOSE

BOD needs to define the bank's risk tolerance and risk appetite and target ROEs. In this regard, it is very critical for them to understand the various types of risk faced by the Bank and credit risk in greater detail.

- Risks faced by banks.
- Risk appetite and tolerance.
- Credit risk, Market risk, Operational Risk, Liquidity Risks.

7 CREDIT MANAGEMENT & POLICY

PURPOSE

BOD has a key role to play in defining and monitoring the effective lending policy and practices. They should effectively monitor the credit risk and prudential guidelines to ensure the health of the bank and interest of depositors.

- Credit Policy.
- Credit Risk Management.
- Loss recognition : IFRS - 9 and prudential guidelines.

8 AML AND CFT GUIDELINES

PURPOSE

BOD are dutybound to ensure that there are no Anti Money Laundering and Terrorist Financing risks emanating from their organization. The BOD are expected to be extremely prudent in ensuring the compliance to the CBUAE regulations.

- AML and CFT.
- Areas of potential risks.
- Regulatory responsibilities for BOD on AML/CFT.

9 CONSUMER PROTECTION REGULATION

PURPOSE

Consumer Protection Standards (CPS) is a major regulation implemented by CBUAE for protecting the interest of the consumers and stability of the financial system. The BOD has specific responsibilities in the implementation of the standard failing which there can be regulatory action.

- CBUAE Consumer Protection Standards.
- Responsibilities of BOD in Consumer Protection Standards.

05

FINTECH & ANALYTICS

FINTECH & ANALYTICS

HOW TO APPROACH THIS CATEGORY

EIBFS Fintech and Analytics vertical covers the entire suite of offerings which are key to creating the digital skillsets required for bankers across all levels.

Professional Certifications

1. CERTIFICATE IN FINTECH
2. CERTIFICATE IN BLOCKCHAIN
3. CERTIFICATE IN DATA ANALYTICS

Specialization

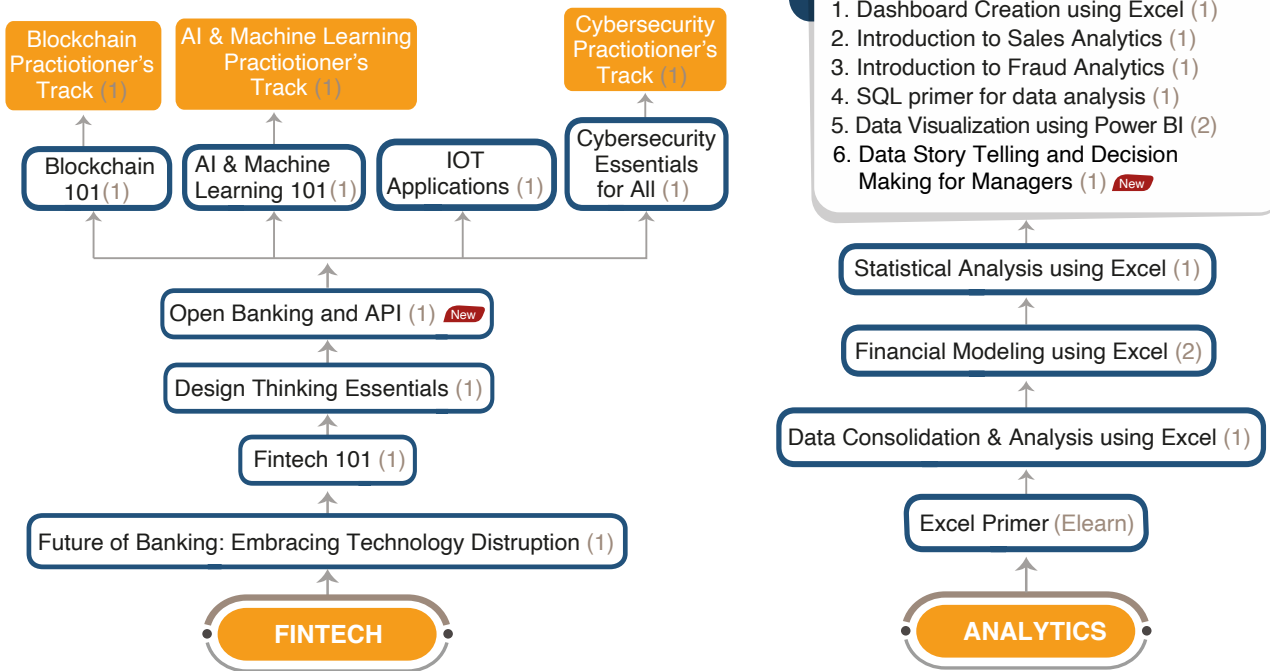
1. Agile 101 (1)
2. RegTech (1)
3. Islamic Fintech (1)
4. Robotic Process Automation (1)
5. Cryptocurrency 101(1)
6. Cloud Applications 101(1) New
7. Payment Tech (1) New

Masterclass

1. Analytics using Python (Flipped)
2. Analytics using R (2) New
3. HR Analytics (1) New

Specialization

1. Dashboard Creation using Excel (1)
2. Introduction to Sales Analytics (1)
3. Introduction to Fraud Analytics (1)
4. SQL primer for data analysis (1)
5. Data Visualization using Power BI (2)
6. Data Story Telling and Decision Making for Managers (1) New



Micro-Learning & E-Learning Courses

1. Data driven decision making.
2. Dashboard using Tableau public.
3. Presenting data effectively using pivot table and charts.
4. Beginners guide on Power BI for visualization.
5. Beginners guide on statistics for bankers.
6. Excel primer.
7. Using numpy in python.
8. Basics of python.
9. Using pandas in python.
10. Creating advance charts using python part 1.
11. Creating advance charts using python part II.
12. Regression analysis using python.
13. Beginner's guide in using Excel.
14. A beginner's guide to Excel macros.
15. Effective data presentation using charts.
16. Predictive analytics measurements in Excel.
17. Data cleaning and organizing using Excel.
18. Advance Chart options in Excel.
19. Introduction to cryptocurrencies - Focused lecture series.

Learning Bundles

Fintech Bundles

Emerging Technology Fundamentals

1. Blockchain 101.
2. AI 101.
3. IoT Applications.
4. Robotic Process Automation.

Analytics Bundles

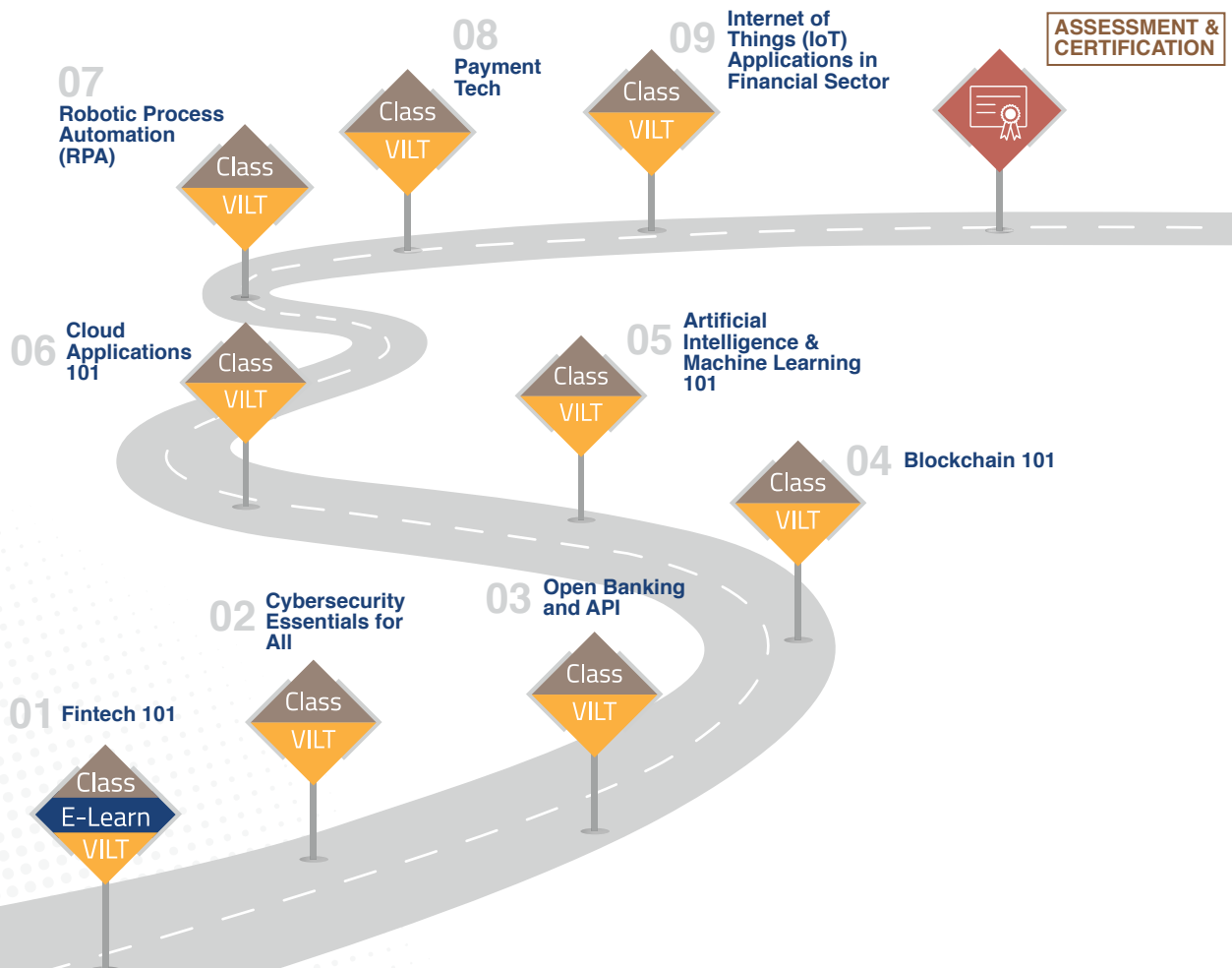
Emerging Technology Fundamentals

1. SQL Primer for Data Analysis.
2. Data Visualization using Power BI.
3. Dashboard using Tableau Public.
4. Analytics using Python.

Excel a fundamental analysis tool for workplace

1. Excel Primer.
2. Data Consolidation and Analysis using Excel.
3. Dashboard Creation using Excel.

EIBFS INTERNATIONAL CERTIFICATION IN FINTECH (EICF)



FINTECH

This Course is also available as E-learning E-Learning Code: 6008

1 FUTURE OF BANKING: EMBRACING TECHNOLOGY DISRUPTION Course No: 1813

Foundational

1 DAY



Open for all Functional Foundation areas of banking

PURPOSE

This training program is designed to provide the participants a big picture overview about how technologies and digital trends are disrupting the business model of banking worldwide. The course is the foundation level CPD program which can be attended by middle and senior management officials across business units. This will help learners to understand and appreciate the big trends in the making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The current global financial trends in digital space.
- How fintechs would drive the new business model.
- How customer analytics would impact the business.
- How blockchain, artificial intelligence, robotics and other technologies would shake up the banking space.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

This Course is also available as E-learning E-Learning Code: 6134

2 FINTECH 101 Course No: 1814

Pathway Code: 7500

Foundational

1 DAY



Open for all Functional Foundation areas of banking

PURPOSE

This 1-day CPD program opens the board horizons of FinTech to the learners. The learners would understand the various use cases of fintech in the financial domain and the regulatory developments.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial technology (fintech) is disrupting the financial industry.
- Fintech ecosystem, key players.
- Use cases of fintech in banking & financial sector like lending, investments, payments etc.
- Global regulatory developments in fintech space – Regtech, Insuretech, Wealthtech.
- Case studies.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

3 DESIGN THINKING ESSENTIALS Course No: 1822

Pathway Code: 7137

Intermediate

1 DAY



Open to all based on Intermediate Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial technology (fintech) is disrupting financial industry.
- What is design thinking.
- Design thinking and its role in innovation.
- Process of design thinking.
- Ways to synthesize ideas to a cohesive, practical products and solutions.

Repeat	Location
-	AD
2	DXB
1	SHJ
2	VILT

4 BLOCKCHAIN 101 Course No: 1815

Pathway Code: 7503

Intermediate

1 DAY



Open for Professionals in all functional areas of Banking

PURPOSE

This 1-day CPD program focuses on use cases of Blockchain in Banking and Financial services industry. Learners would understand the basics of Blockchain technology and explore various areas where it could be used.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How blockchain works.
- Smart contracts.
- Public vs private blockchain.
- Use cases of blockchain in banking and financial sector with various case studies.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

FINTECH

5	AI 101(ARTIFICIAL INTELLIGENCE & MACHINE LEARNING 101)	Pathway Code: 7504	Course Type Class/VILT	Course No: 1816										
					<p>Intermediate </p> <p>1 DAY Open to mid & senior professionals in all functional areas </p>									
<p>PURPOSE</p> <p>This 1-day CPD program focuses on the applications of emerging areas of AI and Machine Learning. The participants would explore how AI, Robotics and Machine Learning could be used in various business domains in banking and financial sector.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • What is AI and machine learning. • Robotic process automation. • Learn how AI and robotics process automation is reshaping business process. • Analyze use cases of AI in banking and financial sector with various case studies. 		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1	DXB	-	SHJ	2	VILT
Repeat	Location													
1	AD													
1	DXB													
-	SHJ													
2	VILT													

6	INTERNET OF THINGS (IOT) APPLICATIONS IN FINANCIAL SECTOR	Pathway Code: 7508	Course Type Class/VILT	Course No: 1817										
					<p>Foundational </p> <p>1 DAY Open to mid & senior professionals in all functional areas </p>									
<p>PURPOSE</p> <p>This -1-day CPD program aims at creating awareness amongst the learners about the applications of IoT in banking and financial services. IoT is expected to be the next big thing in the financial sector. The course will analyze how IoT could be used to bring more convenience to banking customers.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • What is IoT and how it works. • How banks can use IoT in various business domains. • The challenges and opportunities in this area. 		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1	DXB	-	SHJ	2	VILT
Repeat	Location													
-	AD													
1	DXB													
-	SHJ													
2	VILT													

7	CYBERSECURITY ESSENTIALS FOR ALL	Pathway Code: 7501	Course Type Class/VILT	Course No: 1818										
					<p>Intermediate </p> <p>1 DAY Open to mid & senior professionals in all functional areas </p>									
<p>PURPOSE</p> <p>This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyberattacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • How to evaluate the critical role of cybersecurity in the banking industry. • Various types of cyber attacks. • How to combat cyberattacks and cybercrimes. • How to deliberate on new trends, regulations and best practices. 		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>3</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1	DXB	-	SHJ	3	VILT
Repeat	Location													
1	AD													
1	DXB													
-	SHJ													
3	VILT													

8	BLOCKCHAIN PRACTITIONERS TRACK	Course Type Class/VILT	Course No: 1828											
				<p>Practitioners Track </p> <p>1 DAY Specialized program for practioners, Relevant work experience or attending Blockchain 101 mandatory </p>										
<p>PURPOSE</p> <p>This is a specialized program aimed at discussing the use cases of blockchain and to discuss how blockchain can be implemented in various areas and how to execute blockchain projects in the organizations.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Discuss blockchain concept & applications. • Develop the ability to analyze and respond to blockchain opportunities and challenges. • Determine the rough order of magnitude (ROM) to participate in a blockchain related initiative. • Determine the minimum constraints a blockchain related initiative must attain to be feasible. • Present blockchain related initiatives effectively, which respond to key stakeholder concerns. 		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>AD</td> </tr> <tr> <td>-</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	-	DXB	-	SHJ	2	VILT
Repeat	Location													
-	AD													
-	DXB													
-	SHJ													
2	VILT													

9 CYBERSECURITY PRACTITIONERS TRACK **Course Type**
Class/VILT **Course No:**
1829

Practitioners Track **1 DAY** Specialized program for practitioners, Relevant work experience or attending cyber Practitioners security Essentials mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the emerging challenges in the cybersecurity domain and discuss how to handle these threats.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand governance and risk management, security vs privacy.
- Discuss access control management & network security concepts.
- Analyze secure application development.
- Understand incident response, change management, log management.
- Discuss business continuity management and disaster recovery.
- Discuss emergent trends in cyber security.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

10 ARTIFICIAL INTELLIGENCE & MACHINE LEARNING PRACTITIONERS TRACK **Course Type**
Class/VILT **Course No:**
1832

Practitioners Track **1 DAY** Specialized program for practitioners aimed at discussing use cases. Relevant work experience or attending AI & ML foundation course is mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the use cases of AI & ML in banking and financial services. The course will try to explore how to implement these projects in the organizations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discuss how AI is transforming the financial industry.
- Analyze the various use cases of AI in the financial services industry.
- Analyze the framework for implementation of this in various aspects of your organization.
- Explore few hands-on activities in this area.

Repeat	Location
-	AD
-	DXB
1	SHJ
1	VILT

11 AGILE 101 **Course Type**
Class/VILT **Course No:**
1824

Specialization **1 DAY** Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Co- nsultants, HR Managers, Process Owners, Internal auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to agile.
- Difference between 'doing' and 'being' agile.
- Toolkit for implementing agile.
- Introduction to scrum.
- Use cases in banking and financial domain.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

12 INTRODUCTION TO REGTECH **Course Type**
Class/VILT **Course No:**
1825

Specialization **1 DAY** Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Co- nsultants, HR Managers, Process Owners, Internal auditors

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilises information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fintech vs Regtech.
- The importance and advantages of Regtech.
- The Regtech universe.
- Risk and risk management.
- Regulatory reporting using Regtech.
- The future of compliance with Regtech.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

FINTECH

13 ISLAMIC FINTECH 101

Course Type
Class/VILT

Course No:
1826

Specialization

1 DAY



Bankers who wants to explore and understand the global potential of Fintech for Islamic financial industry and want to Specialization explore innovations and to gain benefits from this promising field.

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic banking and finance concepts and use of Fintech in Islamic transactions.
- Kind of innovation which is undertaking the islamic banking and financial landscape.
- Islamic banking product innovation- use of technology ; Fintech, Regtech, Shari'ah compliance.
- Fintech application in islamic finance: (use cases), and how they are transforming the market.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

14 CRYPTOCURRENCY 101

Course Type
Class/VILT

Course No:
1837

Specialization

1 DAY



Participants from all functional areas of banking

PURPOSE

Cryptocurrency is medium of exchange done over the internet using cryptographic for financial transactions. The objective of the course is to provide an overview of legal, regulatory and policy issues associated with cryptocurrencies.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of initial coin offering, online lending, new payment, wealth management technologies.
- How cryptocurrencies function citing few major cryptocurrency.
- Overview of financial account aggregators.

Repeat	Location
1	AD
-	DXB
-	SHJ
2	VILT

15 ROBOTIC PROCESS AUTOMATION (RPA)

Pathway Code:
7506

Course Type
Class/VILT

Course No:
1835

Specialization

1 DAY



Open for all functional areas of banking

PURPOSE

The training program is designed to provide the participants a big picture overview of robotic process automation technology, characteristics, and benefits of RPA. The course will give you an understanding of how RPA is transforming business and its effects on banking industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The current global trends in RPA.
- How RPA would drive the new business model.
- RPA's impact on the business.
- Identify important issues regarding implementation of RPA.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

16 CLOUD APPLICATIONS 101

Pathway Code:
7505

Course Type
Class/VILT

Course No:
1841

Specialization

1 DAY



Participants from all functional areas of banking

PURPOSE

Applications of cloud has become a normal part of product and process improvements in organizations. The course is aimed at providing working knowledge on the concept, applications and use case of cloud computing.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to cloud computing, benefits, opportunities.
- Cloud based business models: Software as a service (SAAS).
- Cloud ecosystem: Deployment, infrastructure, storage.
- Overview of cloud solutions : AWS, Azure etc.
- Cloud data storage and protection.
- Cloud security.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

17 OPEN BANKING AND API

Pathway Code:
7502

Course Type
Class/VILT

Course No:
1843

Specialization

1 DAY

Open to all based in relevance

LEARNING OBJECTIVES

After completing this course, learners should be able to:

- Explore open banking and use of Artificial Intelligence in incumbent banks and opportunities for new entrants.
- Understand the roles of third-party providers within the Open Banking ecosystem.
- Analyse the API business model in the Open Banking revolution.
- Appreciate the opportunities that international data standards provide to protect all stakeholders within banking ecosystem.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

18 PAYMENT TECH

Pathway Code:
7507

Course Type
Class/VILT

Course No:
1845

Specialization

1 DAY

Open to all based in relevance

LEARNING OBJECTIVES

After completing this course, learners should be able to:

- Recognize and differentiate between traditional and new payment methods
- Identify the key players in the payments ecosystem and understand the fundamentals of the payment stack
- Explore the role and importance of regulations in the payments industry and analyse regional differences
- Appreciate new technologies that are enabling product innovation in payments such as digital wallets and mobile payments and also discover back-end innovations, mobile money, and new payment infrastructure
- Explain new business models in payments and identify different monetization strategies.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT



ANALYTICS

1	DATA CONSOLIDATION & ANALYSIS USING EXCEL	Pathway Code:	Course Type	Course No:											
		7120	Class/VILT	1812											
Foundation		1 DAY	Learners looking for advanced skills in Excel												
PURPOSE		LEARNING OBJECTIVES		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>1</td> <td>SHJ</td> </tr> <tr> <td>3</td> <td>VILT</td> </tr> </tbody> </table>		Repeat	Location	1	AD	1	DXB	1	SHJ	3	VILT
Repeat	Location														
1	AD														
1	DXB														
1	SHJ														
3	VILT														
Participants will learn to use advanced excel functions to streamline their operational work, improve productivity and enhance spreadsheet usage with charts, tables, formulas and templates. This can help learners in areas like financial analysis, investments etc.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> Usage of range names and custom formats. Usage of formulas and functions for decision making. Managing, sorting and filtering tables. Working with multiple workbooks. Working with charts and pivot tables. Working with macros. 													

2	FINANCIAL MODELING USING EXCEL	Course Type	Course No:												
		Class/VILT	1808												
Specialization		2 DAY	Participants from Corporate Banking, Risk Department, and Investment Banking												
PURPOSE		LEARNING OBJECTIVES		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>1</td> <td>VILT</td> </tr> </tbody> </table>		Repeat	Location	1	AD	1	DXB	-	SHJ	1	VILT
Repeat	Location														
1	AD														
1	DXB														
-	SHJ														
1	VILT														
This course will enable participants to effectively apply techniques to wide variety of financial models and develop an understanding and frameworks for financial analysis, modeling to analyze companies.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> Linked 3 statement model. Assumptions that drive the forecasts. Sensitivity analysis. Projected financial statements and debt schedule. 													

3	STATISTICAL ANALYSIS USING EXCEL	Pathway Code:	Course Type	Course No:											
		7126	Class/VILT	1819											
Intermediate		1 DAY	Analysts and others based on relevance												
PURPOSE		LEARNING OBJECTIVES		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>2</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>		Repeat	Location	1	AD	2	DXB	-	SHJ	2	VILT
Repeat	Location														
1	AD														
2	DXB														
-	SHJ														
2	VILT														
Participants will be able to learn the best practices in collection of data, analyzing and decision making. Participants will be able to forecast and analyze data with advanced feature of Excel.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> Usage of data analysis with Excel. Usage of descriptive summary. Data & forecasting statistically. Usage of single & multiple regression analysis. Quality & decision support systems. 													

4	DASHBOARD CREATION USING EXCEL	Pathway Code:	Course Type	Course No:											
		7121	Class/VILT	1827											
Specialization		1 DAY	Learners looking for skills in using Dashboard and others based on relevance												
PURPOSE		LEARNING OBJECTIVES		<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>1</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>		Repeat	Location	1	AD	1	DXB	1	SHJ	2	VILT
Repeat	Location														
1	AD														
1	DXB														
1	SHJ														
2	VILT														
The objective of this course is to provide participants with a overview of a Excel dashboard when it comes to creation of charts, summarizing charts and comparing data points and KPI's that can help the management to understand the patterns and trend for decision making. The participants will learn how to create various charts, summarize charts and tables while creating dashboard.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> Important excel dashboard functions. Creating various charts. Summarizing charts. Interactive sales dashboard. 													

5 INTRODUCTION TO SALES ANALYTICS Pathway Code: 7124 Course Type: Class/VILT Course No: 1830

Specialization 1 DAY Relationship Managers, marketing staff and managers involved in marketing of new products and services.

PURPOSE
The course provides the overview of the field of sales analytics and tools to forecast, identify customer segments so that you can make a informed business decisions improving sales management effectiveness and seller experience. Creating awareness and understanding of tools is an important step in making informed decisions and bringing in sales effectiveness.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Forecasting techniques to identify a pattern.
- Sentiment analysis.
- Client segment analysis.
- Role of technology in sales.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

6 INTRODUCTION TO FRAUD ANALYTICS Pathway Code: 7125 Course Type: Class/VILT Course No: 1831

Specialization 1 DAY Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE
Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Fraud analytics – its importance and challenges.
- Fraud profiling. • Data analysis. • Risk assessment using data.
- Internal control measures. • The fraud scenario approach.
- Using analytics for internal fraud investigation / audit.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

7 ANALYTICS USING PYTHON – MASTERCLASS Pathway Code: 7123 Course Type: Flipped Course No: 1820

Masterclass 2 DAY Analysts, Managers in departments like risk, analytics and others based on relevance

PURPOSE
Python is a general purpose programming language that is becoming more and more popular for doing data analytics projects. Companies worldwide are using python to harvest insights from their data and get a competitive edge. This course teaches how to use python to do data science projects in banking. In particular, the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:
E-learning module learning outcome:

- Language syntax and fundamentals.
- Use of python in analytics.
- Read & write files in python.
- Write functions and statements in python.

Live class module learning outcome:

- Importing datasets in python.
- Preparing the data for data analysis.
- Descriptive statistics using python.
- Developing models using python.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

8 SQL PRIMER FOR DATA ANALYSIS Course Type: Class/VILT Course No: 1836

Specialization 1 DAY Open to all based on relevance

COURSE OVERVIEW
As the importance of data collections has increased exponentially, the skillsets required to use, interact, provide insights from the data to make decisions has also increased. The skillsets to retrieve data and work with data has become important and to do that understanding of SQL is important as SQL is the standard language used to communicate with database systems.

PURPOSE
The objective of this course is to give a primer on foundations of SQL using SQL management studio tool to organize data for analyzing and working with data to provide insight and write simple queries to select data from tables.

LEARNING OBJECTIVES
What you will learn:

- Common command functions.
- String & conversion functions.
- Math functions.
- Logical functions.
- Aggregate functions.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

ANALYTICS

9
DATA VISUALIZATION USING POWER BI
Pathway Code:
7122
Course Type:
Class/VILT
Course No:
1839

Specialization
2 DAY
Open to all based on relevance

COURSE OVERVIEW

The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live dashboards, charts, graphs help to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making.

PURPOSE

The objective of this course is to provide participants with knowledge about how Power BI can be an amazing tool to track KPI's, comparing data points and helps in buildingchartsand interactivedashboa rfordecisionmaking.

LEARNING OBJECTIVES

What you will learn:

- Connect and import the datasets.
- Create analytical calculations.
- Create interactive reports & sales dashboards.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

10
ANALYTICS USING R
Course Type:
Class/VILT
Course No:
1840

Specialization
2 DAY
Analysts, Managers in departments like risk, analytics and others based on relevance

PURPOSE

The power of data analytics is helping the financial institutions to provide more value-added services. New trends are being identified for customer satisfaction and needs mastering the appropriate tools to derive knowledge from data. Several tools and platforms have emerged to be able to mine the data and provide meaningful insights. This course teaches you how to use R in banking environment. In particular, the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Language syntax and fundamentals.
- Read & write files in R.
- Developing models using R.
- Use of R in analytics.
- Write functions and statements in R.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

11
DATA STORYTELLING AND DECISION MAKING FOR MANAGERS
Course Type:
Class/VILT
Course No:
1842

Specialization
1 DAY
Participants from relevant banking departments

PURPOSE

The demand of being data literate from banking professionals in the future will be in high demand and ability to how well to communicate with data, will require professionals who can skillfully turn data into a meaning full story and how well you can converse with data.

This course will enable participants to raise data awareness and help in using the information for better communicating the key financial principles and its applications in real world and in decision making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Effective visualization
- Usage of tools of Excel, Power BI, Python
- Intrepid insights and turn them into charts and graphs.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

12
HR ANALYTICS
Course Type:
Class/VILT
Course No:
1678

Analytics
1 DAY
Analysts, Managers in departments like HR, learning and development, analytics and others based on relevance

PURPOSE

HR Analytics is a data driven approach to people related decisions. It helps in leveraging of data to make better decisions about hiring, managing, and developing the bankers in your institution. With insights gleaned from the data, you can learn how to give feedback, mentor rising leaders and identify the factors affecting high potential employees.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Statistical concepts to turn data into insights.
- Understand companies use of new technologies.
- Demonstrate the use of data driven decisions and different HR analytics competencies.
- HR analytics as an evidence-based decision-making tools.

Location
VILT
VILT

E-Learning & Micro-Learning

1 EXCEL PRIMER

Course Type:
E-Learning

ELRN Code:
6216

Intermediate 



Open to all based on relevance

COURSE OUTLINE

To understand the commonly used functions in banking and finance.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Basic formulas and functions.
- Conditional formatting.
- VLOOPUP.
- Index match.
- Goal seek /Scenario manager.
- Button creation.

2 DATA DRIVEN DECISION MAKING

Course Type:
E-Learning

ELRN Code:
6065

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

The course data driven decision making (D3M) is a process that involves analyzing patterns and facts based on business data. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business. We discuss use case of good decision-making process including an example of all this can go wrong is the basis itself is wrong. This course gives an overview of data driven decision making process in business.

LEARNING OBJECTIVES

What you will learn:

- What is data science.
- Significance of data driven decision making.
- Date maturity of organisation.
- Types of data.
- Mistakes made in data driven decision making.
- Use case of data driven decision making.

3 DASHBOARD USING TABLEAU PUBLIC

Course Type:
E-Learning

ELRN Code:
6232

Specialization 



Learners looking for skills in using Tableau public for visualization and analysis and others based on relevance

COURSE OVERVIEW

The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live Dashboards, Charts , graphs helps to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making.

PURPOSE

The objective of this course is to provide participants with knowledge about how Tableau Public can be an amazing tool to visualize data and comparing data points that helps in identifying trends and patterns.

LEARNING OBJECTIVES

What you will learn:

- Applying the tools.
- Basic functionality to visualize data.
- Slice and dice the datasets to mine for critical insights.

4 PRESENTING DATA EFFECTIVELY USING PIVOT TABLE AND CHARTS

Course Type:
E-Learning

ELRN Code:
6009

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

The course data driven decision making (D3M) is a process that involves analyzing patterns and facts based on business data. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business. We discuss use case of good decision-making process including an example of all this can go wrong is the basis itself is wrong. This course gives an overview of data driven decision making process in business.

LEARNING OBJECTIVES

What you will learn:

- Pivot format.
- Pivot filtering, sorting and grouping.
- Subtotaling data.
- Summarizing data by categories.
- Updating source data.
- Updating pivot tables.
- Adding new data to pivot table and charts.
- Creating pivot charts

E-Learning & Micro-Learning

5 BEGINNER'S GUIDE IN USING EXCEL

Course Type:
E-Learning

ELRN Code:
6095

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. Excel is a tool that allows you to enter quantitative data into a spreadsheet to apply mathematical computations. Excel helps to convert qualitative data into information. The information produced in the Excel can be used for professional and personal decision makings.

This program provides you an overview of excel applications with an orientation to access the commands and features of an Excel workbook.

LEARNING OBJECTIVES

What You Will Learn:

- Excel worksheet features.
- Sum functions.
- Data filter.
- Drop down list.
- Calculations.
- Conditional formats.
- Data sort.
- Data view/review.

6 A BEGINNER'S GUIDE TO EXCEL MACROS

Course Type:
E-Learning

ELRN Code:
6118

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. In Excel tasks can be automated with the help of macros. Macros are codes that helps excel to automate repetitive tasks and features that you want to accomplish quickly with just click of a button.

This program provides you an overview of macros applications to create multiple new sheets with a basic design and summarizing datasets that can be automated using excels in built features for macros.

LEARNING OBJECTIVES

What You Will Learn:

- Excel macros features.
- Auto new sheet creation with a basic design using macros.
- Summarizing data using macros from various worksheet datasets.

7 EFFECTIVE DATA PRESENTATION USING CHARTS

Course Type:
E-Learning

ELRN Code:
6292

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Charts are one of the most powerful features of Excel. Charts are like adding an extra dimension to a spreadsheet that provides the users to visualize the data. The charts helps us with an ability to see the plotted data that can be helpful to identify trends and patterns in data.

This program provides you an understanding with the creation of charts and usage of specific charts to understand the pattern and trends in dataset.

LEARNING OBJECTIVES

What You Will Learn:

- Basic chart creation.
- Multiple chart creation for same datasets.
- Pie charts.
- Run charts.
- Band charts.
- Pareto's chart.

8 BEGINNERS GUIDE ON POWER BI FOR VISUALIZATION

Course Type:
E-Learning

ELRN Code:
6329

Intermediate 



Open to all based on relevance

COURSE OUTLINE

Power BI is a tool that helps to visualize and build relationships with the multiple source of data. This course explains the basic functionalities of using Power BI to create visualization for the datasets.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Understand the basics of Power BI applications.
- Organize and clean the data in Power BI.
- Visualize the datasets.

9	BEGINNERS GUIDE ON STATISTICS FOR BANKERS	Course Type: E-Learning	ELRN Code: 6330
Intermediate		Open to all based in relevance	
<p>COURSE OUTLINE</p> <p>To understand application of statistics in the dataset to understand the pattern of the data.</p>		<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • The point estimates for datasets • The variance in datasets • To measure the middle range in the dataset. 	

10	PREDICTIVE ANALYTICS MEASUREMENTS IN EXCEL	Course Type: E-Learning	ELRN Code: 6331
Intermediate		Open to all based in relevance	
<p>COURSE OUTLINE</p> <p>To understand the metrics before making predictions for the datasets.</p>		<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Identify Dependent and Independent Variable. • Identify the relationship among variables. • Using multiple regression to make a prediction. 	

11	DATA CLEANING AND ORGANIZING USING EXCEL	Course Type: E-Learning	ELRN Code: 6332
Intermediate		Open to all based in relevance	
<p>COURSE OUTLINE</p> <p>To understand how datasets needs to be organized and cleaned before using the datasets to analyze and visualize.</p>		<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Identify errors and blank cells. • Removing duplicates from the datasets. • Formatting the cells. 	

12	ADVANCE CHART OPTIONS IN EXCEL	Course Type: E-Learning	ELRN Code: 6333
Intermediate		Open to all based in relevance	
<p>COURSE OUTLINE</p> <p>To create a specific chart for understanding the datasets patterns.</p>		<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Box plot chart. • Waterfall charts. 	

13	BASICS OF PYTHON	Course Type: E-Learning	ELRN Code: 6310
Intermediate		Open to all based in relevance	
<p>COURSE OUTLINE</p> <p>To familiarize the participants with basic coding in python.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • To understand the basics of python. • To understand the basic libraries in python- numpy and panda. 	

E-Learning & Micro-Learning

14 USING NUMPY IN PYTHON	Course Type: E-Learning ELRN Code: 6311
Intermediate   Open to all based in relevance	
COURSE OUTLINE To familiarize the participants with numpy (library) in python.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • To understand the basics of numpy library. • To understand how to do basic operations using numpy.
15 USING PANDAS IN PYTHON	Course Type: E-Learning ELRN Code: 6312
Intermediate   Open to all based in relevance	
COURSE OUTLINE To familiarize the participants with pandas (library) in python.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • To understand the basics of panda library. • To understand how to do basic operations using panda.
16 CREATING ADVANCE CHARTS USING PYTHON PART 1	Course Type: E-Learning ELRN Code: 6313
Intermediate   Open to all based in relevance	
COURSE OUTLINE To familiarize the participants with how to create advance charts using python.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • To understand the interpretation of advance charts- Box plot and Histogram. • To understand how to create advance charts using python- Box plot and Histogram.
17 CREATING ADVANCE CHARTS USING PYTHON PART II	Course Type: E-Learning ELRN Code: 6314
Intermediate   Open to all based in relevance	
COURSE OUTLINE To familiarize the participants with how to create advance charts using python.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • To understand the interpretation of advance charts- Scatter plot and Hexagon plot. • To understand how to create advance charts using python- Scatter plot and Hexagon plot.
18 REGRESSION ANALYSIS USING PYTHON	Course Type: E-Learning ELRN Code: 6314
Intermediate   Open to all based in relevance	
COURSE OUTLINE To familiarize the participants with how to do regression analysis using python.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • To understand the interpretation of regression analysis. • To understand how to do regression analysis using python.
19 INTRODUCTION TO CRYPTOCURRENCIES - FOCUSED LECTURE SERIES	Course Type: E-Learning ELRN Code: 6127
Intermediate   Open to all based in relevance	
COURSE OUTLINE Cryptocurrency is medium of exchange done over the internet using, after complete this course learner will Overview of initial coin offering, online lending, new payment, wealth management technologies.	LEARNING OBJECTIVES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • How cryptocurrencies function. • Citing few major cryptocurrency. • The objective of the course is to provide an overview of legal, regulatory and policy issues associated with cryptocurrencies.

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06

**CORPORATE
BANKING &
CREDIT**

CORPORATE BANKING & CREDIT

HOW TO APPROACH THIS CATEGORY

This category aims at creating the relevant and contemporary skillsets for professionals in the domain of credit, corporate and commercial banking. This category covers the entire spectrum of credit and corporate banking with its solutions focused on Credit analysis and Corporate Relationship Management.



Micro-Learning & E-Learning Courses

1. Balance sheet analysis.
2. Corporate banking non-credit products.
3. Credit risk measurement: Probability of default.
4. Credit analysis using DuPont analysis.
5. Understanding Income statement, balance sheet and financial ratios.
6. Corporate banking credit products.
7. Exposure at default & Loan given default.
8. Financial ratios.
9. Income statement analysis.
10. Early warning system for problem loans.

Learning Bundles

Corporate Banking & Credit Bundles

Credit Decisioning

1. Credit Appraisal Methods.
2. Financial Institutions Credit Analysis.
3. Credit Proposal Writing.

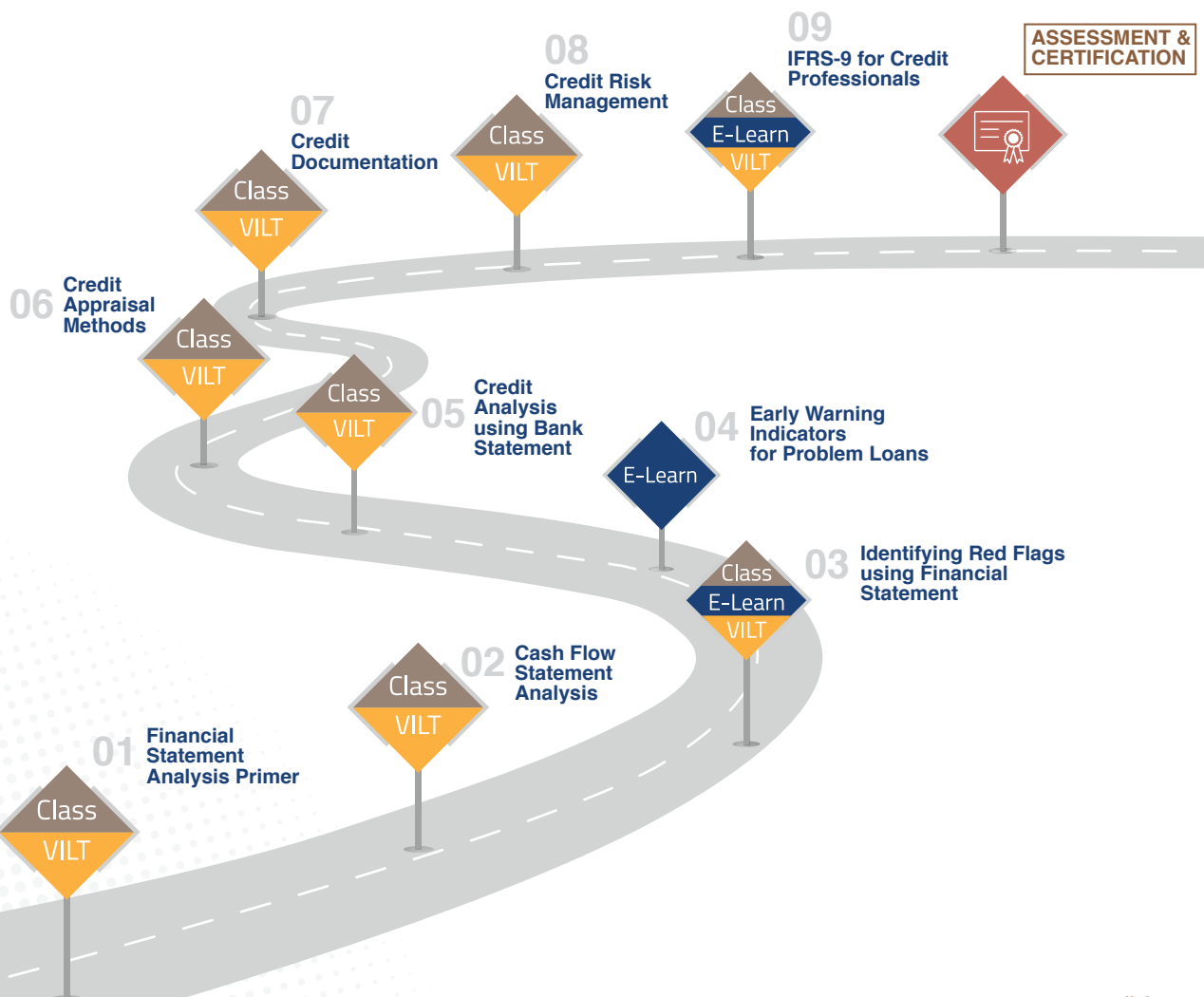
Problem Loan Management

1. Corporate Debt Restructuring.
2. IFRS - 9 for Credit Professionals.
3. Retail Problem Loan Management.

Corporate Banking Products

1. Cash Management and Transaction Banking.
2. Supply Chain Finance.
3. SME Financing.
4. Real Estate & Contracting Finance.
5. Project Financing Masterclass.

EIBFS INTERNATIONAL CERTIFICATION IN CREDIT (EICC)



CORPORATE BANKING & CREDIT

This Course is also available as E-learning | E-Learning Code: 6204

1 ACCOUNTING FOR NON-ACCOUNTANTS

Course Type
Class/VILT

Course No:
1222

Foundation

2 DAY



This is for those who are 2 DAY from a non-accounting background looking to learn financial analysis

PURPOSE

Accounting is the language of business. A basic understanding of accounting is a must for all aspiring managers. This course introduces participants to accounting principles, double entry book-keeping and the construction of financial entries from accounting transactions. The course can act as a foundation program for learners with non-accounting background aspiring for roles in financial analysis.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to accounting and financial statements.
- Double entry accounting.
- Accounting assumptions and principles.
- Introduction to IFRS balance sheet, profit and loss and cash flow statements.

Repeat	Location
1	AD
1	DXB
1	SHJ
-	VILT

2 FINANCIAL STATEMENT ANALYSIS PRIMER

Pathway Code:
7000

Course Type
Class/VILT

Course No:
1204

Foundation

2 DAY



Relationship officers, managers and credit analysts from SME, Commercial banking and corporate banking departments

PURPOSE

The course on financial statement analysis provides participants with a fundamental understanding of accounting principles, concepts, conventions, and key characteristics of accounting information. Participants will be able to learn about the various types of financial statements and their importance. They will learn the use of various analytical tools like ratio analysis and common-size statements. They will be able to identify the key line items on the financials and their inter-relationships.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Purpose and structure of financial statements.
- Important accounting principles, concepts, conventions.
- Reading and understanding the balance sheet and income statement.
- Trend analysis / common size statements.
- Ratio analysis.

Repeat	Location
1	AD
1	DXB
1	SHJ
3	VILT

3 CASH FLOW STATEMENT ANALYSIS

Pathway Code:
7001

Course Type
Class/VILT

Course No:
1224

Foundation

1 DAY



Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners will analyze cash flow statements to help them make informed decisions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how a cash flow statement is prepared.
- Analyze cash flow from operations, investing and financing activity.
- Link cash flow analysis to other financial statements.
- Analyze business performance using cash flow statement.

Prerequisite: Financial Statement Analysis Primer

Repeat	Location
1	AD
1	DXB
-	SHJ
3	VILT

This Course is also available as E-learning | E-Learning Code: 6205

4 IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

Pathway Code:
7002

Course Type
Class/VILT

Course No:
1225

Specialization

1 DAY



Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how financial statements could be used to analyze red flags.
- Discuss possible areas of creative accounting and financial frauds.
- Identify red flags on company's financial position to make a suitable credit or investment decision.

Prerequisite: Financial Statement Analysis Primer & Cash Flow Analysis.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

CORPORATE BANKING & CREDIT

5 CREDIT PROPOSAL WRITING

Course Type
Class/VILT
Course No:
1219

Intermediate

1 DAY

Analysts, RMs and other executives in corporate banking, credit, SME

PURPOSE

This course has been introduced to help credit officers develop their skills in writing loan proposals. Many credit officers, who are well-versed in analyzing a loan proposal, often fail to present an acceptable case proposal to the Credit committee. The committee must often seek clarifications and this leads to unwanted delays. This course will help credit officers to structure a loan proposal adequately and present the same to the credit committee in an acceptable format leading to quicker resolution.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Outline of the proposal
- Industry factors
- Management quality
- Summary risk assessment.
- Key facility risks and how these risks will be mitigated by the suggested loan structure.
- Executive summary of the proposal.
- Company analysis
- Security analysis
- Financing outline
- Financial analysis

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

6 CURRENT ECONOMIC TRENDS

Course Type
Class/VILT
Course No:
1220

Intermediate

1 DAY

Analysts, RMs, functional departments heads and other based on relevance

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Key economic measures for analysis.
- Fiscal policy and impact.
- Current uae economic environment.
- Business cycle analysis.
- Monetary policy and impact.
- Global macros and the impact.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

7 RETAIL CREDIT

Course Type
Class/VILT
Course No:
1217

Intermediate

1 DAY

Professionals from consumer loans, consumer credit and other related departments

PURPOSE

The objective of this program is to understand and analyze the consumer lending market in UAE. The program focus will be on the consumer lending products, risk appraisal and analysis of the credit cycles.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about consumer lending.
- Retail credit cycle.
- Retail credit regulations.
- Credit risk appraisal for consumer credit retail credit scoring.
- Economic cycles and relation with credit cycles.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

8 CREDIT APPRAISAL METHODS

Pathway Code:
7004
Course Type
Class/VILT
Course No:
1202

Intermediate

2 DAY

Relationship officers, analysts and credit officers of commercial & corporate banking & SME departments

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Basic principles of bank credit.
- Forecasting financials and sensitivity analysis.
- Credit scoring.
- Evaluation of working capital and term loans.
- Credit risk analysis through ratios and cash flow analysis.
- Importance of site inspections.
- Pricing raroc.
- Credit rating.

Prerequisites: Financial Analysis module programs

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

9	CREDIT ANALYSIS USING BANK STATEMENT	Pathway Code: 7003	Course Type Class/VILT	Course No: 1232	1 DAY		Relationship officers, analysts and credit officers of commercial & corporate banking & SME departments						
					Intermediate	PURPOSE Many SME businesses do not maintain proper financial statements but desperately require loans. Therefore, banks need to perform credit appraisal using bank statements and other information. This program fills that need.	LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • How to read a bank statement. • Introduction to financial statements. • Computation of revenue/ liabilities/ net profits/ cash flow analysis. • Signs of health/red flags/identify all significant and recurring transactions. • Credit decision & credit monitoring. 	<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>AD</td> </tr> <tr> <td>2</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	2
Repeat	Location												
-	AD												
2	DXB												
-	SHJ												
2	VILT												

10	IDENTIFYING BUSINESS OPPORTUNITIES FROM FINANCIAL STATEMENT	Pathway Code: 7020	Course Type Class/VILT	Course No: 1231	1 DAY		Relationship managers and Assistant Relationship Managers in Corporate banking, SME banking						
					Intermediate	PURPOSE Relationship Managers will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a corporate setting.	LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • The concept of relationship banking. • Identifying the right borrower. • Portfolio management. • New customer acquisition / retention of existing customers. • Cross selling, upselling. 	<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1
Repeat	Location												
-	AD												
1	DXB												
-	SHJ												
2	VILT												

11	FRAUD & AML RED FLAGS FOR RELATIONSHIP MANAGERS	Pathway Code: 7026	Course Type Class/VILT	Course No: 1234	1 DAY		Relationship Officers & Managers						
					Specialization	PURPOSE Relationship Managers are the first line of defense and play a very important role in satisfying the obligations of banks under AML Laws. Behavioral red flags can only be identified by first line of defense.	LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • What is fraud and what is ml. • Fraud triangle-motivations for fraud. • Methods of AML. • Identify fraud and ml red flags-transactional & behavioral. • Obligations to report suspicious transactions from red flags. 	<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>1</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1
Repeat	Location												
1	AD												
1	DXB												
-	SHJ												
1	VILT												

12	TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS	Pathway Code: 7022	Course Type Class/VILT	Course No: 1425	1 DAY		Relationship managers in corporate banking, treasury sales, credit analysts and other who want an idea of hedging solutions for corporates and others						
					Specialization	PURPOSE The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.	LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • To hedge or not to hedge. • Identifying hedging opportunities for a corporate client. • How hedging can manage risks and support corporate performance. • Overview of tools for hedging: forwards, futures, options and swaps. 	<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>1</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1
Repeat	Location												
1	AD												
1	DXB												
-	SHJ												
1	VILT												

CORPORATE BANKING & CREDIT

13 RETAIL PROBLEM LOAN MANAGEMENT

Course Type
Class/VILT

Course No:
1205

Intermediate

1 DAY



Relationship Managers, Analysts, collection and Specialization remedial teams on Corporate & SME side (Non-retail)

PURPOSE

This course will enable participants to identify the early warning signals of problem loans. They will be able to develop a concrete set of procedures once a problem loan has been identified.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Causes of problem loans and costs.
- Identification of problem loans and measuring delinquency - Regulatory guidelines.
- Controlling problem loans.
- Strategy for loan recovery.
- Analysis of the remedial actions.
- UAE bankruptcy code.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

14 REAL ESTATE & CONTRACTING FINANCE

Course Type
Class/VILT

Course No:
1207

Specialization

2 DAY



Executives in corporate banking who finance real estate, senior executives who wish to advance their knowledge of real estate finance

PURPOSE

This course focuses on the tools used by real estate financiers to analyze the financial feasibility of real estate developments. Participants will be able to analyze the risk and returns of investing in property.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Uae real estate market dynamics.
- Feasibility due diligence.
- Real estate regulations.
- Real estate financing – developer financing & contractor Financing.

Prerequisite: Financial Analysis module programs

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

This Course is also available as E-learning E-Learning Code: 6203

15 SYNDICATED LOANS

Course Type
Class/VILT

Course No:
1209

Specialization

1 DAY



Corporate bankers and other in related areas

PURPOSE

This course aims at providing participants with knowledge of organizing and participating in syndicated loans. Participants will understand the roles of various participants in structuring a transaction and how to price a syndicated loan.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Characteristics of loan syndication.
- Identifying strategies for syndicate participants and their roles.
- Risk sharing.
- Analyzing principal elements of the pricing structure.
- Advantages and disadvantages to borrowers and banks.
- Types of syndicated facilities.
- The syndication sales cycle and principal milestones.
- Loan agreements/documentation in syndication.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

16 CORPORATE DEBT RESTRUCTURING

Course Type
Class/VILT

Course No:
1218

Specialization

1 DAY



Advanced Level: Professionals in credit, corporate banking, restructuring and SME departments

PURPOSE

This course will enable participants to restructure a distressed loan. They will understand the root causes of business failures and how operational, organizational and strategic changes must be made to revive the unit.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Causes of loan distress-business weakness-financial weakness.
- Planning restructuring-operational, organizational, financial and Strategic restructuring.
- Lender responsibilities
- Protecting security.
- Monitoring the revival.
- Priority of claims.
- Implementing the restructuring plan.
- Checklists, documentations
- Financial projections.
- Bankruptcy laws in UAE.

Prerequisite: Financial Analysis module programs

Repeat	Location
-	AD
-	DXB
-	SHJ
3	VILT

This Course is also available as E-learning | E-Learning Code: 6074

17 IFRS-9 FOR CREDIT PROFESSIONALS

Pathway Code:
7607 / 7007

Course Type
Class/VILT

Course No:
1227

Specialization

1 DAY



Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The objective of the course is to familiarize participants with the important provisions of IFRS9 and determination of expected loss.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The need for a new standard.
- IFRS-9 impact on the banks.
- Significant provisions in IFRS-9.
- Impairment as per IFRS-9.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning | E-Learning Code: 6062

18 RISK ADJUSTED RETURN ON CAPITAL (RAROC)

Pathway Code:
7028

Course Type
Class/VILT

Course No:
1228

Specialization

1 DAY



Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- RAROC.
- Basel capital guidelines and risk linkages.
- Hurdle rate.
- RAROC computation.
- RAROC as a performance measure.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

19 CREDIT DOCUMENTATION

Pathway Code:
7005

Course Type
Class/VILT

Course No:
1229

Specialization

1 DAY



Credit personnel, Internal Auditors, Relationship Managers from SME, Business banking and Corporate Banking.

PURPOSE

This course enables participants to gain an understanding of the legal principles that underpin credit documentation in Banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- UAE banking related laws.
- Key clauses in the loan agreement and risk mitigation.
- The loan agreement.
- Guarantees.
- The contract law.
- Guidelines for documentation.
- Insolvency law.
- Security agreements.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

20 IFRS-15 REVENUE FROM CONTRACTS

Course Type
Class/VILT

Course No:
1233

Specialization

1 DAY



Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The revenue recognition rules changed dramatically with introduction of the new standard IFRS - 15. Hence credit analysts need to be aware of how these new rules are applied.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Current accounting rules for recognizing revenues.
- Scope of the new revenue recognition standard IFRS - 15.
- Identify the five steps for revenue recognition.
- Enhanced disclosures.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

CORPORATE BANKING & CREDIT

21 CASH MANAGEMENT AND TRANSACTION BANKING Pathway Code: 7023 **Course Type** Class/VILT **Course No:** 1221

Specialization **1 DAY** **Professionals working in corporate banking, any banker who wants to understand cash management business**

PURPOSE

The course will provide a basic understanding of the need for cash management and solutions offered by the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Cash management & transaction banking.
- Link between cash management and working capital/current ratio.
- Payments management.
- Collections management.
- Solutions provided by banks.

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VILT

22 PROJECT FINANCING MASTERCLASS **Course Type** Class/VILT **Course No:** 1206

Masterclass **2 DAY** **Officials in the area of corporate banking, project financing, Credit, Risk etc.**

PURPOSE

The course will provide participants with an overview of the core principles of project finance. Participants will gain a greater insight into project risks and grasp the crucial factors and techniques used in structuring project financings. Participants will be able to understand the essential credit issues in appraising project finance proposals.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Differences between corporate finance and project finance.
- Special purpose vehicle project structure.
- Structuring the project finance.
- Cash flow modelling.
- Project risks-stages of project.
- PPP in project financing.
- Documentation.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

23 IFRS MASTERCLASS **Course Type** Class/VILT **Course No:** 1223

Masterclass **2 DAY** **Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant**

PURPOSE

The objective of this program is to introduce the key standards under IFRS and International Accounting Standards to the Banking professionals. The course will focus on the IFRS guidelines regarding presentation of financial statements, specialized areas like construction contracts, consolidated financials etc which is critical for a Banker.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of ifrs and the international accounting standards.
- IAS - 2 treatment of inventory.
- Overview on IFRS -10 consolidated financial statements.
- Other relevant standards.
- IAS -1 presentation of financial statements – structure, classification of balance sheet, comprehensive income.
- IAS -7 : statement of cash flows.
- Overview on IFRS - 9 recognition and measurement.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

24 SUPPLY CHAIN FINANCE Pathway Code: 7027 **Course Type** Class/VILT **Course No:** 1239

Specialization **2 DAY** **Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant**

PURPOSE

SCF is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify elements of SCF.
- Differentiate SCF products and using them.
- Mitigate risks related to SCF.
- Articulate blockchain and distributed ledger into SCF.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

25 FINANCIAL INSTITUTION CREDIT ANALYSIS

Course Type
Class/VILT

Course No:
1235

Specialization

1 DAY

Analysts, RMs and other executives in corporate banking, credit and officials in the area of credit and risk.

PURPOSE

The objective of this course is to equip participants with an understanding of how financial institutions can be analyzed, how they are different from other companies and factors that affects their financials and key performance indicators for the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial institutions are different from other companies.
- Analyze a bank's balance sheet and income statement.
- Identifying key ratios and performance indicators for banks.
- Camels approach.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

26 INTERPRETING EXTERNAL CREDIT RATING FOR CORPORATES

Course Type
Class/VILT

Course No:
1237

Specialization

1 DAY

Participants from Corporate Banking, Risk Department, and Investment Banking

PURPOSE

Ratings are an important factor to assess the ability of corporates to make their payments towards principal and interests. Ratings gives confidence to investors and lenders about the borrower's capability of meeting obligations and explains the important areas of corporate credit worthiness and assigning of appropriate ratings. This course will enable participants to understand how rating agencies assign rating and looks at corporate creditworthiness.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of external rating agencies.
- Categories of rating.
- Rating process.
- Methodologies.
- Interpretation of the ratings.

27 INSURANCE PRODUCTS FOR RISK MITIGATION

Course Type
Class/VILT

Course No:
1238

Specialization

1 DAY

Participants from Credit, Corporate Banking and Relationship Managers

PURPOSE

Banks needs various tools to reduce or mitigate the risks they face from credit risk to operational risk. Various insurance products can help banks in this regard. This course looks at helping bankers know various insurance products which can help them in managing the risks in their business.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Insurance as a tool for risk mitigation.
- Various products for risk mitigation – operational risk.
- Products for risk mitigation – credit risks.
 - » Contractors all risk.
 - » Receivables insurance
 - » Property insurance.
 - » Other general insurance.
- Other relevant solutions for banks.

Repeat	Location
-	AD
-	DXB
-	SHJ
2	VILT

28 SME CREDIT

Course Type
Class/VILT

Course No:
1440

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

The objective of this program is to understand and analyze the SME finance market in UAE. The program analyzes the characteristics of SME market in UAE and an overview on the credit appraisal techniques for SMEs.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about SME Finance.
- SME market characteristics in UAE.
- Challenges faced by Banks in SME Lending.
- Promoter risk & Industry Risk Analysis.
- Financial Risk Analysis for SMEs - Credit scoring.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

E-Learning & Micro-Learning

1 BALANCE SHEET ANALYSIS

Course Type
E-Learning

ELRN Code:
6350

Intermediate



Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on balance sheet. The program will help the learners to analyze balance sheet statement to help them make their decisions.

COURSE DESCRIPTION

What you will learn:

- Understand how a balance sheet is prepared.
- Analyze types of assets, liabilities, and net worth.
- Link balance sheet to other financial statements.
- Analyze business performances using balance sheet.

2 CORPORATE BANKING CREDIT PRODUCTS

Course Type
E-Learning

ELRN Code:
6351

Intermediate



Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for credit products and solutions offered by the banks.

COURSE DESCRIPTION

What you will learn:

- Introduction to credit products.
- Understanding short term finance.
- Understanding accounts receivable finance.
- Understanding term finance.

3 CORPORATE BANKING NON-CREDIT PRODUCTS

Course Type
E-Learning

ELRN Code:
6352

Intermediate



Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for non-credit products and solutions offered by the banks.

COURSE DESCRIPTION

What you will learn:

- Introduction to non-credit products.
- Understanding cash management.
- Understanding risk management.
- Understanding advisory & other services.

4 EXPOSURE AT DEFAULT & LOAN GIVEN DEFAULT

Course Type
E-Learning

ELRN Code:
6353

Intermediate



Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurements are EAD & LGD. The course provides a basic understanding of risk measurement in credit and how to estimate EAD and LGD.

COURSE DESCRIPTION

What you will learn:

- Understand exposure at default.
- Estimating exposure at default.
- Understand loan given default.
- Estimating loan given default.

5 CREDIT RISK MEASUREMENT PROBABILITY OF DEFAULT

Course Type
E-Learning

ELRN Code:
6354

Intermediate



Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurement is Probability of Default. The program provides a basic understanding and estimation of probability of default.

COURSE DESCRIPTION

What you will learn:

- Understand probability of default.
- Estimating of probability of default.

6 FINANCIAL RATIOS

Course Type
E-Learning

ELRN Code:
6355

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis using ratios provides a fundamental understanding of accounting principles and key metrics to gain information. This is a specialized program in the financial analysis domain which focuses solely on financial ratios. The program will help the learners to equip themselves with an understanding on how ratios helps to analyze a company's profitability, operational efficiency, liquidity, and solvency.

COURSE DESCRIPTION

What you will learn:

- Understand how financial ratios are prepared.
- Understand the key liquidity, profitability, efficiency & solvency ratios.
- Analyze business performances using some key ratios.

7 INCOME STATEMENT ANALYSIS

Course Type
E-Learning

ELRN Code:
6356

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on income statement. The program helps the learners to analyze income statements and how it is helpful in making a better decision.

COURSE DESCRIPTION

What you will learn:

- Understand how an income statement is prepared.
- Analyze operating profits and net profits and expenses.
- Link income statement to other financial statements.
- Analyze business performances using income statement.

8 CREDIT ANALYSIS USING DUPONT ANALYSIS

Course Type
E-Learning

ELRN Code:
6357

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Return on Equity (ROE) is an important metric that analysts the world over follow with great interest. It is also important to know why the ROE is high or low. In a method popularized by the Du Pont Corporation in the 1920s, ROE is broken down into components to analyze why the ROE is falling or rising. In fact, it allows credit analysts to go deep into a company's business and financial operations to pinpoint the possible deficiencies. It's a valuable tool that analysts should master.

COURSE DESCRIPTION

What you will learn:

- What is credit analysis.
- What drives roe.
- Financial analysis using du pont method.
- What is the DuPont method.
- Limitations of DuPont.

9 EARLY WARNING SYSTEM FOR PROBLEM LOANS

Course Type
E-Learning

ELRN Code:
6358

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.

COURSE DESCRIPTION

What you will learn:

- Why an EWS.
- Identify early warning indicators.
- Undertake corrective actions.

10 UNDERSTANDING INCOME STATEMENT, BALANCE SHEET AND FINANCIAL RATIOS

Course Type
E-Learning

ELRN Code:
6359

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Understanding financial statement is extremely critical for analysts, relationship managers or even others. The course covers succinctly the income statement, balance sheet and financial ratios to be effectively used in analysis.

COURSE DESCRIPTION

What you will learn:

- Income statement: structure and analysis.
- Balance sheet: classification.
- Financial ratios: performance, profitability, leverage, turnover ratios etc.

11 CASH FLOW STATEMENT ANALYSIS

Course Type
E-Learning

ELRN Code:
1224

Foundation 



Open to all based on relevance

COURSE OVERVIEW

To understand how to analyze cash flow statement to make better decisions

COURSE DESCRIPTION

What you will learn:

- Analyze cash flow from operations, investing & financing.
- Analyze business performance using cash flow statement.
- Link of cash flow statement with other financial statement.



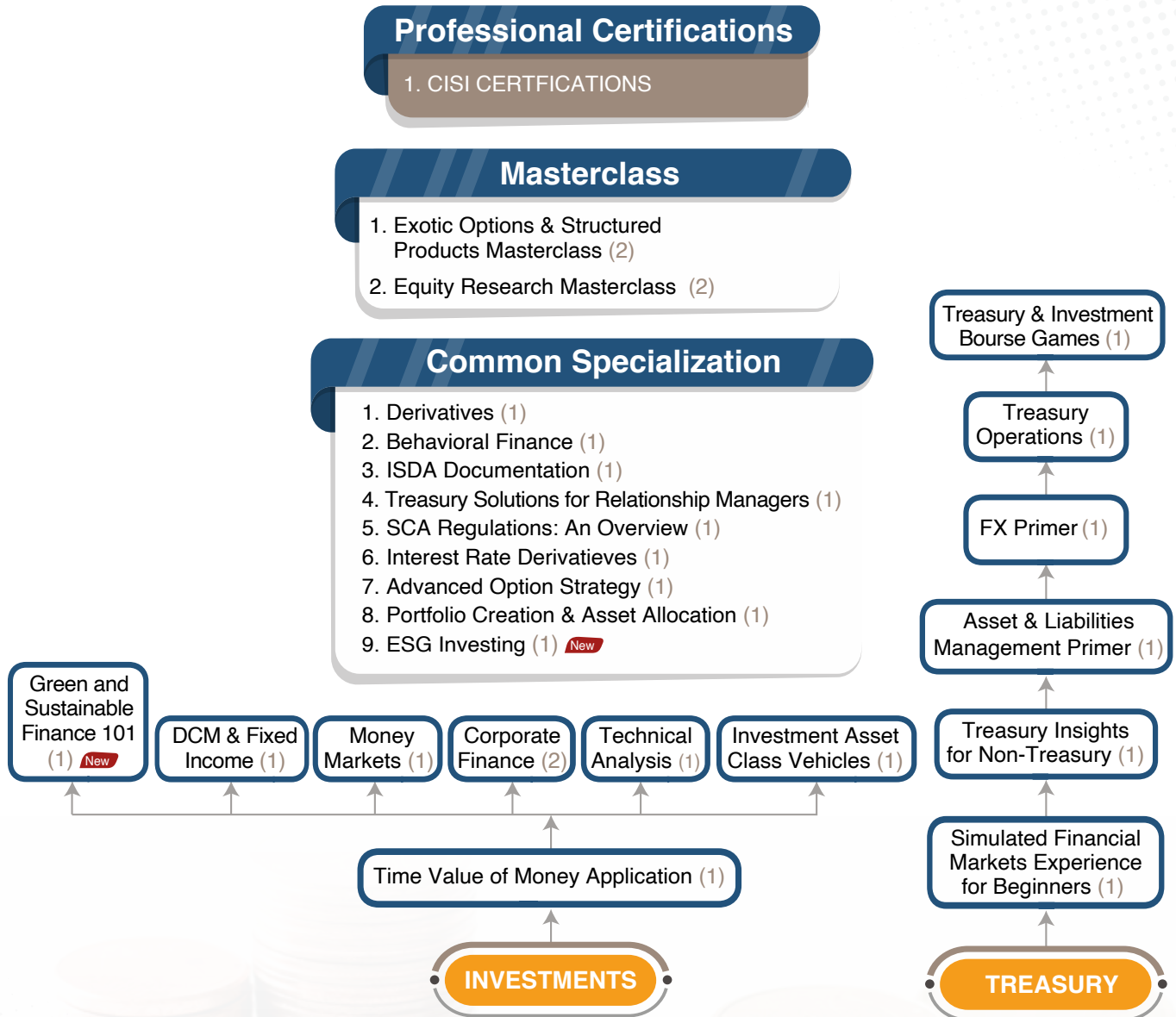
07

TREASURY & INVESTMENTS

TREASURY & INVESTMENTS

HOW TO APPROACH THIS CATEGORY

The category focuses on the key domain areas of Treasury and Investment. The learners are presented with clear learning pathway on how they should move from the foundation levels to the more specialized levels.



Micro-Learning & E-Learning Courses

<ol style="list-style-type: none"> 1. Futures pricing, margining and settlement process. 2. Credit derivatives. 3. Introduction to forward contracts. 4. Introduction to futures contracts. 5. Introduction to options contracts. 6. Introduction to swap contracts. 7. Option pricing. 8. Types of bonds. 	<ol style="list-style-type: none"> 9. Bond yields. 10. Bond yield curves & analysis. 11. Bond duration & convexity. 12. Industry regulation. 13. How to protect portfolio from a market crash. 14. Technical analysis series: Technical analysis & Dow Theory. 15. Technical analysis series: Type of charts & candle sticks. 16. Technical analysis series: Tools.
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Learning Bundles

Financial well-being

1. Current Economic Trends.
2. Investment Asset Classes and Vehicles.
3. Behavioral Finance.
4. How to Protect Portfolio from Market Crash.

Bond Essentials

1. Types of Bonds.
2. Bond Yields.
3. Bond Yield Curves & Analysis.
4. Bond Duration & Convexity.
5. DCM & Fixed Income.

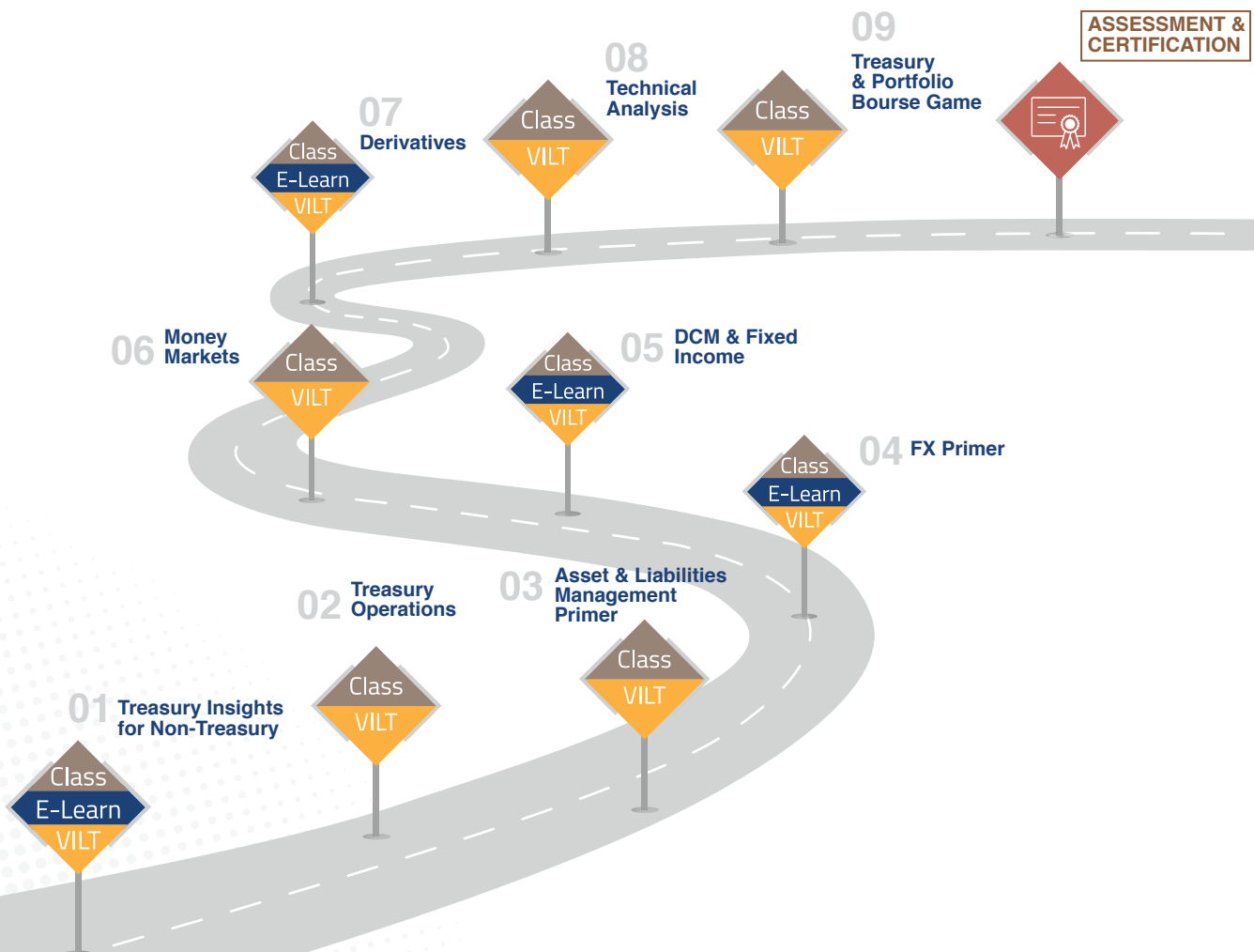
Derivatives as hedging tool

1. Introduction to Forward Contracts.
2. Introduction to Futures Contracts.
3. Introduction to Options Contracts.
4. Interest Rate Derivatives.

Technical analysis

1. Technical analysis series: Technical analysis & Dow Theory.
2. Technical analysis series: Type of charts & candle sticks.
3. Technical analysis series: Tools.
4. Technical Analysis.

EIBFS INTERNATIONAL CERTIFICATION IN TREASURY (EICT)



TREASURY & INVESTMENTS

This Course is also available as E-learning E-Learning Code: 6208

1 TIME VALUE OF MONEY APPLICATIONS

Course Type
Class/VILT Course No:
1419

Foundation

1 DAY



Open to everyone based on relevance

PURPOSE

This course provides a hands-on introduction to basic financial calculations using the time value of money applications. Time value of money has applications in all areas of finance and banking. Participants will learn about time value of money and discounted cash-flow principles.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Time value of money.
- Principles of time value of money.
- Applications of time value of money.

Repeat	Location
-	AD
-	DXB
-	SHJ
2	VILT

This Course is also available as E-learning E-Learning Code: 6209

2 DEBT CAPITAL MARKETS (DCM) & FIXED INCOME

Pathway Code: 7064 Course Type
Class/VILT Course No:
1422

Intermediate

1 DAY



Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE

This course is designed to provide a solid grounding on how the Bond market works and helps to unravel the jargon of the business. The course covers the rationale for debt financing, the types of borrowers and the types of instruments available. It also focuses on bond pricing and yield curves.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

E-Learn

- Structure and workings of the international primary markets for debt.
- Types of bonds.
- Yield curve.

Class/Live

- Bond mathematics.
- Bond pricing – yield and YTM.
- Bond sensitivity analysis – duration and convexity.

Prerequisites: Time value of money applications.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

3 CORPORATE FINANCE

Course Type
Class/VILT Course No:
1428

Foundation

2 DAY



Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE

The program will enable members to evaluate the optimal capital structure for an organization and perform organization valuation. The program will cover the main concepts for cost calculation – WACC / COE - and returns concepts – IRR / NPV etc. The attendees will also understand the process for IPO and structuring the M&A transaction.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The players are in the capital markets.
- Funding at various stages in the lifecycle.
- Optimal capital structure.
- Cost of capital & returns concepts.
- Valuation approaches – DCF / DDM, relative valuation etc.
- IPO process.
- Structuring M&A.

Prerequisites: Time Value of money, Investment & portfolio management.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

4 TECHNICAL ANALYSIS

Pathway Code: 7074 / 7067 Course Type
Simulation Course No:
1416

Intermediate

1 DAY



Fund managers, Investors, Traders brokerage, executives, working in Trading, and investing, in Stocks, Forex, Commodities, Private Banking etc.

PURPOSE

Technical analysis is a very popular method of forecasting markets across the globe. Technical analysis can be applied to any type of markets like Equity, Forex, Commodity, Bonds etc. This simulated program will give hands on trading experience to learners by using technical analysis.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Technical analysis.
- Technical vs fundamental analysis.
- Trend lines and its applications.
- Moving averages, crossovers, and momentum indicators.
- Patterns - triangles, shoulder- head- shoulders, double & triple tops, bottoms, channels etc.
- Simulated real life analysis of equity (including DFM & ADX), currency and commodity markets using technical analysis.

Prerequisite: Investment & Portfolio Management

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

TREASURY & INVESTMENTS

5 MONEY MARKETS

Pathway Code:
7065

Course Type
Class/VILT

Course No:
1431

Intermediate

1 DAY

Bankers with exposure to trading desk or part of the ALM team.

PURPOSE

Since the crisis has occurred the suspension of "normal" market conditions has completely altered assumptions about money markets, liquidity and debt issuance. Banks are now responding by making significant changes to their business. This course covers those changes and how they affect your Treasury.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Money market desk.
- Role of a dealer and regulatory changes/effects.
- Money market instruments.
- Liquidity – measuring & reporting it.
- Interest rate exposure (don't forget it).

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning **E-Learning Code: 6236**

6 DERIVATIVES

Pathway Code:
7066

Course Type
Class/VILT

Course No:
1407

Intermediate

1 DAY

Senior and middle management executives in Treasury, corporate banking, financial control and management personnel, fund managers, internal auditors, private bankers and investment advisors

PURPOSE

Participants will learn the structure of all types of derivatives including forwards, futures, swaps, traded options, OTC options. The participants will learn to employ derivatives for hedging and other uses.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Derivatives.
- Forwards and futures – payoff, margining, pricing of futures.
- Options strategies – buying and selling strategies.
- Interest rate and currency swaps.

Prerequisite: Investment & Portfolio Management.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

7 BEHAVIORAL FINANCE

Pathway Code:
7075

Course Type
Class/VILT

Course No:
1423

Specialization

1 DAY

Equity investors, portfolio managers, Private and wealth management, officials in treasury and others based on relevance

PURPOSE

This course is intended for anyone who is working in the field of finance/- banking and is interested in how our innate biases affect our financial decision-making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Behavioral finance
- Expected utility vs. Prospect theory.
- Risk aversion vs. Loss aversion.
- Behavioral biases: confirmation bias, cognitive dissonance bias, hindsight bias etc.
- Cognitive & emotional shortcuts and errors.

Prerequisite: Investment & Portfolio Management, Technical Analysis.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

8 TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS

Pathway Code:
7022

Course Type
Class/VILT

Course No:
1425

Specialization

1 DAY

Relationship managers in Corporate banking, treasury sales, creditanalysts and other who want an idea of hedging solutions for corporates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.or.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To hedge or not to hedge.
- Identifying hedging opportunities for a corporate client.
- How hedging can manage risks and support corporate performance.
- Overview of tools for hedging: forwards, futures, options and swaps.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

9 SCA REGULATIONS: AN OVERVIEW

Course Type
Class/VILT

Course No:
1951

Specialization

1 DAY



Officials in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of SCA
- Securities & commodities markets legislation
- Governance of corporate entities
- Regulation of market activities
- Market conduct regulation
- Client protection

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

10 EXOTIC OPTIONS & STRUCTURED PRODUCTS MASTERCLASS

Course Type
Class/VILT

Course No:
1414

Masterclass

2 DAY



Portfolio risk managers, corporate financiers, treasurers, credit risk managers and investment sales, private bankers etc

PURPOSE

Provide participants with a clear understanding of the role of structured product vehicles and to demonstrate a practical understanding of the core concepts behind structured products and the range of assets including sharia' compliant products linked to structured products.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Building blocks structured products.
- What are structured products?
- Issuers' and investors' appetite for structured products.
 - » Identify why issuers create structured products.
 - » Evaluate investor interest in structured products.
 - » Wedding cake.
 - » FX touch deposits, FX range/ double no touch deposit.
- Structured products.
 - » Capital protected.
 - » High-yielding.
 - » Participation.
 - » Leverage.
- Other miscellaneous structured products.

Prerequisite: Derivatives.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

11 EQUITY RESEARCH MASTERCLASS

Pathway Code:
7073

Course Type
Class/VILT

Course No:
1411

Masterclass

2 DAY



Relationship Officers & Managers

PURPOSE

The aim of the course is to familiarize the participants with the concepts of equity market analysis and to highlight tools and valuation techniques used in the analysis to enable them to profitably invest in the equity markets

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Equity as an asset class.
- Fundamental analysis of equity.
 - » Investing methods: value investing, growth investing and cyclical investing.
- Valuation approaches:
 - » Valuation ratios – relative valuation models, discounted cash flow models.
- Technical analysis
 - » Charting tools, patterns
- Real life stock analysis in various markets.

E-Learning: The participants will work on an e learning module post the completion of the program for continuous learning.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

12 SIMULATED FINANCIAL MARKET EXPERIENCE FOR BEGINNERS

Course Type
Class/VILT

Course No:
1430

Foundation

1 DAY



Bankers who are new to the trading desk or planning a transition there.

PURPOSE

Whether you know it or not, you are already participating in the global financial markets. Doesn't it make sense to take a more active role? Discover how you can benefit by simply understanding what these markets are about and what moves them?

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to financial markets.
- Trading vs. Investment.
- Types of charts and how to read them.
- Identifying support and resistance zones.
- Making trendlines and using fibonacci ratios.
- How to use technical indicators - MACD, RSI, bollinger bands etc.
- Applying our learnings on live charts.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

TREASURY & INVESTMENTS

This Course is also available as E-learning E-Learning Code: 6207

13 TREASURY INSIGHTS FOR NON-TREASURY STAFF

Pathway Code:
7060

Course Type
Class/VILT

Course No:
1412

Foundation

1 DAY



Bankers who are new to the trading desk or planning a transition there.

PURPOSE

This course provides participants a working knowledge of how the treasury function of a bank works. This course will help people in other functional areas to understand and appreciate technological.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Treasury management overview.
- Treasury organization and structure.
- Treasury functions:
 - » Global markets trading.
 - » Money markets.
 - » Investments.
 - » Asset & liability management.
 - » Basel guidelines.
- Treasury control framework.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

14 ASSET & LIABILITIES MANAGEMENT PRIMER

Pathway Code:
7062

Course Type
Class/VILT

Course No:
1433

Foundation

1 DAY



Bankers with less than 1-year experienced in ALCO or who are working in a risk management team of the bank and planning a transition to a specific role in ALCO team.

PURPOSE

Learn how to identify, measure and manage the interest rate risk, credit risk and liquidity risk on the balance sheets of firms, with particular emphasis on the balance sheets of financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What types of risks a bank faces?
- Interest rate risk on the balance sheet.
- Liquidity risk on the balance sheet.
- Credit risk on the balance sheet.
- Banking book vs trading book: hidden risks.
- How alm helps in containing above risks.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning E-Learning Code: 6206

15 FOREIGN EXCHANGE (FX) PRIMER

Pathway Code:
7063

Course Type
Class/VILT

Course No:
1405

Foundation

1 DAY



For official looking for knowledge on basic FX concepts, Suitable for working in the areas of treasury, investments, corporate bankers, SME etc. and other based on relevance

PURPOSE

The course aims to offer the participants a working knowledge of the FX markets. The learners will understand the dynamics of the currency markets, currency quoting methodologies and trading.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fundamentals of foreign currency exchange rates.
- Currency systems – currency peg, free float, common currency.
- FX quoting FX quoting.
- Cross currency rates calculation.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

16 TREASURY OPERATIONS

Pathway Code:
7061

Course Type
Class/VILT

Course No:
1418

Intermediate

1 DAY



Treasury back office and mid-office professionals, auditors and others based on relevance

PURPOSE

This course helps treasury dealers, mid-office personnel and back office officials a complete picture of treasury operations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Treasury functions.
- Treasury markets.
- Trading limits.
- Front office operations.
- Mid-office operations.
- Back office operations.
- Settlements and reconciliation with nostro accounts.
- Treasury internal controls.
- Ethics/ aci best practices/ regulation.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

17	TREASURY & PORTFOLIO MANAGEMENT BOURSE GAME	Pathway Code: 7076 / 7068	Course Type Class/VILT	Course No: 1427										
1 DAY Dealers, Treasury Sales, Internet Audit, Mid office Personnel, Risk personnel														
<p>Intermediate</p> <p>PURPOSE</p> <p>The Bourse Game is a training module on money markets, equities, commodities and foreign exchange that utilizes practical learning techniques and aims at creating a stimulating learning environment through real financial market mimicry. It involves trade simulations on FX, equity and money market where the participants compete against themselves.</p>	<p>LEARNING OBJECTIVES</p> <p>After the completion of this course ,the learner should be able to understand:</p> <ul style="list-style-type: none"> • Understand how the global foreign exchange market works. • Learn how to trade in different asset classes. • Develop a good knowledge of risk management. • Become skilled at trading derivatives such as futures and options. • Be able to advice your clients on trading & investments. <p>Prerequisites: FX Primer.</p>		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th style="font-size: 8px;">Repeat</th> <th style="font-size: 8px;">Location</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">AD</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">DXB</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">SHJ</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">VILT</td> </tr> </tbody> </table>		Repeat	Location	-	AD	1	DXB	-	SHJ	1	VILT
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1	DXB													
-	SHJ													
1	VILT													

18	INTEREST RATE DERIVATIVES	Course Type Class/VILT	Course No: 1436										
1 DAY Investment, Wealth, Treasury Departments													
<p>Specialization</p> <p>PURPOSE</p> <p>Interest Rate Derivatives are an essential part of the financial marketplace. This program will equip the learners to use, price, manage and evaluate interest rate derivatives. The course starts with the building blocks of money markets and futures, through yield curve building to interest-rate swaps, options and structured products. The approach is hands-on and learning is enhanced through many practical exercises covering hedging, valuation and risk management.</p>	<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Explore the relationship between futures, forwards and fras. • Understand the four equivalent expressions of a yield curve: par curve, zero curve, discount curve and projection curve. • Construct hedges using futures & swaps. • Price and revalue swaps. • Learn how to value and hedge a swap portfolio. • Learn option fundamentals and the "greeks". • Design, price and use caps, floors, collars and swaptions. 		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th style="font-size: 8px;">Repeat</th> <th style="font-size: 8px;">Location</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">AD</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">DXB</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">SHJ</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1	DXB	-	SHJ	1	VILT
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1	DXB												
-	SHJ												
1	VILT												

19	ADVANCED OPTION STRATEGY	Course Type Class/VILT	Course No: 1953										
1 DAY Investment, Wealth, Treasury Departments													
<p>Specialization</p> <p>PURPOSE</p> <p>This course is designed for the serious traders who have mastered nearly all of the beginner and intermediate concepts with options trading. If you're an active trader each week and have a complete understanding of the statistics and probabilities, this course will help perfect and tweak your long-term strategy. In this course we will discuss the mechanics behind trade selection, entries & exits, profit taking levels, adjusting/hedging trades, and rolling trades near expiration.</p>	<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • How to manage and adjust trades that move against you. • How to properly manage overall portfolio balance and "Black Swan" event risk. • Effectively using (or not using) smarter stop-loss orders. • Automating the process of taking profitable trades off with GTC orders. • Successfully getting through expiration week and assign. 		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th style="font-size: 8px;">Repeat</th> <th style="font-size: 8px;">Location</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">AD</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">DXB</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">SHJ</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1	DXB	-	SHJ	1	VILT
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-	SHJ												
1	VILT												

20	PORTFOLIO CREATION & ASSET ALLOCATION STRATEGIES	Pathway Code: 7072	Course Type Class/VILT	Course No: 1438										
1 DAY Wealth Management, Treasury														
<p>Specialization</p> <p>PURPOSE</p> <p>The course starts with the principles of portfolio management and key concepts of risk and return for a portfolio. Then we will delve deeper in to understanding the major asset classes commonly found in portfolio, how they are valued and combined in an investment portfolio. We will look at both traditional & alternative investments and the benefits and challenges associated with incorporating such investments into a portfolio. We will end the course by deciphering the portfolio performance evaluation strategies.</p>	<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Describe the terminology used in portfolio management & a brief on MPT. • Understand traditional & alternatives asset classes. • Evaluate the investment process. • Explain the trade-off between return and risk. • Evaluate portfolio returns. • Apply various portfolio management strategies. 		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th style="font-size: 8px;">Repeat</th> <th style="font-size: 8px;">Location</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">AD</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">DXB</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">SHJ</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">VILT</td> </tr> </tbody> </table>		Repeat	Location	-	AD	1	DXB	-	SHJ	1	VILT
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1	DXB													
-	SHJ													
1	VILT													

TREASURY & INVESTMENTS

21 INVESTMENT ASSET CLASSES & VEHICLES
Pathway Code:
7070
Course Type
Class/VILT
Course No:
1437

Intermediate
1 DAY
Wealth Management, Treasury

PURPOSE

When we think of investing we mainly think of shares. But there's a whole range of different asset classes that you can invest your money in. In this course we are going to take a look at the main asset classes available for investment. We will talk about both traditional investment vehicles and the alternative investment classes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Bonds.
- Equities.
- REIT'S.
- Currencies.
- Commodities.
- Derivatives.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

22 ISDA DOCUMENTATION
Course Type
Class/VILT
Course No:
1424

Specialization
1 DAY
Relationship managers, Risk Managers, Treasury Professionals, Internal Auditors, Compliance Professionals, Finance Professionals, Senior Managers from all departments

PURPOSE

The course aims at providing basic understanding of ISDA Master Agreement in the domain of derivatives. This course would be useful for officials in treasury domain, corporate relationship managers who will be involved in structuring derivative deals with clients.

Repeat	Location
1	VILT

23 ESG INVESTING
Course Type
Class/VILT
Course No:
1441

Intermediate
1 DAY
Participants from relevant banking departments

PURPOSE

Responsible investing has grown to such extent that banking regulators have started to ask the banks to adopt ESG principles while making prudent decisions on investments. This course will enable participants to understand the developments and approaches adopted towards ESG investing.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the current and developing ESG issues and trends.
- Understand the ESG risk faced while making investments.
- Understand the ESG adoption into the management of an investment portfolio.
- Understand the impact of ESG investing on industry and company performance.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

24 GREEN AND SUSTAINABLE FINANCE 101
Course Type
Class/VILT
Course No:
1439

Foundational
1 DAY
Participants from relevant banking departments

PURPOSE

Managing climate related risks and transition towards low carbon world are global challenges and banks as being a responsible financial institution, regulators expect finance professionals to develop their knowledge of green and sustainable finance. This program will help the participants to understand the principles and practices of green and sustainable finance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the role of finance sector in green and sustainable financing.
- Provide an overview of principles and practices of green and sustainable finance.
- Understand the range of green and sustainable products and services in banks and other financial intermediaries.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

E-Learning & Micro-Learning

1 FUTURES PRICING, MARGINING AND SETTLEMENT PROCESS

Course Type
E-Learning

ELRN Code:
1954

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this course we are going to look in to the mechanics of futures pricing. How the margins for a contract is calculated and contract settlement process.

LEARNING OUTCOME

- Futures pricing.
- Futures margin & margin calls.
- Futures settlement process

2 CREDIT DERIVATIVES

Course Type
E-Learning

ELRN Code:
1435

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

The advent of credit derivatives allows for capital markets participants to shift the credit risk associated with loans and securities. In this course we are going to look in to different features & risks associated with credit risk and then deep dive in to understanding Credit Default Swaps (CDS).

LEARNING OUTCOME

- Describe the features of credit derivatives & comprehend the risks associated.
- Understand credit default swap.

3 INTRODUCTION TO FORWARD CONTRACTS

Course Type
E-Learning

ELRN Code:
6268

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to forward contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.

LEARNING OUTCOME

- Basics of a forward contract.
- Forward rate agreements.

4 INTRODUCTION TO FUTURES CONTRACTS

Course Type
E-Learning

ELRN Code:
6269

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to futures contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.

LEARNING OUTCOME

- Basics of futures contracts.
- Mark to market process.
- How futures contracts can be used for hedging.

5 INTRODUCTION TO OPTIONS CONTRACTS

Course Type
E-Learning

ELRN Code:
6270

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to options contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.

LEARNING OUTCOME

- Basics of options contracts.
- Option pay-off profiles.
- How futures contracts can be used for hedging.

E-Learning & Micro-Learning

6 INTRODUCTION TO SWAP CONTRACTS	Course Type E-Learning	ELRN Code: 6271
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>This course is an introduction to swap contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and discuss the most used swap contracts i.e. Interest Rate Swap & Currency Swap.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Introduction to IRS. • How banks use IRS to manage interest rate risk. • Introduction to currency swap. 	
7 OPTION PRICING	Course Type E-Learning	ELRN Code: 6272
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>This course is designed for those who want to understand the mechanics of option pricing and valuation. We will look into derivatives pricing in the binomial model including European and American options; handling dividends and convergence of the binomial model to Black-Scholes.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Introduction to option pricing. • Black-Scholes model. 	
8 TYPES OF BONDS	Course Type E-Learning	ELRN Code: 6273
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>This course is designed to explain the different types of bonds and all the jargon and terminology associated with the underlying market.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Bonds based on entities. • Bonds based on coupons. 	
9 BOND YIELDS	Course Type E-Learning	ELRN Code: 6267
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>In this course we are going to understand the meaning of the term bond's yield. We are also going to calculate two most common forms of bond yields i.e. Current Yield & Yield to Maturity (YTM) and understand their significance.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Understand the meaning of yield. • Calculate Current Yield & YTM. 	
10 BOND YIELD CURVES & ANALYSIS	Course Type E-Learning	ELRN Code: 6266
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>This course examines the shapes, uses, and derivation of yield curves. Construction of curves begins with the benchmark government curve, which is then followed by the derivation of the spot and forward curve. Additionally, more sophisticated techniques for interpolation are explored in this course.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Describe the construction and analytical applications of yield curves. • Explain theories regarding the level and shape of yield curves. • Develop the ability to apply yield curves in valuation and analysis of debt securities. 	
11 BOND DURATION & CONVEXITY	Course Type E-Learning	ELRN Code: 6270
<div style="display: flex; justify-content: space-between; align-items: center;"> Intermediate Investment, Wealth, Treasury Department </div>		
<p>COURSE OUTLINE</p> <p>One can estimate to a fair degree of accuracy the change in the value of a bond given a change in the interest rate. This estimate can be used either to reduce/increase exposure to interest rate sensitive investments or to hedge out the interest rate risk by matching the interest rate volatility of assets to that of liabilities. This can be done using sensitivity measures such as – Duration & Convexity and the course is designed to cover both these topics in detail.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Understanding bond duration & its calculation. • Understanding bond convexity. 	

12 INDUSTRY REGULATION

Course Type
E-Learning

ELRN Code:
6276

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this course we will discuss about some generic rules in the major investment markets which are explored by the treasury for investment purposes. We are going to learn some important rules and regulations surrounding the investment industry and activities which are prohibited to be undertaken.

LEARNING OUTCOME

- Front-running.
- Insider trading.
- Corporate governance.
- SCA rules & regulations.

13 HOW TO PROTECT PORTFOLIO FROM A MARKET CRASH

Course Type
E-Learning

ELRN Code:
6075

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

Warren Buffett, arguably the greatest investor in the world, says that there is only one rule of investing in markets: "Don't lose money." But the problem is that many investors do not know how to do that. For those who have their life's savings or retirement funds invested in the market, there are a variety of steps you could take to safeguard your portfolio. In this training you will learn about different asset allocation strategies along with the tools of hedging your portfolio.

LEARNING OUTCOME

- Asset allocation strategies and market timing.
- Principles of portfolio management.
- Hedging your portfolio using futures.
- Hedging your portfolio using options.

14 TECHNICAL ANALYSIS SERIES: TECHNICAL ANALYSIS & DOW THEORY

Course Type
E-Learning

ELRN Code:
6122

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This is the first module of this focused learning series in which we are going to get our baseline knowledge of technical analysis. We are going to discuss about the assumptions we strongly believe in as a technical analyst and what technical analysis is and what it is not. We are also, briefly, going to touch upon the main differences between technical analysis and fundamental analysis. In the second piece of this module we will talk about Dow theory and its tenets.

LEARNING OUTCOME

- Introduction to technical analysis.
- Dow Theory.

15 TECHNICAL ANALYSIS SERIES: TYPE OF CHARTS & CANDLE STICKS

Course Type
E-Learning

ELRN Code:
6123

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this module of technical analysis series, we will start our discussion by looking at different types of charts that can be used in performing technical analysis. There is no right or wrong chart type but before you choose the one which you are going to use, you need to know its pros and cons.

LEARNING OUTCOME

- Most used chart types.
- Patterns: doji, hammer, hanging man, shooting star etc. are some very important patterns which can give an edge to a trader if identified properly.

16 TECHNICAL ANALYSIS SERIES: TOOLS

Course Type
E-Learning

ELRN Code:
6294

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

Just like any trade requires tools, we need tools to perform an informed technical analysis. In this segment of our ongoing focused lecture series, we are going to go one layer deeper in our technical analysis by understanding and implementing different technical tools which are available at our disposal.

LEARNING OUTCOME

- Important trend indicators.
- Momentum indicators which can help us in identifying the Underlying market sentiments and thus can assist in our trading.

08

COMPLIANCE & AUDIT

COMPLIANCE & AUDIT

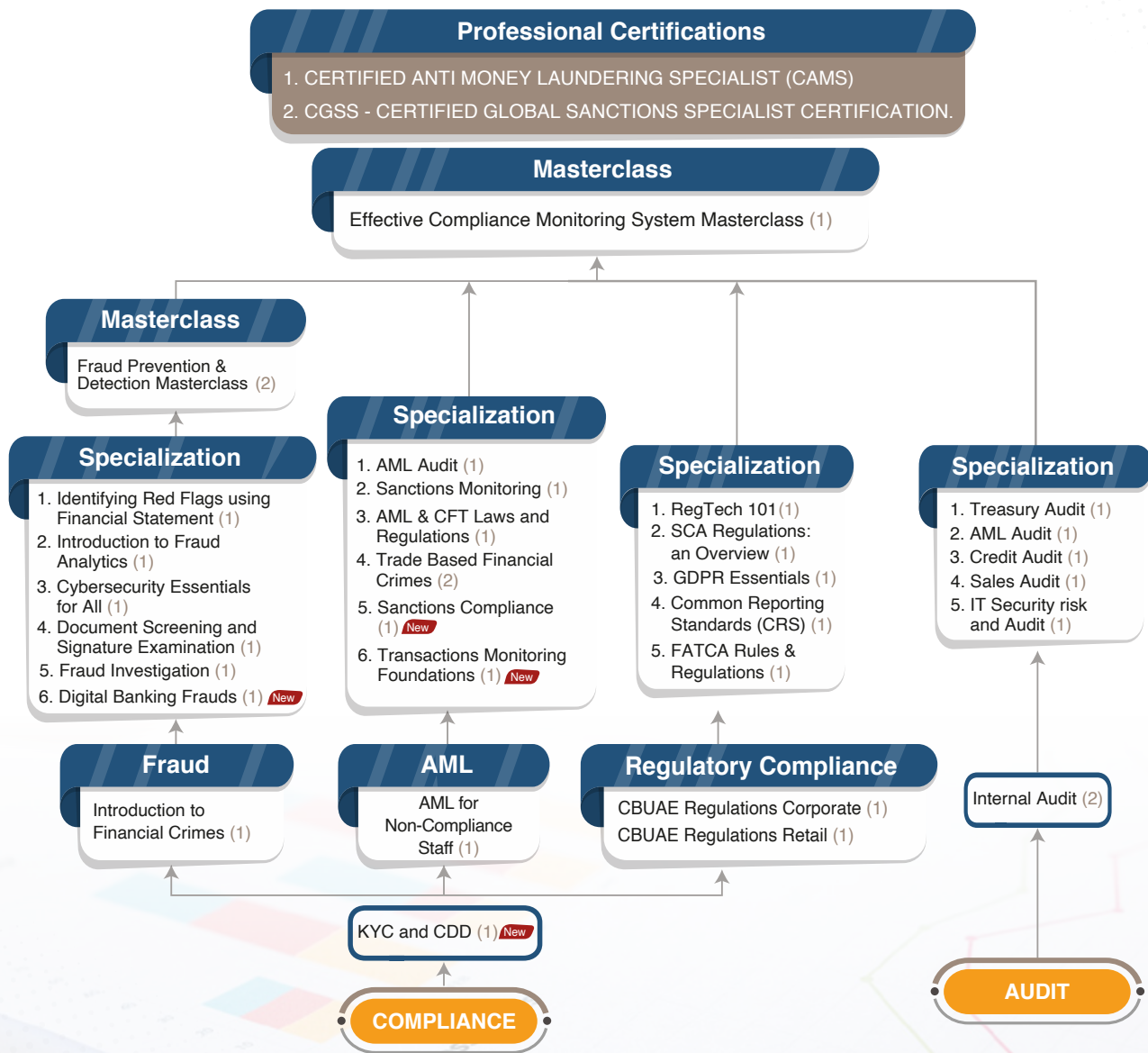
HOW TO APPROACH THIS CATEGORY

COMPLIANCE

This vertical focuses on creating competencies for existing and aspiring professionals in the domain of compliance. The category offers many programs in all specialized areas like Frauds and Financial Crimes, Anti Money Laundering and Regulatory Compliance.

AUDIT

This vertical has been greatly enhanced with new special-ized courses in Treasury Audit, AML Audit, Credit Audit and Sales Audit. This is expected to give the learners key skills and contemporary knowledge in the domain.



Micro-Learning & E-Learning Courses

1. Internal fraud.
2. Identity crime.
3. Card frauds.
4. Cheque fraud prevention.
5. How strong is your password?.
6. European union directives.
7. GOAML & STR.
8. Financial Intelligence Units (FIU).
9. Ultimate Beneficial Ownership (UBO).
10. Politically Exposed Persons (PEPS).
11. Methods of money laundering.
12. Money laundering red flags.
13. AML risk based approach.
14. Anti-Bribery and corruption.

Learning Bundles

Compliance & Audit Bundles

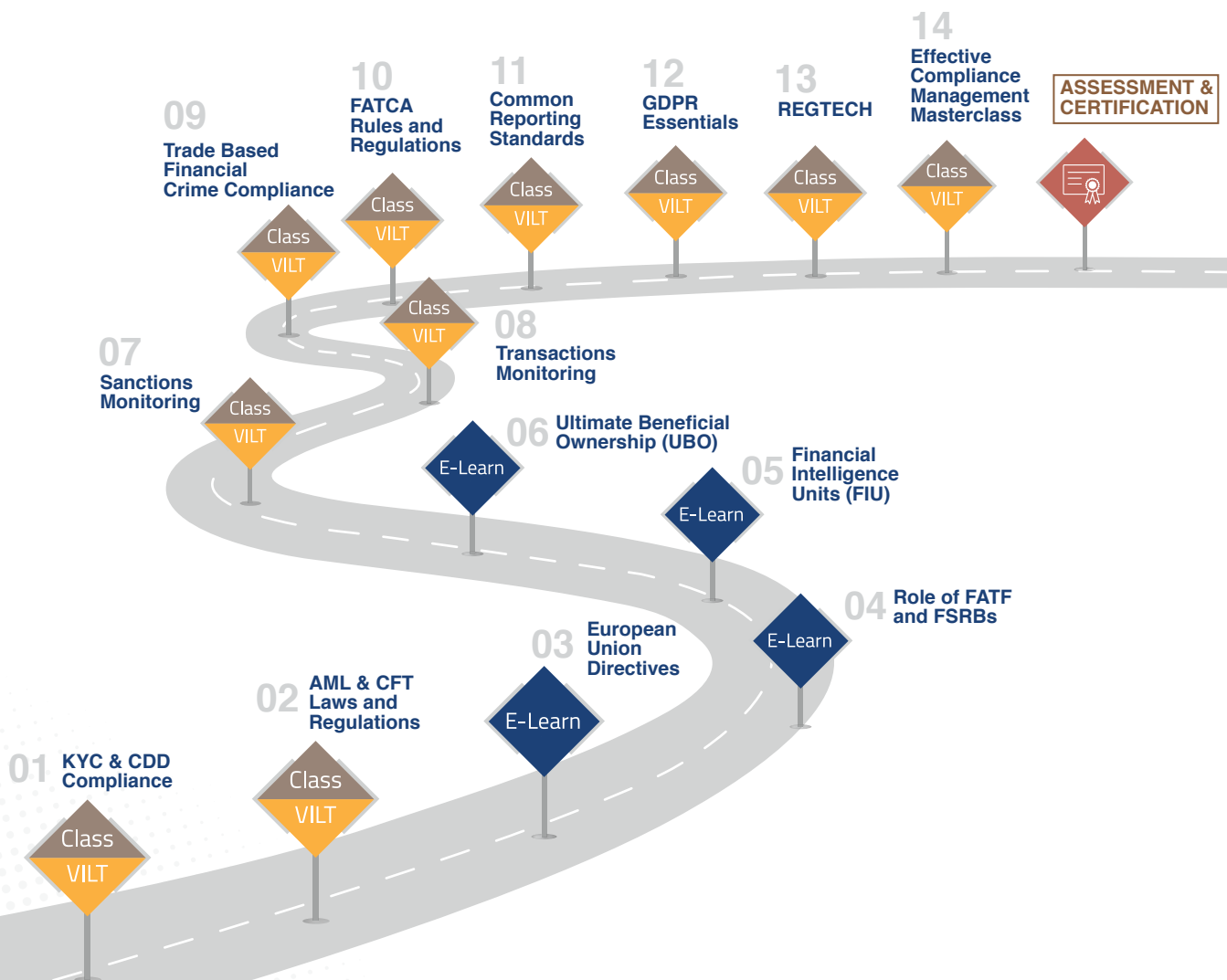
Money Laundering Red Flags and Reporting

1. GOAML & STR.
2. Financial Intelligence Units (FIU).
3. Money Laundering Red Flags.

Introduction to Financial Crimes

1. Introduction to Fraud Analytics.
2. AML for Non-Compliance Staff.
3. Anti-Bribery and Corruption.

EIBFS INTERNATIONAL CERTIFICATION IN COMPLIANCE (EICC)



COMPLIANCE & AUDIT

This Course is also available as E-learning | E-Learning Code: **6217**

1 INTRODUCTION TO FINANCIAL CRIMES

Pathway Code:
7040

Course Type
Class/VILT

Course No:
1907

Foundation

1 DAY



Bank officials working in retail corporate and general banking operation. Compliance and internal Audit managers and to anyone in the UAE Banking Industry

PURPOSE

Financial crime threatens the safety and soundness of financial systems world-wide. There are many ways an individual or a firm can be exposed to these crimes. Creating awareness and understanding of how these frauds happen is an important step in reducing these crimes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The background and nature of financial crimes.
- Different types of financial crimes in banks.
- How does a financial crime start?
 - » ID theft.
 - » Employee fraud red flags.
 - » Skimming.
 - » Spoofing.
 - » Phishing.
- Financial crime life cycle – compliance.
- Role of technology in fighting financial crime.

Repeat	Location
1	AD
1	DXB
1	SHJ
3	VILT

This Course is also available as E-learning | E-Learning Code: **6205**

2 IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

Pathway Code:
7002

Course Type
Class/VILT

Course No:
1225

Specialization

1 DAY



Officials in the area of Credit, Risk Corporate Relationship managers, Credit analytics etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how financial statements could be used to analyze red flags.
- Discuss possible areas of creative accounting and financial frauds.
- Identify red flags on company's financial position to make a suitable Credit or investment decision.

Prerequisite: Financial statement analysis primer & Cash flow analysis.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

3 INTRODUCTION TO FRAUD ANALYTICS

Pathway Code:
7044

Course Type
Class/VILT

Course No:
1831

Specialization

1 DAY



Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fraud analytics – its importance and challenges.
- Data analysis.
- Internal control measures.
- Using analytics for internal fraud investigation / audit.
- Fraud profiling.
- Risk assessment using data.
- The fraud scenario approach.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

4 CYBERSECURITY ESSENTIALS FOR ALL

Pathway Code:
7041

Course Type
Class/VILT

Course No:
1818

Specialization

1 DAY



Open to mid & senior professionals in all functional areas

PURPOSE

This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to evaluate the critical role of cybersecurity in the banking industry
- Various types of cyber attacks
- How to combat cyber-attacks and cybercrimes
- How to deliberate on new trends, regulations and best practices

Repeat	Location
1	AD
1	DXB
-	SHJ
3	VILT

COMPLIANCE & AUDIT

5 DOCUMENT SCREENING AND SIGNATURE EXAMINATION

Pathway Code:
7042

Course Type
Class/VILT

Course No:
1946

Specialization

1 DAY



Tellers, Customer Service officers who deal in verifying documents and signatures. Officials from the fraud Control Units and Compliance.

PURPOSE

Forgery, counterfeiting, documents screening and verification is a skill that should be enhanced to enable bankers to prevent fraudulent transactions in the bank. This course will help you to understand and support your decision-making skills while dealing with possible fraud/ Red Flag scenarios and to detect and uncover these frauds.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify different kinds of frauds in banking.
- Cheque fraud prevention.
- Signature forgery and verification.
- Payment instruments fraud – bank note counterfeiting & credit cards.
- Document screening and verification.

Repeat	Location
1	AD
1	DXB
-	SHJ
3	VILT

6 FRAUD INVESTIGATIONS

Pathway Code:
7055 / 7045

Course Type
Class/VILT

Course No:
1955

Specialization

1 DAY



Fraud Examiners / Fraud / Investigation / Fraud Analyst / Internal Auditor / Officials from / fraud department, managers, Credit analytics etc.

PURPOSE

The objective of fraud examination is to notate evidence of fraud in order to prevent any future fraud, recover losses from fraud, and strengthen internal controls. This course will create an understanding and awareness about internationally accepted methods and process in fraud investigations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Planning and conducting a fraud examination.
- Interview theory and application.
- Importance of fraud analytics in fraud examination.
- Tracing illicit transactions.
- Analysing documents and report writing.
- Sources of information.

Repeat	Location
1	AD
1	DXB
1	SHJ
3	VILT

7 FRAUD PREVENTION AND DETECTION MASTERCLASS

Pathway Code:
7601 / 7043

Course Type
Class/VILT

Course No:
1945

Masterclass

1 DAY



Branch Managers, Compliance officers, Fraud Control and Monitoring Team, Operational Risk, Internal Control and Internal Audit

PURPOSE

Macro level analysis of Fraud Prevention and Detection. Developing a fraud risk management program. Analyse the importance of technology in fraud prevention and detection. Linking Anti-Fraud and Anti-AML – Unrealised opportunities or Unnecessary Complexities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Myth and facts on frauds.
- Fraud and its (cost) impact.
- Conducting fraud investigations.
- Fraud risk assessment.
- Big data's role in fighting financial crime.
- Linking anti-fraud and AML programs.
- Fraud triangle and fraud diamond.
- Fraud prevention v/s fraud detection.
- Fraud investigators and fraud examiners.
- Enterprise risk management.
- Technology solutions to fraud prevention and detection

Repeat	Location
-	AD
1	DXB
-	SHJ
3	VILT

This Course is also available as E-learning E-Learning Code: 6219

8 AML FOR NON COMPLIANCE STAFF

Course Type
Class/VILT

Course No:
1934

Foundation

1 DAY



Officials from all functional areas of the bank as AML compliance is a joint effort

PURPOSE

The course will help to create awareness of Anti money laundering among all the staff in various functional domains of banking. The risk of money laundering is open across business functions and needs awareness and diligent action for its prevention.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Explain nature, process of money laundering and its risks.
- Understand the risks of the money laundering.
- Understand the similarities and differences of money laundering and terrorist financing.
- Apply the KYC, CDD and EDD in verifying identity, transactions of customers.
- Understand UAE federal laws and awareness of employee responsibilities.

Repeat	Location
1	AD
2	DXB
1	SHJ
2	VILT

This Course is also available as E-learning E-Learning Code: 6142

9 SANCTIONS MONITORING Pathway Code: 7033 Course Type: Class/VILT Course No: 1938

Specialization **1 DAY** Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments

PURPOSE
The objective of this course is to discuss various methods and strategies to ensure compliance to the sanctions imposed in certain jurisdictions.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Understand the terminology, concepts, and processes of sanctions monitoring.
- Understand the different type types of sanctions.
- Creating an effective sanction screening process.
- Global regulation to sanction – introduction to UN sanctions, OFAC, World Check, UAE blacklist.
- The use of technology in sanction list monitoring.

Prerequisite: Financial statement analysis primer & Cash low analysis.

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VILT

10 AML & CFT LAWS AND REGULATIONS Pathway Code: 7032 Course Type: Class/VILT Course No: 1901

Specialization **1 DAY** All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE
The course aims to share the laws and best practices in the domain of anti-money laundering.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Nature of money laundering.
- History and processes of money laundering.
- Volumes and risks of the money laundering.
- International standards on AML - FATF, UN initiatives and others.
- Latest AML cases: international / UAE.
- AML compliance management system.
- UAE initiatives (federal law, central bank circulars, focus areas of AML risk).

Repeat	Location
2	AD
1	DXB
-	SHJ
3	VILT

11 CBUAE REGULATIONS CORPORATE Course Type: Class/VILT Course No: 1935

Foundation **1 DAY** Corporate Banking, Business Banking, Senior Managers of all departments, Internal Auditors, Compliance Managers, Risk Managers

PURPOSE
This program will familiarize the participants with regulations that impact corporate banking and business banking.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Overview of laws and regulations.
- Civil code, commercial code, commercial companies law & Central Bank law.
- BASEL II CAR.
- Credit regulations including BCBS guidelines and insolvency laws.
- Basel guidelines for operational, market and liquidity risk.
- SCA & CBUAE regulations on corporate governance.

Repeat	Location
-	AD
1	DXB
1	SHJ
1	VILT

12 CBUAE REGULATIONS RETAIL Course Type: Class/VILT Course No: 1936

Foundation **1 DAY** All officials in the domain of retail banking

PURPOSE
This program will familiarize the participants with regulations that impact retail banking.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- To familiarize with the regulatory landscape in UAE.
- To understand, important banking laws, Central Bank of UAE (CBUAE) regulations, Basel guidelines.
- How to apply these regulations in the day to day banking operations.

Repeat	Location
1	AD
2	DXB
-	SHJ
3	VILT

COMPLIANCE & AUDIT

13 REGTECH 101

Pathway Code:
7038

Course Type
Class/VILT

Course No:
1825

Specialization

1 DAY

Risk and Compliance Officers, Fraud Monitoring and Control Units and banking officials who wants to understand the next big thing in Banking technology space

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilizes information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in banking industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fintech vs Regtech
- The importance and advantages of Regtech.
- The Regtech universe.
- Risk and risk management.
- Regulatory reporting using Regtech.
- The future of compliance with Regtech.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

14 SCA REGULATIONS: AN OVERVIEW

Course Type
Class/VILT

Course No:
1951

Specialization

1 DAY

Official in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of SCA.
- Securities & commodities markets legislation.
- Governance of corporate entities.
- Regulation of market activities.
- Market conduct regulation.
- Client protection.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

15 GENERAL DATA PROTECTION REGULATION (GDPR) ESSENTIALS

Pathway Code:
7037

Course Type
Class/VILT

Course No:
1952

Specialization

1 DAY

Officials working in compliance, regulatory reporting and others based on relevance

PURPOSE

GDPR Act in EU is acknowledged globally as one of the landmark regulations in the data protection and privacy area. This course aims at giving a working knowledge of the GDPR and understanding how it affects your organization and ensure compliance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the purpose and applicability of GDPR.
- Understand the entities in GDPR.
- Understand how to define personal data under GDPR.
- Discuss the overview of GDPR articles, fines and penalties.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

16 COMMON REPORTING STANDARDS (CRS)

Pathway Code:
7036

Course Type
Class/VILT

Course No:
1937

Specialization

1 DAY

Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments

PURPOSE

This course will raise awareness of the domain of Common Reporting Standards, which is becoming an increasingly important area in global compliance domain.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction the CRS – concept and its elements.
- How to create an awareness of the key requirements of CRS and the implications that it has on financial institutions and their customers.
- Understand key requirements for classification of entities, financial accounts, and the customers.
- To understand the regulatory requirements on CRS.

Prerequisite: Financial statement analysis primer & cash flow analysis.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

17 FATCA RULES AND REGULATIONS Pathway Code: 7035 Course Type: Class/VILT Course No: 1922

Specialization

1 DAY

All the bank staff who is the compliance, taxation, and legal departments, senior officials from branches

PURPOSE

The Foreign Account Tax Compliance Act (FATCA) is a new US law aimed at foreign financial institutions (FFIs) and other financial intermediaries to prevent tax evasion by US citizens and residents using offshore accounts. It represents a complex and costly compliance task being forced upon financial services firms globally by the US tax authorities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Summary of FATCA developments.
- Intergovernmental approach – model 1 IGA & model 2 IGA
- FATCA's IGAS with the UAE and the middle east region
- Defining reportable financial institutionsg.
- Operational impact and due diligence requirements for UAE banksand financial institutions - account onboarding procedures-validity periods - document specifications.
- Effects of non-compliance.
- Defining US accounts.
- Reporting & withholding requirements.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

18 INTERNAL AUDIT Pathway Code: 7050 Course Type: Class/VILT Course No: 1928

Foundation

2 DAY

All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE

This course will help to enhance the skills of the participants relating to the audit and control in banks. This will help to highlight the crucial role of auditing as an important element in the management information system.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Risk-based internal audit function.
- Reorganization of the audit function through audit teams (credit audit, treasury, trade finance etc.).
- Reconfiguration of the audit universe (i.e. Identifying areas to be audited) by grouping, end-to-end transaction and product processing cycles.
- Implementation of a risk assessment methodology (Inherent risk of each auditable unit).
- The prioritization of auditable units (categorization into high, medium and low risk auditable units).
- Developing and implementation of risk-based auditingtools and techniques.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

19 TREASURY AUDIT Pathway Code: 7052 Course Type: Class/VILT Course No: 1949

Specialization

1 DAY

Officers from Audit Department, Treasury Departments, Internal Auditors and Compliance Officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Treasury Dept. It will focus on treasury risks and examine whether appropriate controls have been instituted

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identification of treasury risks-major failures in banking industry
- Review of treasury policy.
- Review of operational risk controls.
- Review of market risk controls.
- Review of model code of conduct.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

20 AML AUDIT Pathway Code: 7054 Course Type: Class/VILT Course No: 1948

Specialization

1 DAY

Internal Auditors and Compliance Officers

PURPOSE

Auditing an AML function requires enhanced functional skills and understanding the Audit function within the AML framework. It requires an understanding the operational and technology methods in auditing the AML function. Creating an effective AML audit and review program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The five steps to be conducted in an AML audit.
- Independent testing and three lines of defense.
- Independent AML skills testing matrix.
- Auditing the AML training.
- Performing of AML audit procedures and testing.
- Creating an effective AML audit / review program.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

COMPLIANCE & AUDIT

21 CREDIT AUDIT Pathway Code: 7051 **Course Type** Class/VILT **Course No:** 1950

Specialization

1 DAY

Officers from Audit Department Credit Department, Internal Auditors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Credit Dept. It will focus on risks facing the Credit Dept and examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Review of risk identification process.
- Review of compliance with regulations and credit policy.
- Adequacy of operational risk controls-SOD, arm's length lending, insider trading, lender liability and review of credit admin dept.
- Review of credit risk assessment.
- Review of credit documentation.
- Review of loan pricing.
- Review of classification of loans and application of IFRS-9.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

22 SALES AUDIT Pathway Code: 7053 **Course Type** Class/VILT **Course No:** 1520

Intermediate

1 DAY

Officers from Audit Department Credit Department, Internal Auditors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Market audit-review of sales targets.
- Review of market communications.
- Review of manpower resources.
- Review of sales procedures/retail/wealth management/insurance/treasury.
- Review of outsourced sales.
- Review of customer selection, appropriateness test, misrepresentation and pressure.
- Review of customer service.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

23 EFFECTIVE COMPLIANCE MONITORING SYSTEM MASTERCLASS ESSENTIALS Pathway Code: 7039 / 7056 **Course Type** Class/VILT **Course No:** 1939

Masterclass

1 DAY

Senior managers in compliance, risk, audit and other functional heads

PURPOSE

This course is focused on ensuring effective compliance in all key business functions of the banks. This course aims to identify key compliance requirements in important departments, identify the risk of non-compliance and to take corrective actions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The role of compliance risk as the foundation of compliance monitoring.
- Understand the importance of a risk-based compliance monitoring programme.
- Identify major compliance requirements across various business functions.
- Suggest effective monitoring mechanism for effective compliance.
- Challenges that can arise in implementing the compliance monitoring system.

Prerequisite: CBUAE Regulations- Corporate, Sanctions Monitoring, AML Law & Best practices or relevant experience.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

24 TRADE BASED FINANCIAL CRIMES Pathway Code: 7034 **Course Type** Class/VILT **Course No:** 1130

Specialization

2 DAY

Senior managers in compliance, risk, audit and other functional heads

PURPOSE

Financial crimes pose serious threat to the banking system and the economies. Using trade and banking channels is one of the major tools used for large scale financial crimes. This course looks at financial crimes with a specific focus on trade finance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Define financial crime.
- Define trade based KYC and CDD.
- Differentiate trade based financial crimes types.
- Identify trade based ML/TF red flags.
- Analyze trade transactions for sanctions.
- Demonstrate commercial fraud and collusion.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

25	DIGITAL BANKING FRAUDS	Foundation	1 DAY	Open to all based in relevance	Course Type	Course No:
					Class/VILT	1959
PURPOSE					Repeat	
Disruptions have fast paced the use of digital banking platforms. As we adapt to a remote work environment, scammers took advantage to spread phishing and steal unsuspecting users' private and financial information. UAE Central Bank estimates a significant rise of overall frauds, specifically in the digital space. Awareness about how these digital banking frauds happen is the first step in mitigating these frauds.					Location	
LEARNING OBJECTIVES					2 AD	
After the completion of this course, the learner should be able to understand:					2 DXB	
<ul style="list-style-type: none"> Phishing and its various types. Skimming. Shimming. Spoofing. Social Engineering. Reverse Social Engineering. Frauds using Phones. Wire Transfer Fraud. Malware and Ransomware. Safeguarding against digital Banking Frauds. 					- SHJ	
					2 VILT	

26	SANCTIONS COMPLIANCE STANDARDS	Specialization	2 DAY	Compliance Staff, Senior operation Managers, Senior Audit Mangers	Course Type	Course No:
					Class/VILT	1958
PURPOSE					Repeat	
Sanctions compliance is becoming a daily challenging area to bankers. This specialized program takes the compliance specialists thoroughly through the most important areas of concern (SDD, Sanctions Evading Methods, Sanctions screening, and Investigations) making them to be equipped with the proper skills to comply with Sanctions.					Location	
LEARNING OBJECTIVES					-	
After the completion of this course, the learner should be able to understand:					AD	
<ul style="list-style-type: none"> Differentiate between SDD and CDD. Identify the common methods used to evade sanctions. Analyze customer name and transitions for sanctions. Develop a structured model for tagged names and transactions investigations and reporting. 					1 DXB	
					- SHJ	
					2 VILT	

27	KYC AND CDD	Intermediate	1 DAY	Open to all based in relevance	Pathway Code:	Course Type	Course No:
					7742	Class/VILT	1957
PURPOSE					Repeat		
KYC and CDD are Integral aspects of AML compliance. As regulatory expectations increase, knowing the essentials of the topic has become very important. This course will provide an in-depth understanding of KYC CDD Program.					Location		
LEARNING OBJECTIVES					1 AD		
After the completion of this course, the learner should be able to understand:					1 DXB		
<ul style="list-style-type: none"> Importance of KYC and Important KYC docs. What is CDD and how to effectively fill a CDD form. CDD and Onboarding - How to effectively Onboard a customer? Risk Categorization of Customers. Enhanced Due diligence. <ul style="list-style-type: none"> » Overview of high-risk countries/sanctions list. » Ultimate Beneficial Ownership. » Politically Exposed Persons. Significance of Periodical Monitoring/Update of Customer Profile/Docs. FATCA & KYC. 					1 SHJ		
					3 VILT		

28	TRANSACTIONS MONITORING FOUNDATIONS	Intermediate	1 DAY	Open to all based in relevance	Pathway Code:	Course Type	Course No:
					7740	Class/VILT	1961
PURPOSE					Repeat		
Transaction monitoring refers to the monitoring of customer transactions, including assessing historical/current customer information and interactions to provide a complete picture of customer activity. Hence, it is a core component of an AML and financial crime compliance program. This course provides a foundation knowledge of transaction monitoring process.					Location		
LEARNING OBJECTIVES					1 AD		
After the completion of this course, the learner should be able to understand:					1 DXB		
<ul style="list-style-type: none"> The role of transaction monitoring in AML compliance. How does transaction monitoring work? Transaction Monitoring –A risk based approach. How regulations impact transactions monitoring? Challenges in transaction monitoring. The role of technology is transactions monitoring. 					- SHJ		
					2 VILT		

29 IT SECURITY RISK AND AUDIT	Pathway Code: 7057	Course Type Class/VILT	Course No: 1956					
Specialization 1 DAY Open to all based in relevance								
<p>COURSE OVERVIEW</p> <p>An IT audit is the examination and evaluation of an organization's information technology infrastructure, policies, and operations. Information technology audits determine whether IT controls protect corporate assets, ensure data integrity, and are aligned with the business's overall goals. This course focuses certain aspects of the IT security risk and audit.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Review IT policies and procedures. • Review IT standards. • Review IT documentation. • Review of protection of Consumer data and assets. • Social Engineering testing. • Review New Product / Process Audit. 							
			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; font-size: small;">Location</td> </tr> <tr> <td style="text-align: center;">VILT</td> </tr> <tr> <td style="text-align: center;">VILT</td> </tr> <tr> <td style="text-align: center;">VILT</td> </tr> <tr> <td style="text-align: center;">VILT</td> </tr> </table>	Location	VILT	VILT	VILT	VILT
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E-Learning & Micro-Learning

1 INTERNAL FRAUD	Course Type E-Learning	ELRN Code: 6259
Intermediate Open to all based in relevance		
<p>COURSE OVERVIEW</p> <p>Internal fraud refers to a type of fraud that is committed by an individual / group of individuals against an organization. So it can be also referred as employee frauds. Research over the years estimate that over 70% of all financial loss due to banking frauds are directly or indirectly linked to employee frauds.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Quantum of "internal fraud". • Fraud triangle and fraud diamond. • Profile of an internal fraudster & red flags. • "Internal fraud" – an internal auditors perspective. • Methods to mitigate internal fraud. 	

2 IDENTITY CRIME	Course Type E-Learning	ELRN Code: 6242
Intermediate Open to all based in relevance		
<p>COURSE OUTLINE</p> <p>Identity crime is now become the underlying crime for other financial crimes. Identity Crime is broadly defined as the unlawful use of another's personal identifying information with wrong or negative intent. Identify thieves obtain personal information in a variety of ways, mostly through technology related methods.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Techniques used by identity thieves. • Traditional methods. • Technology related methods. • Red flags in identifying identity crime. • How can one guard against ID theft – do's and don'ts. 	

3 CARD FRAUDS	Course Type E-Learning	ELRN Code: 6266
Intermediate Open to all based in relevance		
<p>COURSE OUTLINE</p> <p>Credit card fraud is one of the biggest problem in the area of financial fraud. In a country like UAE, where tourism is one the huge area of business, you can expect not only UAE based bank credit cards, but also international bank cards with MASTER / VISA / DINERS etc. Card frauds include different types of frauds other than credit card frauds like Debit cards, Travel cards etc.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Security features of a "credit card". • How card frauds are initiated? • Red flags in identifying credit card frauds. • Counter measures on card frauds. 	

4 CHEQUE FRAUD PREVENTION	Course Type E-Learning	ELRN Code: 6228
Intermediate Open to all based in relevance		
<p>COURSE OUTLINE</p> <p>Cheque is common payment mechanism used by individuals and more by businesses. Cheque fraud is the oldest and most common forms of financial crime. Even with explosion of digital payments, cheque are still used for millions and billions for transactions every year.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Security features of a cheque. • Identifying a fraud check in a clearing process. • Identifying an altered cheque. • Additional security features of managers cheque. 	

5 HOW STRONG IS YOUR PASSWORD?

Course Type
E-Learning

ELRN Code:
6241

Intermediate 



Open to all based in relevance

COURSE OUTLINE

Crimes related to password sharing or password stealing or password hacking has always been a pertinent issue, especially with financial institutions. We have passwords for official purposes and then we have personal and social media passwords. It is estimated that a person can have a minimum 6 to 10 passwords. Studies shows that %81 of data breaches are caused by weak or reused passwords.

LEARNING OUTCOME

- Understanding of "world password day".
- Evaluating the strength of your password.
- Common password security questions.
- Probing password security questions.
- The reality of password cracking.
- Ingredients of an exceptional password.
- The use of technology in password protection.

6 EUROPEAN UNION DIRECTIVES

Course Type
E-Learning

ELRN Code:
6239

Intermediate 



Open to all based in relevance

COURSE OVERVIEW

Fighting money laundering and terrorist financing contributes to global security and integrity of financial system all over the world. European Union had adopted the first anti-money laundering directive in 1990 in order to prevent the misuse of the financial system for the purpose of money laundering. Subsequently it has issued up to 5th EU directive on money laundering and terrorist financing. The 6th directive is expected in December 2020.

LEARNING OUTCOME

- Importance of EU AML directives.
- Highlights of 4th EU AML directive.
- Highlights of 5th EU AML directive.

7 GOAML & STR

Course Type
E-Learning

ELRN Code:
6267

Intermediate 



Open to all based in relevance

COURSE OUTLINE

"GOAML" platform is a standard application - integrated database and intelligent analysis software system developed by the United Nations Office on Drugs and Crime (UNODC) for Financial Intelligence Units worldwide to counter Terrorist Financing and Money Laundering. The UAE is the first to launch the GOAML platform in the GCC in June 2019. The objective has been to provide support for UAE's financial institutions in line with global standards in STR reporting.

LEARNING OUTCOME

- Understanding the GOAML platform.
- Functions of GOAML applications.
- Primary data report types.
- Key benefits of the GOAML platform.

8 FINANCIAL INTELLIGENCE UNITS (FIU)

Course Type
E-Learning

ELRN Code:
6240

Intermediate 



Open to all based in relevance

COURSE OUTLINE

Financial intelligence units (FIUs) are national centers which collect information on suspicious or unusual financial activity from the financial industry and other entities or professions required to report suspicious transactions, suspected of being money laundering or terrorism financing. FIU will collect raw transactional information and STR/SAR usually provided by banks and other entities as part of regulatory requirements.

LEARNING OUTCOME

- Functions of financial intelligence units.
- Stages of suspicious activity reporting processes at FIU.
- Introduction to Egmont group principles.

9 ULTIMATE BENEFICIAL OWNERSHIP (UBO)

Course Type
E-Learning

ELRN Code:
6256

Intermediate 



Open to all based in relevance

COURSE OUTLINE

An Ultimate Beneficial Owner is an individual who ultimately owns or controls the business or business partner, whether directly as a shareholder, or indirectly via control of companies, other entities or structures that control the Business Partner. Financial Action Task Force (FATF) Recommendation 10 address customer due diligence - states the importance of identifying the UBO.

LEARNING OUTCOME

- What is ultimate beneficial ownership?
- Types of UBO.
- Data sources you need to screen a beneficial owner.
- Why understanding beneficial ownership is important?

E-Learning & Micro-Learning

10 POLITICALLY EXPOSED PERSONS (PEPS)

Course Type
E-Learning

ELRN Code:
6253

Intermediate



Open to all based in relevance

COURSE OUTLINE

PEPs are individuals who have been entrusted with prominent public positions. Most PEPs act lawfully. But their public positions expose them to a much higher risk of bribery and corruption than the average customer, investor, or third party. The money thus received can be used for money laundering and terrorist financing activities. Any illegal act by the PEPs in a financial activity will result in reputation damage and may be subject to sanctions, regulatory fines etc.

LEARNING OUTCOME

- FATF guidelines on politically exposed persons.
- Types of PEPs.
- Red flags in identifying a PEP.

11 METHODS OF MONEY LAUNDERING

Course Type
E-Learning

ELRN Code:
6125

Intermediate



Open to all based in relevance

COURSE OVERVIEW

The main objective of criminals is to conceal the illegal source of money. They use a lot of different methods to achieve this objective. This focused topic highlight some of the most popular techniques used by criminals to do this.

LEARNING OUTCOME

- Identify how criminals target any economic activity.
- Explain attractive products to criminals in financial industry.
- Differentiate alternative structures in money laundering.
- Differentiate trade based structures that are used by criminals.

12 MONEY LAUNDERING RED FLAGS

Course Type
E-Learning

ELRN Code:
6140

Intermediate



Open to all based in relevance

COURSE OUTLINE

Analysts who track the transactions can find out money laundering red flags arising from suspicious transactions, patterns, trends etc

LEARNING OUTCOME

- What are red flags.
- Suspicious transactions.
- Common patterns and trends.
- Using technology for spotting money laundering.

13 AML RISK BASED APPROACH

Course Type
E-Learning

ELRN Code:
6141

Intermediate



Open to all based in relevance

COURSE OUTLINE

This focused topic highlights the application of the risk based approach in the banking industry in a way to enable bankers to assess the risks which they may be exposed to and develop structured models to deal with AML/CFT exposures.

LEARNING OUTCOME

- Identify the elements of the risk based approach.
- Assess the risks related to customers, products, channels and geography.
- Design a risk score model to rate AML/CFT exposures.
- Define measures to be used to cover AML/CFT exposure.

14 ANTI-BRIBERY AND CORRUPTION

Course Type
E-Learning

ELRN Code:
6328

Intermediate



Open to all based in relevance

COURSE OUTLINE

Bribery and Corruption put banks, businesses, and governments at risk worldwide. Hence, the fight against bribery and corruption has intensified over recent years. This course is to familiarize employees with the different aspects of bribery and corruption and help them recognize and mitigate associated risks.

LEARNING OUTCOME

- Understanding terminologies.
 - » Bribery. » Corruption. » Kickbacks.
 - » Economic Extortion. » Conflicts of Interest
- Where and when Bribery can happen.
- Corruption and its different types.
- An introduction to Anti Bribery and Corruption Policy.
- The importance of ABC Program in banks.

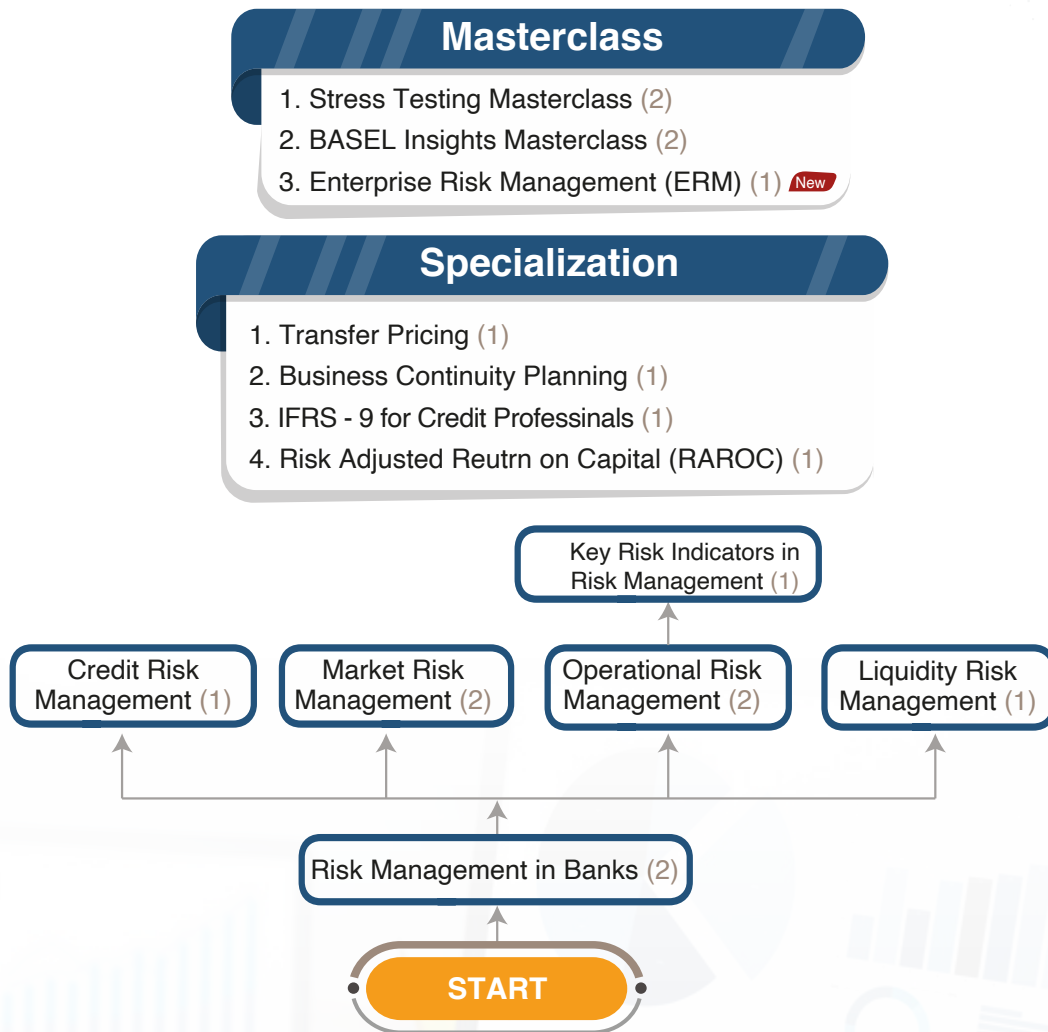
09

RISK & GOVERNANCE

RISK MANAGEMENT & GOVERNANCE

HOW TO APPROACH THIS CATEGORY

EIBFS offers the complete suite of programs covering all the aspects of Risk Management and Governance in Banks. The learners can have an effective learning journey covering the specialized areas of Credit, Market, Operational and Liquidity Risks.



Masterclass

1. Stress Testing Masterclass (2)
2. BASEL Insights Masterclass (2)
3. Enterprise Risk Management (ERM) (1) New

Specialization

1. Transfer Pricing (1)
2. Business Continuity Planning (1)
3. IFRS - 9 for Credit Professionals (1)
4. Risk Adjusted Return on Capital (RAROC) (1)

Micro-Learning & E-Learning Courses

1. Internal capital adequacy assessment process.
2. Funds transfer pricing.
3. Black Swan event.
4. Risk appetite & risk tolerance.
5. Value at Risk (VaR).
6. IFRS - 9 highlights for credit professionals.

Learning Bundles

Risk & Governance Bundles

Credit Risk Essentials

1. Risk appetite & risk tolerance.
2. No data.
3. Exposure at default and loss given default.
4. Credit Risk Management.

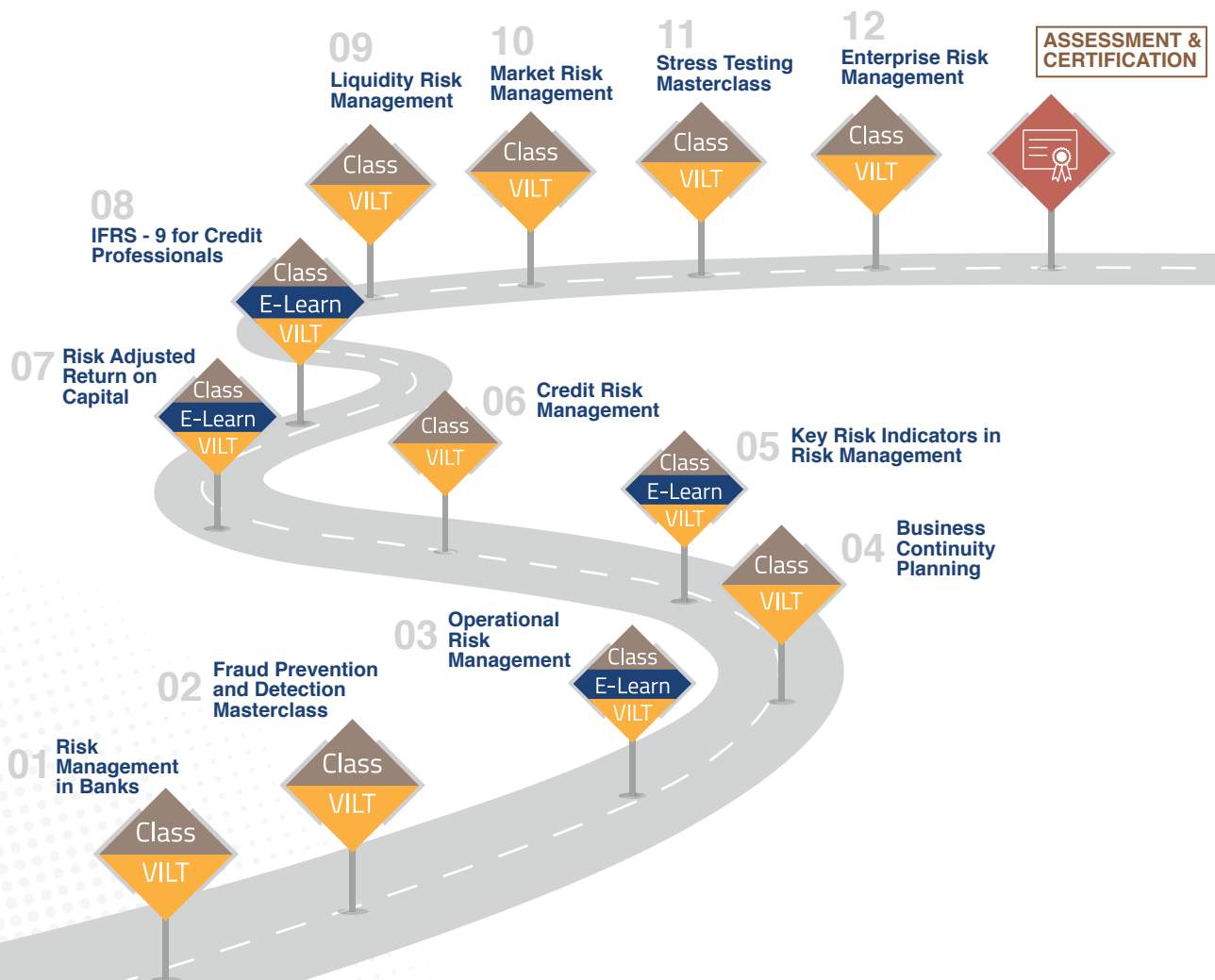
Market Risk Essentials

1. Black Swan event.
2. Value at Risk (VaR).

Operational Risk Essentials

1. Operational Risk Management.
2. Key Risk Indicators in Risk Management.

EIBFS INTERNATIONAL CERTIFICATION IN RISK MANAGEMENT (EICRM)



RISK MANAGEMENT & GOVERNANCE

1 RISK MANAGEMENT IN BANKS

Pathway Code:
7600
Course Type
Class/VILT
Course No:
1911

Foundation

🕒 **2 DAY**

Risk Management Professionals, Compliance, Corporate Bankers, Branch Managers, Treasury and Internal Audit Professionals

PURPOSE

Financial institutions have been using risk management tools to control their risks. No longer is it seen purely as a control mechanism – but as a critical input into the business. Every transaction should be assessed in terms of the increase in risk to the institution, with the assurance that the pricing of that transaction will generate a suitable return to compensate for the risk. Such a risk culture is reinforced by Basel Accords, due to be implemented in many countries.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of risk management, including basel accords.
- CBUAE regulations to protect depositors.
- Identification of financial & non-financial risks.
- Overview of various types of risk and management: - credit risk, operational risk, compliance risk, market risk, liquidity risk, interest risk, business risk, strategic risk, reputation risk.

Repeat	Location
-	AD
-	DXB
1	SHJ
3	VILT

2 CREDIT RISK MANAGEMENT

Pathway Code:
7605 / 7006
Course Type
Class/VILT
Course No:
1914

Intermediate

🕒 **1 DAY**

Credit Risk Analytics, Risk Professionals Internal Audit Staff, Relationship Managers, Corporate Bankers

PURPOSE

Credit risk is the most fundamental of risks. It is the potential that a bank borrower or counterparty will fail to meet its obligations in accordance with agreed terms. This program aims at enabling candidates to define credit risk and be able to identify the on and off balance sheet areas of credit risk, to be able to use the different techniques and models to credit risk rating and measurement.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The nature and causes of credit risk Types of credit risk.
 - » Concentration risk.
 - » Settlement risk.
- Credit risk mitigation techniques prudential norms.
- Risk based pricing and RAROC Portfolio risk management.

Prerequisite: Basel Regulations: Impact on Banks.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

3 MARKET RISK MANAGEMENT

Pathway Code:
7609
Course Type
Class/VILT
Course No:
1913

Intermediate

🕒 **2 DAY**

Treasury, Investment, Risk Professionals and Internal Audit department

PURPOSE

Market risk refers to the losses in on and off-balance sheet items arising from movements in market prices. This program aims at exploring the different areas of market risk to enable candidates to verify the nature of each of them and be able to measure them in their activities. To understand the different methodologies to mitigate those risks. Finally, understand the measures that had been made by the Basel committee to manage market risk in financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The nature of market risk within the context of risk management.
- Major areas of market risk; interest rate risk, exchange rate risk, commodity price risk, equity price risk.
- Market risk measurement.
 - Market risk management models.
- Market risk mitigation.
 - Market risk under Basel accords (VaR).

Prerequisite: Basel Regulations : Impact on Banks.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning | E-Learning Code: 6012

4 OPERATIONAL RISK MANAGEMENT

Pathway Code:
7602
Course Type
Class/VILT
Course No:
1910

Intermediate

🕒 **2 DAY**

Operations management staff, IT executives, Operations Risk Managers, Back-Office Managers, Settlement Officers, Internal Auditors, Risk Auditors

PURPOSE

This course introduces the concept of operational risk and discusses events that trigger losses in banks due to operational loss events. It covers the Basel Committee recommendations on the regulatory treatment of operational risk and its management.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to operational risk & linkages to other risks.
- Identification of operational risk events / businesses.
- Measurement of operational risk.
 - Mitigation of operational risk.
- Operational risk treatment.
 - Monitoring of operational risk – key risk indicators, RCSA.
- BIS principles on operation risk management.
 - COSO principles of internal controls.

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VILT

RISK MANAGEMENT & GOVERNANCE

5	LIQUIDITY RISK MANAGEMENT	Pathway Code:	Course Type	Course No:											
		7608	Class/VILT	1909											
Intermediate		1 DAY	Professionals from Treasury, Market, Risk, Compliance, Internal Audit and Strategic Management.												
<p>PURPOSE</p> <p>This program will enable participants to understand the types of liquidity risks and identify their causes. They will learn how to use the available techniques to manage liquidity risk.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> Liquidity and solvency. Causes of liquidity risk. Measures of asset/liability liquidity. Liquidity contingency plan. <p>Prerequisite: Basel Regulations : Impact on Banks</p>			<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>1</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1	DXB	-	SHJ	1	VILT
Repeat	Location														
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This Course is also available as E-learning **E-Learning Code: 6218**

6	KEY RISK INDICATORS IN RISK MANAGEMENT	Pathway Code:	Course Type	Course No:											
		7604	Class/VILT	1921											
Intermediate		1 DAY	Risk and compliance professional, corporate bankers and internal audit professionals												
<p>PURPOSE</p> <p>Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> Risk indicators and importance. Managing risk indicators. Controlling, mitigating, reporting and monitoring. Examples of key risk indicators across the bank departments. <p>Prerequisite: Basel Regulations : Impact on banks.</p>			<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>1</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	1	AD	1	DXB	-	SHJ	1	VILT
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1	DXB														
-	SHJ														
1	VILT														

7	TRANSFER PRICING	Course Type	Course No:					
		Class/VILT	1931					
Specialization		1 DAY	AML Officers, Product Managers, Risk Officers, Internal Auditors, Senior Managers from all departments, Liability Managers and Loan Officers					
<p>PURPOSE</p> <p>This course will enable participants to understand the need for transfer pricing in banks. They will develop a working knowledge of the same through this course</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> Overview of transfer pricing. Need for transfer pricing. Principles of transfer pricing. Methods of transfer pricing. Case study. <p>Prerequisite: Basel Regulations : Impact on Banks.</p>			<table border="1"> <thead> <tr> <th>Location</th> </tr> </thead> <tbody> <tr> <td>VILT</td> </tr> <tr> <td>VILT</td> </tr> </tbody> </table>	Location	VILT	VILT
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8	BUSINESS CONTINUITY PLANNING	Pathway Code:	Course Type	Course No:											
		7603	Class/VILT	1933											
Specialization		1 DAY	Risk Managers, Senior Managers, Internal Auditors, Operations Manager and other based on relevance												
<p>PURPOSE</p> <p>This course will familiarize participants with understanding of Business Continue Planning Process. Business continuity is getting increasingly relevant due to the technology driven banking environment where risks of.</p>		<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> Introduction - BCP and DRP. BCP & risk management. Business impact analysis. Developing BCP. Testing and audit of BCP. 			<table border="1"> <thead> <tr> <th>Repeat</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>AD</td> </tr> <tr> <td>1</td> <td>DXB</td> </tr> <tr> <td>-</td> <td>SHJ</td> </tr> <tr> <td>2</td> <td>VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1	DXB	-	SHJ	2	VILT
Repeat	Location														
-	AD														
1	DXB														
-	SHJ														
2	VILT														

9 STRESS TESTING MASTERCLASS Pathway Code: 7610 **Course Type** Class/VILT **Course No:** 1942

Mastercalss **2 DAY** Risk, Compliance, Treasury and credit staff at managerial level

PURPOSE

This course would provide an overview of objectives and principles of ICAAP framework prescribed under Pillar II of Basel standard with a specific focus on sensitivity and scenario test cases under stress testing framework under regulatory guidelines and best practices.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- ICAAP framework.
- Stress testing framework.
- Credit risk stress testing components.
- ALM stress testing components.
- Market risk stress testing components.
- Developing stress testing model.

Prerequisite: Credit Risk Management

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

10 BASEL INSIGHTS MASTERCLASS **Course Type** Class/VILT **Course No:** 1941

Mastercalss **2 DAY** Credit and Risk Professionals, Basel officers, compliance and internal Audit Professionals, corporate bankers

PURPOSE

The role of Basel guidelines is getting increasingly important in the banking domain. This program aims at introducing the different techniques to calculate CAR for credit risk, market risk, operational risk and liquidity risk as they constitute the measure that should be satisfied by banks.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Overview of Basel II.
- Internal rating based models.
- Capital requirements for market risk.
- Measuring operational risk using standardized approach.
- Pillar two - ICAAP and supervisory review process.
- Pillar three - market discipline.
- Basel III – modifications.
- Introduction to IFRS 9 – financial instruments.
- Other key standards.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

This Course is also available as E-learning **E-Learning Code:** 6062

11 RISK ADJUSTED RETURN ON CAPITAL (RAROC) Pathway Code: 7606 / 7028 **Course Type** Class/VILT **Course No:** 1228

Specialization **1 DAY** Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- RAROC.
- Basel capital guidelines and risk linkages.
- Hurdle rate.
- RAROC computation.
- RAROC as a performance measure.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

12 ENTERPRISE RISK MANAGEMENT (ERM) Pathway Code: 7611 **Course Type** Class/VILT **Course No:** 1962

Masterclass **1 DAY** Risk Management officers, regulatory reporting officers, audit and Compliance managers.

PURPOSE

The Basel Committee's enhanced Pillar 2 guidance sets clear expectations for boards of directors and senior management to: understand the firm-wide risk profile. ERM is a method of providing the firm with a succinct view of all its key risk information, thus enabling the senior team to make balanced, firm-wide risk decisions. This program provides learners with the scope of aggregating all risks to reach that objective.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Define a common understanding of risk and a common risk language.
- Aggregate risk information from the whole firm across all risk types.
- Summarize risk information to enable better management decision-making.
- Compare the firm's risk profile to the available risk capital.
- Use the firm-wide risk view to define and fine-tune the firm's risk appetite.

Prerequisite: Risk Management in banks

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

E-Learning & Micro-Learning

1 INTERNAL CAPITAL ADEQUACY ASSESSMENT PROCESS

Course Type
E-Learning

ELRN Code:
6261

Intermediate 



Open to all based in relevance

PURPOSE

The ICAAP was a product of the Basel II Accord on banking supervision, which introduced the "3 Pillar" model which is now the foundation of capital and prudential regulation for banks and other financial institutions. In this program we are going to understand the purpose, process & risks covered through ICAAP.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Purpose of ICAAP.
- Steps required to prepare ICAAP report.
- Risks to be covered through ICAAP.

2 FUNDS TRANSFER PRICING

Course Type
E-Learning

ELRN Code:
6262

Intermediate 



Open to all based in relevance

PURPOSE

This program is designed to understand and articulate the role of funds transfer pricing for banks and the regulatory requirements driving it. Understand the components of a typical FTP construct and how these fit with cost/ value of funds and net interest margin while deciphering how interest rate risk is identified and managed with FTP models.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- An overview of FTP and what it's role achieves.
- Regulatory requirements behind the implementation of FTP.
- Separating interest rate risk, liquidity and other components.
- Accommodating rate sensitivity.

3 BLACK SWAN EVENT

Course Type
E-Learning

ELRN Code:
6263

Intermediate 



Open to all based in relevance

PURPOSE

The Black Swan explains why we are so bad at predicting the future, and how unlikely events dramatically change our lives if they do happen, as well as what you can do to become better at expecting the unexpected.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- What is a Black Swan event.
- Is historical data enough to predict future events.
- Biases we hold when we plan risk managementsensitivity.

4 RISK APPETITE & RISK TOLERANCE

Course Type
E-Learning

ELRN Code:
6264

Intermediate 



Open to all based in relevance

PURPOSE

This course discusses the purpose and balance of risk appetite and risk tolerance in an organization. The course provides a framework for defining the specific categories of risk for an organization and determining the ideal level of risk to engage in.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Explain the differences between risk appetite, risk tolerances and thresholds.
- Develop a risk appetite framework and supporting governance processes.
- Develop risk appetite metrics and trigger levels for action.

5 VALUE AT RISK (VAR)

Course Type
E-Learning

ELRN Code:
6265

Intermediate 



Open to all based in relevance

PURPOSE

In this course we would review statistical concepts and computation of Value at Risk (VaR), understand regulatory issues and vet through different analytical techniques of VaR modelling.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand basic statistical concepts used under VaR.
- Understand the concept of Value at Risk.
- Comprehend various methodologies of estimating VaR and their strengths.

6 IFRS-9 HIGHLIGHTS FOR CREDIT PROFESSIONALS

Course Type
E-Learning

ELRN Code:
6074

Intermediate 



Open to all based in relevance

PURPOSE

The Purpose of this course is to familiarize participants from Credit with the new impairment model based on Expected Credit Loss (ECL) as per IFRS - 9, as mandated by regulators.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Introduction to IFRS - 9.
- Expected credit loss model.
- Three stagesk.
- Significant increase in credit risk.



eibfs

10

ISLAMIC BANKING

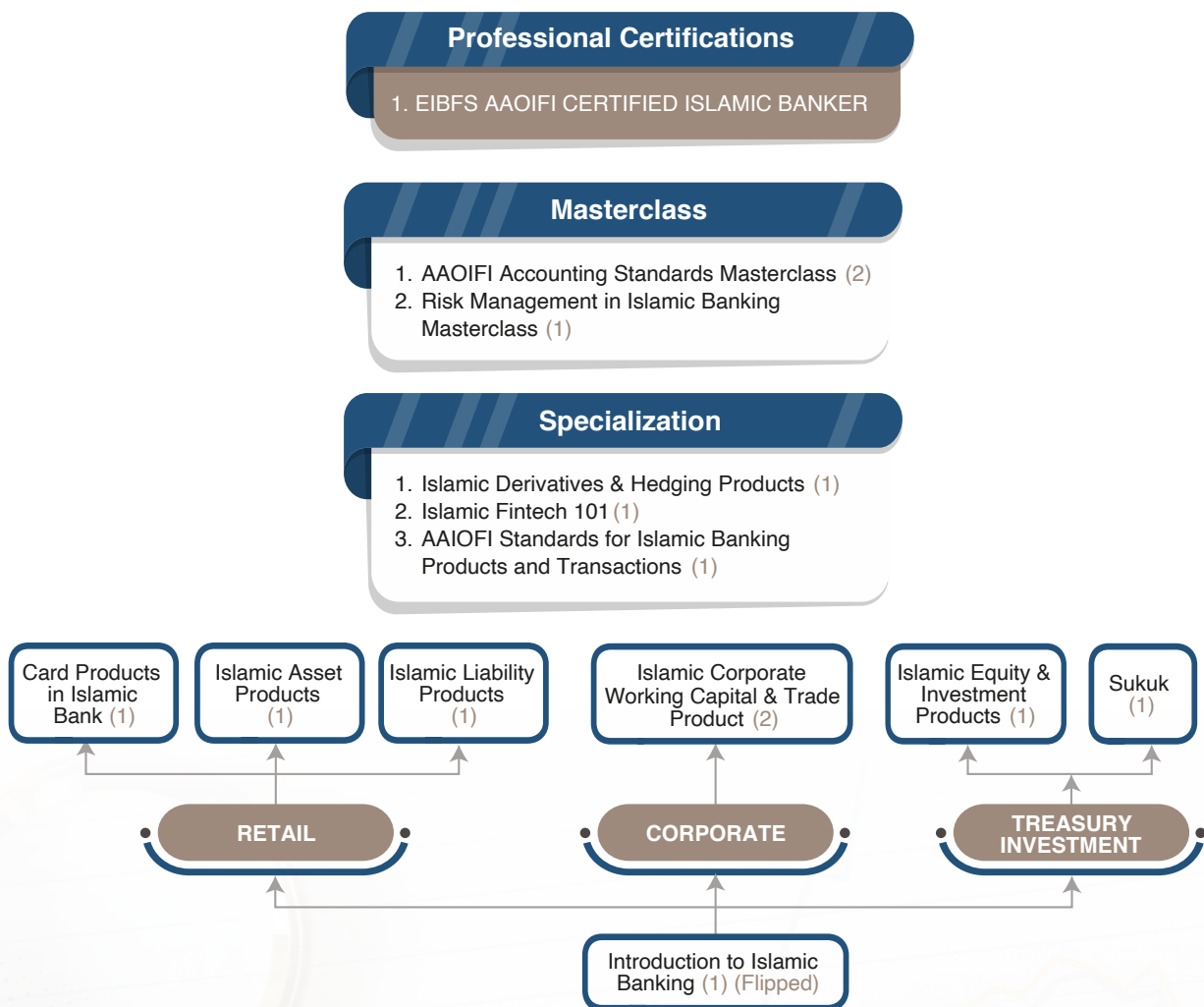
ISLAMIC BANKING

HOW TO APPROACH THIS CATEGORY

The learning pathway in Islamic banking category would help the learners develop competencies in various areas of this domain.

The learners can start their learning journey in this domain with the Introduction to Islamic banking followed by specialized Islamic banking programs in various areas like retail, corporate and risk management. The category has been greatly enhanced this year with the introduction of new E-learning and microlearning programs on various Islamic banking topics.

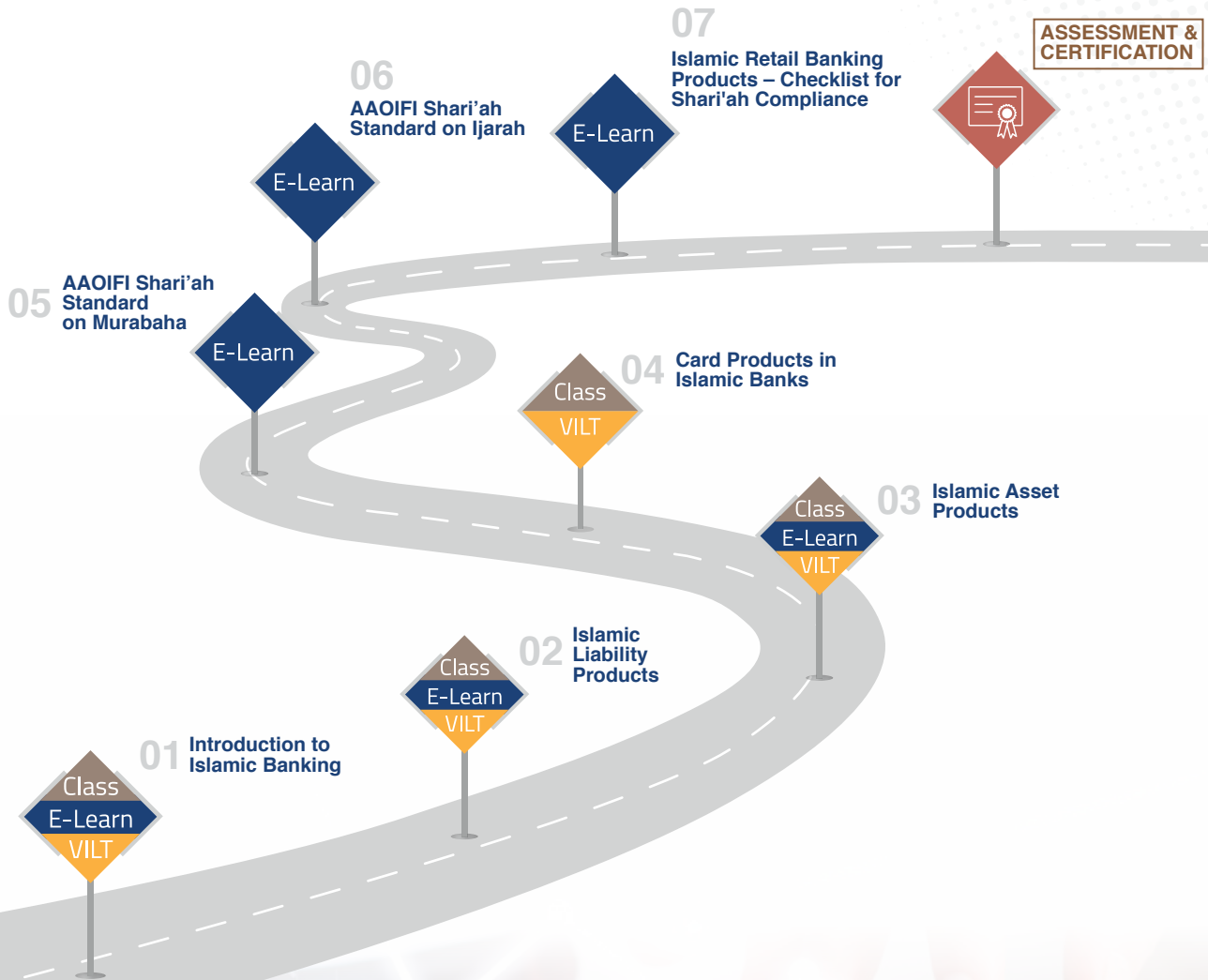
EIBFS has signed an MOU with Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) to provide training programs in full compliance with AAOIFI Standards as required by the UAE Central Bank appointed Higher Shari'ah Authority regulation. A certificate program called 'Certified Islamic Banker' has been launched by EIBFS in cooperation with AAOIFI to develop qualified personnel with deep and strong knowledge of Islamic banking products and operations as per the AAOIFI standards guidelines.



Micro-Learning & E-Learning Courses

1. AAOIFI Shari'ah standard on Murabahah.
2. AAOIFI Shari'ah standard on Ijarah.
3. AAOIFI Shari'ah standard on gold and its trading parameters in Shari'ah.
4. AAOIFI Shari'ah standard on sale of debt.
5. Shari'ah compliance guidelines for Islamic products and transactions.
6. Code of ethics for Islamic finance professionals (AAOIFI guidelines).
7. Letter of credit in Islamic bank.
8. Personal financing through commodity Murabaha.
9. Card products in Islamic banks.
10. Vehicle Murabahah.
11. Islamic banking investment products.

EIBFS INTERNATIONAL CERTIFICATION IN ISLAMIC RETAIL BANKING (EICIRB)



ISLAMIC BANKING

This Course is also available as E-learning | E-Learning Code: 6212

1 INTRODUCTION TO ISLAMIC BANKING

Pathway Code:
7100

Course Type
Class/VILT

Course No:
1702

Foundation

1 DAY



New entrants as well as existing bank employees interested to equip themselves with the fundamental knowledge of Islamic banking and finance

PURPOSE

The introductory course aims to familiarize the participants with the guiding principles of Islamic banking and finance and legal and Shari'ah framework within which the industry works. The participants shall analyze the evolution and performance of Islamic banking and finance industry in local and global context.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Key guiding principles of Islamic banking and finance.
- Islamic Finance: Industry analysis; evolution, performance; new trends.
- Regulatory and Shari'ah framework for Islamic banking and finance institutions Islamic financing techniques as used in Islamic banks: Murabahah, Mudarabah; Musharakah; Ijarah, forward Ijarah, Salam, Tawarruq, Istisna'a, Wakalah, Kafalah etc.

Live Class Module Learning Outcomes:

After the completion of this course, the learner should be able to understand:

- Key concepts of Islamic banking: General prohibitions and instructions.
- Islamic banking vs conventional banking: Main differences.
- Mechanism of fund collection and fund management in Islamic banks.
- Most common used Islamic financing techniques as used in Islamic banks product structure.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning | E-Learning Code: 6073

2 CARD PRODUCTS IN ISLAMIC BANKS

Pathway Code:
7103

Course Type
Class/VILT

Course No:
1722

Intermediate

1 DAY



Banks employee who need to be introduced to credit card operations, Islamic banking staff who are involved in card operations, sales all call center officers

PURPOSE

The course aims to provide the participants an overview of structure, features and benefits of card products offered by Islamic banks. The participants shall learn the shari'ah viewpoints on card products and identify the techniques used in structuring different types of cards in Islamic banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Card products in banks; Shari'ah viewpoint on credit products. (AAOIFI guidelines).
- Types of card products in Islamic Bank- Debit Card, Charge Card; Prepaid Card; Credit Card, Covered Card.
- Underlying Shari'ah contracts for different types of cards in Islamic banks.
- Credit Card in conventional banks and Islamic banks key differences.
- Fee-based credit card: Structure, mechanism of fee calculation.
- Profit-based covered card: Structure; profit calculation mechanism.
- Key issues; Late payment charges, rewards, unethical transactions.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

This Course is also available as E-learning | E-Learning Code: 6213

3 ISLAMIC ASSET PRODUCTS

Pathway Code:
7102

Course Type
Class/VILT

Course No:
1713

Foundation

1 DAY



Bank officials working in asset side products and other domains in retail banking

PURPOSE

This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners would try to analyze cash flow statements to help them make their decisions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic banking concept and suitable Shari'ah contracts to meet customer's financing needs.
- Types and structure of financing products in Islamic banks: vehicle finance; consumer finance, personal finance products.
- Home Finance products for ready and under-construction property - standard Shari'ah, & forward Shari'ah structures.
- Mechanism and types of card products in Islamic banks.
- Documentation, guarantees, risks and compliance issues.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

ISLAMIC BANKING

This Course is also available as E-learning | E-Learning Code: 6214

4 ISLAMIC LIABILITY PRODUCTS

Pathway Code:
7101

Course Type
Class/VILT

Course No:
1714

Foundation

1 DAY



Bank officials working in asset side products and other domains in retail banking

PURPOSE

This is a focused course in the domain of Islamic liability products. It explains the different types of deposits in Islamic banks focusing on the financing techniques used in deposits structure and fund management.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic banking concept and appropriate deposit product to suit customer's needs.
- The key difference in Islamic banks' deposits viz a viz conventional bank Shari'ah contracts used for liability products in Islamic banks.
- Types of deposits and their structures in Islamic banks: Current account; saving deposit; investment deposits: based on Mudarabah; Wikalah & Murabahah.
- Process and mechanism of deposit management in Islamic banks.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

5 ISLAMIC CORPORATE WORKING CAPITAL AND TRADE PRODUCTS

Course Type
Class/VILT

Course No:
1715

Intermediate

2 DAY



Bankers in corporate banking, trade finance, SME, credit, risk departments in banks, relationship managers, analysts and others based on relevance

PURPOSE

The course aims to provide the participants with sound understanding of Islamic trade, working capital and corporate financing solutions. The participants shall identify the key products, principles, practical aspects, advantages, challenges and current development of Islamic trade and corporate finance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Key Shari'ah contracts used for Islamic structured trade finance products.
- Import and export financing products in Islamic banks; local and International trade solutions; Guarantees; Structured Solutions.
- Documentary Credits in Islamic banks: Islamic Letter of Credit (LCs) VS Conventional LCs.
- Working capital financing products: short term-long term solutions.
- Syndicated financing.
- Structured Products for project financing.
- Documentation, Default treatment and fraud prevention measures.

Prerequisite: Introduction to Islamic banking.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

6 ISLAMIC EQUITY & INVESTMENT PRODUCTS

Course Type
Class/VILT

Course No:
1716

Intermediate

1 DAY



Officials in the area of investments broking, corporate banking, risk, wealth management, private banking and others based on relevance

PURPOSE

The course aims to familiarize the participants with the dynamics of Islamic capital markets and shari'ah framework of Islamic securities. The course highlights shari'ah parameters for equity-screening, Islamic equity-market indexes, Islamic investment funds and Islamic Takaful investment products.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic Investment guidelines and characteristics of Islamic equity market
- Shari'ah guidelines for equity screening for investment and trading.
- Structure and types of Islamic investment funds; Equity funds, Real Estate Investment Trusts (I-REITs); Exchange Traded Fund (ETF).
- Takaful investment program.

Prerequisite: Introduction to Islamic banking.

Repeat	Location
-	AD
-	DXB
-	SHJ
1	VILT

This Course is also available as E-learning | E-Learning Code: 6215

7 SUKUK

Course Type
Class/VILT

Course No:
1717

Intermediate

1 DAY



Officials in the area of investments treasury, broking, corporate banking, risk, wealth management, private banking and others based on relevance

PURPOSE

The course helps participants learn the key concept of Sukuk, their evolution, features and role in current Islamic finance industry. The course focuses on highlighting different Sukuk structures and their uses in Islamic finance in contrasts with the conventional bonds. The participants shall comprehend different issues related to Sukuk and identify the criteria and principles in structuring Sukuk.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

E-Learning Module Learning Outcomes:

- Features, types, evolution, current market trends of Sukuk in Islamic finance industry
- An overview of the key Islamic Financing techniques used for Sukuk structuring.

Live Class Module Learning Outcomes:

- Key differences between conventional bond and Islamic Sukuk.
- Sukuk structuring and issuance processes, AAOIFI standards.
- Key Sukuk types, structures, innovation - case studies.
- Current trend, issues and challenges related to Sukuk: legal, credit, Shari'ah, trading issues.

Prerequisite: Introduction to Islamic banking.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

8	ISLAMIC DERIVATIVES & HEDGING PRODUCTS	Course Type Class/VILT	Course No: 1718
PURPOSE			
The course focuses on Islamic principles of hedging and gives an overview of hedging and derivative instruments used in Islamic finance. The learners shall appreciate risk-hedging mechanism, principles and structures used in Islamic finance today.			
LEARNING OBJECTIVES			
After the completion of this course, the learner should be able to understand:			
<ul style="list-style-type: none"> Islamic concept of hedging financial risks; Shari'ah appreciation of conventional hedging and derivative products. Techniques used to manage risk in Islamic finance in line with the core principles of Islamic finance. Different types of Islamic hedging and derivative instruments such as Islamic Forex Forward, Islamic Forex Swap, Islamic Cross Currency Swap, Islamic Profit Rate Swap, Islamic Options etc. Challenges faced in structuring Islamic hedging and derivative products. 			
Prerequisite: Introduction to Islamic Banking.			
		Repeat	Location
		-	AD
		1	DXB
		-	SHJ
		1	VILT

9	ISLAMIC FINTECH 101	Course Type Class/VILT	Course No: 1826
PURPOSE			
Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.			
LEARNING OBJECTIVES			
After the completion of this course, the learner should be able to understand:			
<ul style="list-style-type: none"> Islamic banking and finance concepts and use of FinTech in Islamic transactions Kind of innovation which is undertaking the Islamic banking and financial landscape Islamic banking product innovation- Use of Technology ; Fintech, Regtech, Shari'ah compliance. Fintech application in Islamic finance: (use cases), and how they are transforming the market. 			
Prerequisite: Introduction to Islamic Banking			
		Repeat	Location
		-	AD
		1	DXB
		-	SHJ
		1	VILT

10	AAOIFI STANDARDS FOR ISLAMIC BANKING PRODUCTS AND TRANSACTIONS	Course Type Class/VILT	Course No: 1721
PURPOSE			
This a specialized course on AAOIFI Shari'ah, accounting, governance and ethics Standards with special focus on Shari'ah Standards. The course has been tailored for professionals in Islamic banking and finance industry who need to gain a closer understanding of AAOIFI Shari'ah Standards for Islamic banking products and transactions.			
LEARNING OBJECTIVES			
After the completion of this course, the learner should be able to understand:			
<ul style="list-style-type: none"> The general framework of AAOIFI Standards on Shari'ah, accounting, governance and ethics. Significance of the UAE Central Bank regulation to apply AAOIFI Standards for product structuring, process and offering in Islamic financial institutions. Overview of the AAOIFI Shari'ah Standards for most used transactions. The process of structuring and developing Islamic banking products as per AAOIFI guidelines. Requisites for financial engineering of the new Islamic banking products: Regulatory and Shari'ah compliance, marketing strategy, product launch, monitoring and review, 			
Prerequisite: Introduction to Islamic Banking			
		Repeat	Location
		1	AD
		1	DXB
		-	SHJ
		-	VILT

11	AAOIFI ACCOUNTING STANDARDS MASTERCLASS	Course Type Class/VILT	Course No: 1719
PURPOSE			
The program aims to familiarize the participants with Islamic accounting principles and broad framework of accounting and financial reporting issues in Islamic financial institutions (IFIs). The participants shall identify the accounting objectives, reporting and disclosure requirements as well as Accounting Standards for IFIs developed by the Accounting & Auditing Organization for Islamic Financial Institutions (AAOIFI).			
LEARNING OBJECTIVES			
After the completion of this course, the learner should be able to understand:			
<ul style="list-style-type: none"> Financial reporting and accounting objectives and framework for Islamic financial institutions. Need for financial reporting and accounting standards to cater for the unique features of an Islamic financial institution (IFI). Limitations of International Financial Reporting Standards. Role of AAOIFI and the objectives and concepts of financial reporting for Islamic banks. AAOIFI Accounting Standards for Murabaha, Ijarah, Istisna'a, Mudarabah, Musharakah, and Investment Accounts. 			
Prerequisite: Introduction to Islamic Banking.			
		Repeat	Location
		1	AD
		-	DXB
		-	SHJ
		1	VILT

ISLAMIC BANKING

12 RISK MANAGEMENT IN ISLAMIC BANKING MASTERCLASS	Course Type Class/VILT	Course No: 1720										
Mastercalss	2 DAY	Treasury, Credit, operational Risks, compliance officers and senior bankers in various functional are as who need to acquire good knowledge in risk management in Islamic banks										
<p>PURPOSE</p> <p>The course aims to provide comprehensive understanding of the Islamic perspectives on risks and its management. It familiarizes the participants with the types of risks involved in Islamic modes of financing and suggests ways to mitigate these risks. The participants shall develop a sound understanding of the risks facing Islamic banks and analyze the techniques and tools used for risk management by Islamic financial institutions.</p>	<p>LEARNING OBJECTIVES</p> <p>After the completion of this course, the learner should be able to understand:</p> <p>E-Learning Module Learning Outcomes:</p> <ul style="list-style-type: none"> • Key guiding principles of Islamic banking and finance. • An overview of the risks involved in Islamic financing techniques as used in Islamic banks. • Islamic Financial Services Board (IFSB) guidelines on risk management for Islamic financial institutions. <p>Live Class Module Learning Outcomes:</p> <ul style="list-style-type: none"> • Risks exposure in Islamic banks: Credit risks, operational risks, market risks, investment return risks, liquidity risks. • Shari'ah-intrinsic risks, Shari'ah non-compliance risk and ways to mitigate such risk. • Credit and operational risk management in Islamic Banks. • Types of risks involved in Islamic modes of financing and ways to mitigate the risks. <p>Prerequisite: Introduction to Islamic Banking.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="font-size: 8px;">Repeat</th> <th style="font-size: 8px;">Location</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">AD</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">DXB</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">SHJ</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">VILT</td> </tr> </tbody> </table>	Repeat	Location	-	AD	1	DXB	-	SHJ	1	VILT
Repeat	Location											
-	AD											
1	DXB											
-	SHJ											
1	VILT											

E-Learning & Micro-Learning

1 AAOIFI SHARI'AH STANDARD ON MURABAHAH	Course Type E-Learning	ELRN Code: 6222
Intermediate	Islamic bank staff who want to know about the AAOIFI guidelines on Murabahah	
<p>COURSE OUTLINE</p> <p>To familiarize the participants with the AAOIFI Standard on Murabahah.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Key points of AAOIFI Shari'ah standard on Murabahah. • Procedures prior to the contract of Murabahah. • Acquisition of title to, and possession of, the asset by the institution or its agent. • Conclusion of a Murabahah contract, guarantees. 	
2 AAOIFI SHARI'AH STANDARD ON IJARAH	Course Type E-Learning	ELRN Code: 6221
Intermediate	Islamic bank staff who want to know about the AAOIFI guidelines on Ijarah	
<p>COURSE OUTLINE</p> <p>To familiarize the participants with the AAOIFI Standard on Ijarah Muntahia Bittamleek.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Key points of AAOIFI Shari'ah Standard on Ijarah. • Acquisition of the asset to be leased, or its usufruct, by the institution. • Concluding an Ijarah contract and the forms of Ijarah. • Guarantees and treatment of Ijarah receivables. • Transfer of the ownership in the leased property in Ijarah Muntahia Bittamleek. 	
3 AAOIFI SHARI'AH STANDARD ON GOLD AND ITS TRADING PARAMETERS IN SHARI'AH	Course Type E-Learning	ELRN Code: 6283
Intermediate	Islamic bank staff who want to know about the AAOIFI guidelines on Gold Trading	
<p>COURSE OUTLINE</p> <p>To familiarize the participants with the AAOIFI Standards on gold trading and dealing in gold as a banking product.</p>	<p>LEARNING OUTCOME:</p> <ul style="list-style-type: none"> • Gold and its Shari'ah characterization. • Shari'ah rulings for trading in gold (Spot and Deferred). • Zakat of Gold. • General Shari'ah rulings and applications. 	

<p>4 AAOIFI SHARI'AH STANDARD ON SALE OF DEBT</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6284</p>
<p>Intermediate </p> <p> Islamic bank staff who want to know about the AAOIFI Intermediate guidelines on 'Sale of Debt'.</p>		
<p>COURSE OUTLINE</p> <p>To familiarize the participants about the AAOIFI Standards on 'Sale of Debt'.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Definition and types of debt. • Sale of debt to creditor. • Sale of debt to third party. • Current application of sale of debt in Islamic finance. 	
<p>5 SHARI'AH COMPLIANCE GUIDELINES FOR ISLAMIC PRODUCTS AND TRANSACTIONS</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6285</p>
<p>Intermediate </p> <p> Islamic banks' staff who want to learn the guidelines for Shari'ah compliance framework for Islamic products and transactions.</p>		
<p>COURSE OUTLINE</p> <p>To train the participants in Shari'ah compliance procedure to develop proper Shari'ah compliance framework Islamic bank products and transactions.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Shariah audit methodology. • Documentation, procedure, and implementation. • Product wise audit guidelines- Murabahah. • Product wise audit guidelines- Ijarah. 	
<p>6 CODE OF ETHICS FOR ISLAMIC FINANCE PROFESSIONALS (AAOIFI GUIDELINES)</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6286</p>
<p>Intermediate </p> <p> Islamic banking and finance professionals working in Shari'ah, accounting, marketing, sales, functions of the Islamic financial institutions.</p>		
<p>COURSE OUTLINE</p> <p>To familiarize the participants with the latest Code of Ethics for Islamic Finance Professionals of AAOIFI to mitigate the Shari'ah non-compliance and reputational risks in IFIs such as banks, takaful companies, Islamic finance companies, etc.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Conceptual framework. • AAOIFI ethics protocols. • Illustrative violations. • Illustrative ideals. 	
<p>7 LETTER OF CREDIT IN ISLAMIC BANK</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6287</p>
<p>Intermediate </p> <p> Bankers in corporate banking, trade finance, SME, credit, risk departments in Islamic banks</p>		
<p>COURSE OUTLINE</p> <p>To provide the participants with sound understanding of mechanism and working of letter of credit in Islamic banks.</p>	<p>LEARNING OUTCOME</p> <ul style="list-style-type: none"> • Features of trade finance in Islamic banks. • Techniques used for structuring letter of credit in Islamic banks. • Understanding letter of credit process in Islamic banks. • Documentation, risk, compliance. 	
<p>8 PERSONAL FINANCING THROUGH COMMODITY MURABAHA</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6288</p>
<p>Intermediate </p> <p> Bank officials working in asset side products and other retail domains in retail and corporate banking.</p>		
<p>COURSE OUTLINE</p> <p>To provide the participants the details about use of Commodity Murabaha structure for personal finance products in Islamic banks.</p>	<p>LEARNING OUTCOME:</p> <ul style="list-style-type: none"> • Nature of cash financing product in Islamic banks • Key features of Commodity Murabaha structure • Process of cash financing through Commodity Murabahah • Key documentation, platform used for the trading 	

E-Learning & Micro-Learning

9 CARD PRODUCTS IN ISLAMIC BANKS

Course Type
E-Learning

ELRN Code:
6289

Intermediate 



Banks employees who need to be introduced to Islamic credit card operations.

COURSE OUTLINE

To provide the participants an overview of structure, features and types of card products offered by Islamic banks.

LEARNING OUTCOME

- Key features of cards offered by Islamic banks.
- Structure and working of credit card in Islamic banks.
- Structure and advantage of covered cards in Islamic banks.
- Documentation, process, Shari'ah compliance issues.

10 VEHICLE MURABAHAH

Course Type
E-Learning

ELRN Code:
6290

Intermediate 



Bank officials working in asset side products and other domains in retail banking.

COURSE OUTLINE

To introduce the learners about the Murabaha vehicle financing technique in Islamic banks.

LEARNING OUTCOME

- The key features of vehicle financing product in Islamic banks.
- The process and steps of vehicle financing product structure in Islamic banks.
- Roles of different parties in the financing process.
- Documentation, risks involved and risk mitigating tools.

11 ISLAMIC BANKING INVESTMENT PRODUCTS

Course Type
E-Learning

ELRN Code:
6117

Intermediate 



IBanks employees who need to be introduced to Islamic credit card operations.

COURSE OUTLINE

The course focuses on the Islamic banking investment principles and related Islamic banking techniques and products. The participants will get a working knowledge about the Islamic banking investments structures and supported contract used in the same.

LEARNING OUTCOME

- Types of Deposits in Islamic Banks.
- Deposits in Islamic Banks.
- Investment Product of Saving Accounts.
- Investments Accounts Products based on Wikalah Structure.
- Investments Accounts Products based on Murabaha Structure.
- Fund Management in Islamic Banking.

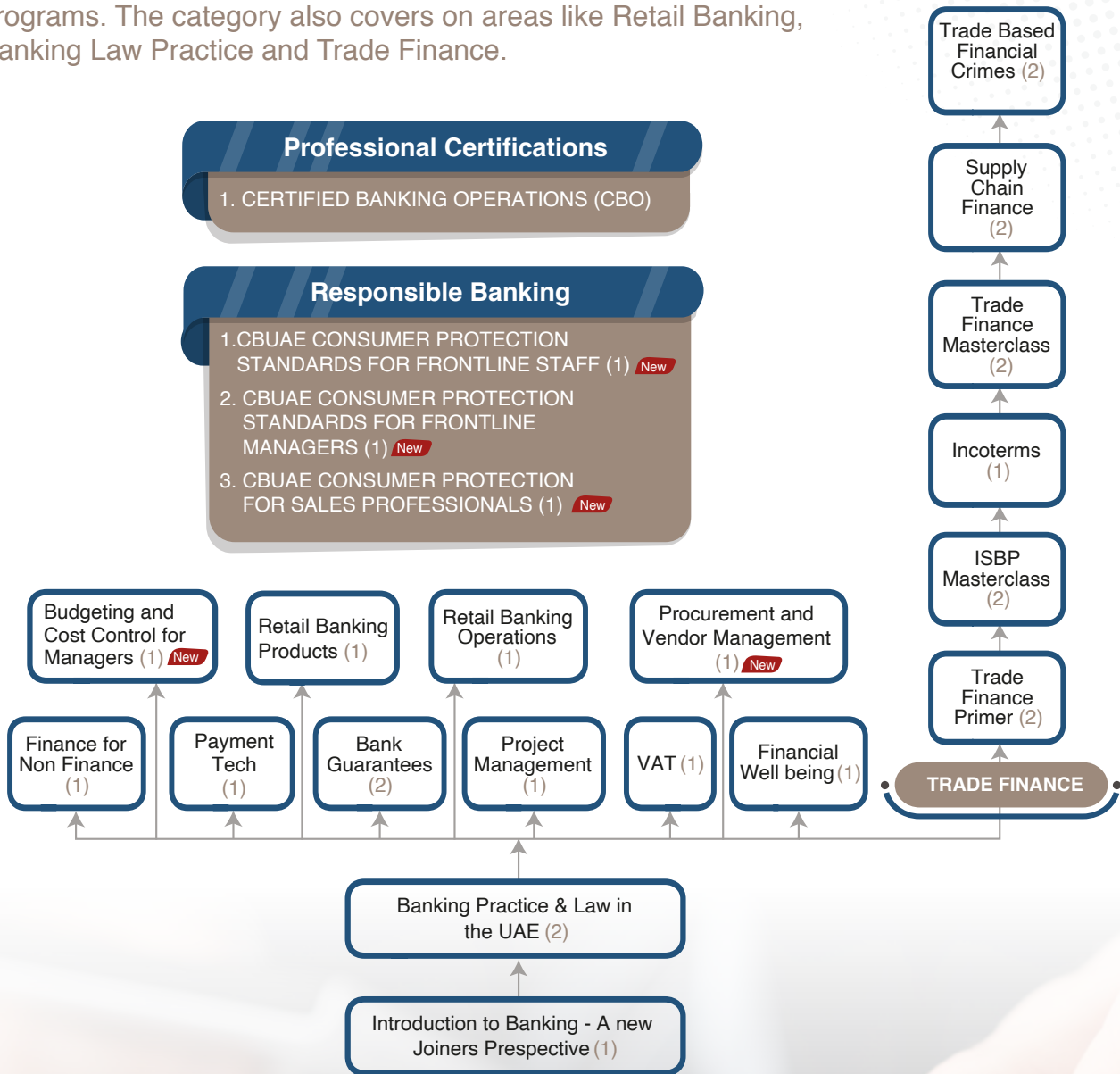
11

RETAIL, OPERATIONS & TRADE FINANCE

RETAIL, OPERATIONS & TRADE FINANCE

HOW TO APPROACH THIS CATEGORY

This category focuses on banking operations and general banking programs. The category also covers on areas like Retail Banking, Banking Law Practice and Trade Finance.



Micro-Learning & E-Learning Courses

1. Documentary Collections.

2. Trade Finance Documents Examination.



Learning Bundles

Retail, Operations & Trade Finance Bundles

Retail Banking Foundations

1. Retail Banking Products.
2. Retail Banking Operations.
3. Banking Practice & Law in the UAE.

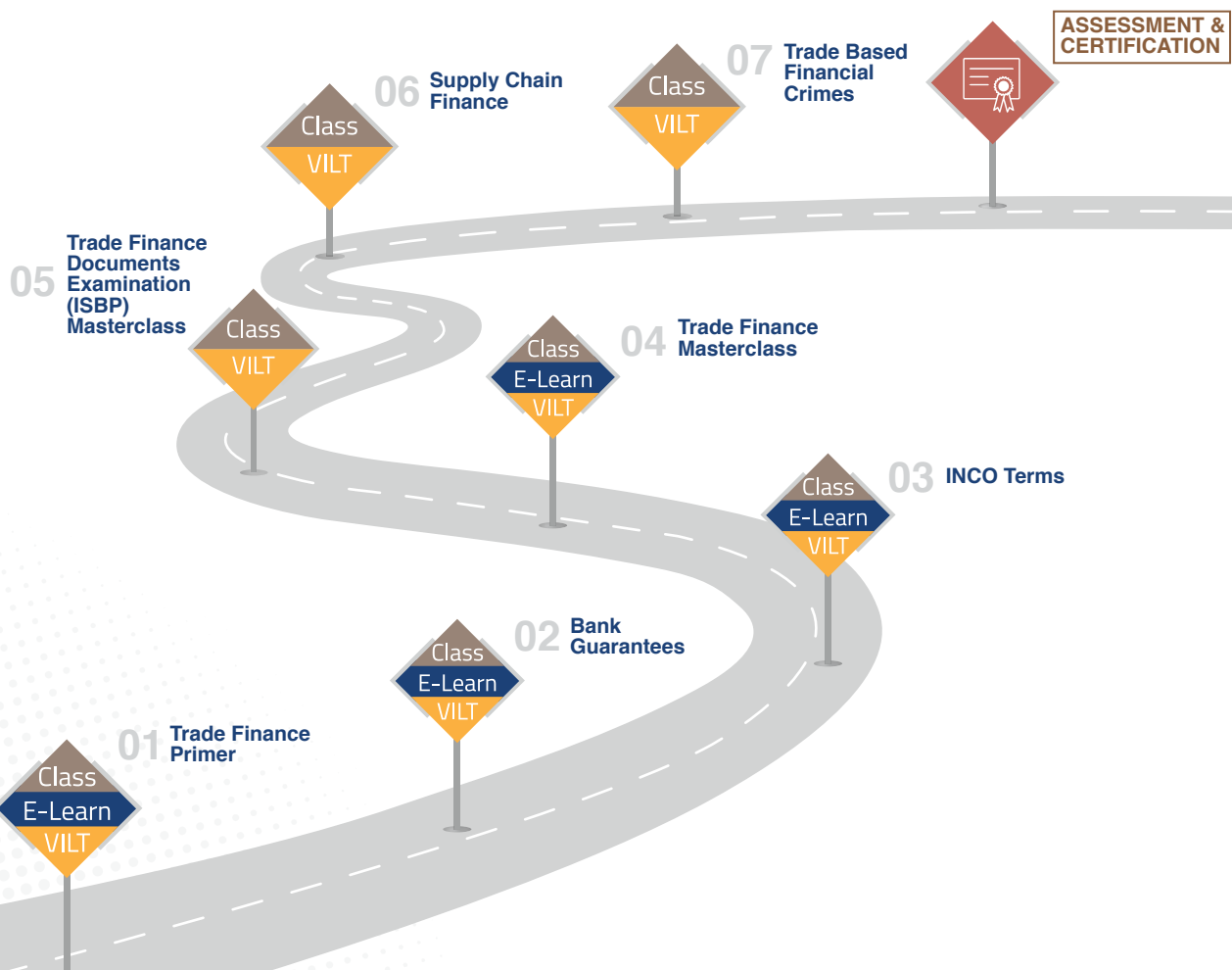
Finance

1. Finance for Non-Finance.
2. Budgeting and Cost Control for Managers.
3. Procurement and Vendor Management.
4. VAT (Value Added Tax).

Consumer Protection Standards

1. CBUAE Consumer Protection standards for Frontline Staff.
2. CBUAE Consumer Protection standards for Frontline Managers.
3. CBUAE Consumer Protection for Sales.
4. Root Cause Analysis and Complaint Management.

EIBFS INTERNATIONAL CERTIFICATION IN TRADE FINANCE (EICTF)



RETAIL, OPERATIONS & TRADE FINANCE

1 INTRODUCTION TO BANKING: A NEW JOINERS PERSPECTIVE Course Type: Class/VILT Course No: 1123

Foundation

1 DAY

A Program for new joiners

PURPOSE

The purpose of this program is to inform new joiners outline of what banks can do and cannot do and how bankers are trusted intermediaries

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is a Bank? Definition of Banking.
- Important Banking Regulations/Supervision of Banks.
- Classic banking activities/What banks cannot do.
- Risks in banking.
- Fiduciary role of bankers.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

2 BANKING PRACTICE AND LAW IN THE UAE Course Type: Class/VILT Course No: 1102

Foundation

2 DAY

Banking officials work in retail, corporate, trade finance and general banking operation. Compliance and Internal Audit managers and anyone new to UAE Banking industry

PURPOSE

This course will help the participants to learn the banking practices followed in UAE and become updated about regulatory changes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Structure of UAE banking industry.
- Regulatory framework and role of Central Bank.
- Laws relating to banking regulations in UAE.
- Regulation of credit and contracts law.
- Negotiable instruments laws.
- Discussion of some of the land mark legal cases in UAE.
- International practices and code of banking practice.
- Dispute resolution.
- Cyber law.

Repeat	Location
1	AD
2	DXB
1	SHJ
2	VILT

3 FINANCIAL PLANNING Pathway Code: 7071 Course Type: Class/VILT Course No: 1107

Intermediate

1 DAY

Open to all based requirements

PURPOSE

This program aims to give insights about various aspects of personal finance to the learners. The course would discuss how one can effectively plan their finances, achieve financial goals and handle debt carefully.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the importance of financial planning.
- Learn to quantify their various financial goals like retirement etc.
- Prepare a basic personal financial plan.
- Discuss how to handle debt carefully to avoid debt traps.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

4 PAYMENT TECH Course Type: Class/VILT Course No: 1120

Intermediate

1 DAY

Officials from Card Operations, Retail Banking and Operational Risk and Internal Audit

PURPOSE

This course covers all operational areas of Card Operations. The course examines the critical success factors including security aspects of the card payment industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Card issuer operations-third party providers.
- Acquirer operations.
- Card schemes.
- Scheme interfaces.
- Acceptance, chargebacks and disputes.
- Frauds and risk management.
- Certifications-EMV & PCI-DSS.
- Product enhancements.
- Loyalty and rewards.

RETAIL, OPERATIONS & TRADE FINANCE

This Course is also available as E-learning E-Learning Code: 6007

5 BANK GUARANTEES

Pathway Code: 7081

Course Type
Class/VILT

Course No: 1101

Intermediate

2 DAY

Personnel of Trade Finance and all credit departments. Also relevant for Internal Auditors, Risk Personnel and Branch Mangers

PURPOSE

This is a practical course to understand bank guarantees and standby letters of credit. The course will cover the key dimensions of bank guarantees and the legal frameworks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Bank guarantees overview (accessory/ non-accessory, direct/ indirect).
- Main types of guarantees.
 - The law related to bank guarantees – UAE CTL.
- Main issues from practical point of view: wording, claims, extend or pay claims.
- Examination of presentations.
 - Types of agreements under bank guarantee transaction.
- Clauses and format of bank guarantee.
 - The main features of the revision URDG 758.
- Advising of guarantees, amendments.
 - Liability of the Guarantor.
- Uniform rules for demand guarantee (URDG 458).
 - Standby letters of credit under ISP98.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

6 VALUE ADDED TAX

Course Type
Class/VILT

Course No: 1121

Intermediate

1 DAY

Bankers across functional domains looking for awareness about VAT

PURPOSE

This 1- day program introduces the key highlights of UAE Value Added Tax. The participants can understand the salient features of the law and clarify their doubts through this program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how VAT works.
- Analyze key highlights of UAE VAT regulations.
- Understand the impact on banking and financial sectors.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

7 PROJECT MANAGEMENT

Course Type
Class/VILT

Course No: 1617

Specialization

2 DAY

Managers, Business Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discussing key definitions, concepts, terminology, and roles.
- Identifying the project work by creating the work breakdown structure (WBS).
- Project work estimation – time and cost.
- Work assignments and determining resources required for project completion.
- Assigning ownership to tasks.
- Budget creation.
 - PMI guidelines.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

This Course is also available as E-learning E-Learning Code: 6201

8 TRADE FINANCE PRIMER

Pathway Code: 7021 / 7080

Course Type
Class/VILT

Course No: 1111

Intermediate

2 DAY

Corporate Bankers, Credit Analysts RMs and other Banking Professionals who have not attended a formal course in Trade Finance

PURPOSE

This program introduces the learners to the fundamental principles of Trade finance. A strong emphasis is placed on understanding the key elements of customer trade cycle analysis.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of Trade Finance.
- Commercial Contracts and the use of Inco terms.
- Commercial Documents.
- Methodology's of Payment (open trade, advance payment, collection, LC's , BOP).
- Understanding Payment Risk – The Risk Ladder.
- Documentary Credits.
- Understanding Documentary Credit Process.
- Responsibilities of Correspondent Banks in Trade.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

9 RETAIL BANKING OPERATIONS

Course Type
Class/VILT **Course No:**
1125

Intermediate

1 DAY



Tellers, Customer Service Officers, Relationship officers, Operations executives and all staff from the retail banking domain.

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employees knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Cheques Operations.
- Fund Transfer & Remittances – EFT & SWIFT.
- Card Operations.
- KYC & Due Diligence.
- The future of banking operations – Digital Disruptions.
- Clearing Operations.
- Opening and closing of an account.
- Customer Service & TAT.

Repeat	Location
-	AD
2	DXB
1	SHJ
3	VILT

10 TRADE FINANCE DOCUMENTS EXAMINATION (ISBP) MASTERCLASS

Pathway Code: 7084 **Course Type** Class/VILT **Course No:** 1113

Masterclass

2 DAY



Trade Finance, Documentary Credit, Audit Senior staff who should be familiar with UCP 600

PURPOSE

This course will help the learners understand how the practices articulated in UCP 600 are applied by documentary practitioners. It will help to determine compliance of documents with the terms of letters of credit and the impact of modification or exclusions of provisions of UCP 600 on International Standard Banking Practice.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Preliminary considerations.
- General principles
- Ocean / marine bills of lading (covering port-to port shipments).
- Multimodal transport documents.
- Air transport documents.
- Insurance documents.
- The application and issuance of the credit.
- Invoices.
- Charter party bill of lading.
- Air transport documents.
- Road, rail or inland waterway transport documents.
- Certificate of origin.

Prerequisite: Trade Finance Primer.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning **E-Learning Code:** 6014

11 INCOTERMS

Pathway Code: 7082 **Course Type** Class/VILT **Course No:** 1122

Specialization

1 DAY



Officials from Card Operations Retail Banking and Operational Risk

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employees knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of Incoterms.
- Description of Incoterms.
- Linking transactions to Incoterms.
- How to choose the right Incoterms.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

This Course is also available as E-learning **E-Learning Code:** 6202

12 TRADE FINANCE - MASTERCLASS

Pathway Code: 7083 **Course Type** Class/VILT **Course No:** 1124

Masterclass

2 DAY



All officers who have attended Trade Finance Basic course or Officers with at least 3 years of experience in Trade or Credit Departments in Banks

PURPOSE

This advanced program will provide delegates who are already familiar with or are working in a trade finance environment, an insight into the more complex trade finance techniques that are becoming more common.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify the roles of banks involved in documentary credit transactions.
- Define the different structures of documentary credit types.
- Differentiate the methods of payment under documentary credits.
- Identify the effectiveness of amendments on related parties.
- Structure bank to bank reimbursement according to URR 725.

Prerequisite: Trade Finance Primer.

Location
VILT
VILT
VILT
VILT

RETAIL, OPERATIONS & TRADE FINANCE

This Course is also available as E-learning | E-Learning Code: 6204

13 SUPPLY CHAIN FINANCE

Pathway Code: 7085 | Course Type: Class/VILT | Course No: 1239

Specialization

2 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Supply Chain Finance (SCF) is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify elements of SCF.
- Differentiate SCF products and using them.
- Mitigate risks related to SCF.
- Explore the role of blockchain and distributed ledger technology into SCF.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

14 TRADE BASED FINANCIAL CRIMES

Pathway Code: 7086 | Course Type: Class/VILT | Course No: 1130

Specialization

2 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Financial crimes pose serious threat to the banking system and the economies. Using trade and banking channels is one of the major tools used for large scale financial crimes. This course looks at financial crimes with a specific focus on trade channels.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Define financial Crime.
- Define trade based KYC and CDD.
- Differentiate trade based financial crimes types.
- Identify trade based ML/TF red flags.
- Analyze trade transactions for sanctions.
- Demonstrate commercial fraud and collusion.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

15 FINANCE FOR NON-FINANCE

Course Type: Class/VILT | Course No: 1126

Intermediate

1 DAY



Participants from relevant banking departments

COURSE OVERVIEW

Finance is an important aspect that every individual should be aware of to make an impact or contribution in decision making. Ability to interpret, analyze financial inputs can help to communicate better with firms' financial managers and support in acquisition and building a sustainable client relationship for the banks.

PURPOSE

This course will enable participants to raise financial awareness and help in using the information for better communicating the key financial principles and its applications in real world and in decision making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Assess companies' performance using key analysis techniques.
- Budgeting process and cost concepts.
- Application of time value concept and evaluating investments.
- Understanding working capital management.
- Business financing and investment decisions.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

14 CBUAE CONSUMER PROTECTION STANDARDS FOR FRONTLINE MANAGERS

Pathway Code: 7140 | Course Type: Class/VILT | Course No: 1013

Specialization

1 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Managers / Branch Managers etc.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Scope & Significance of Consumer Protection Standards.
- Disclosure and Transparency requirements as per CPS.
- Responsible Market & Business Conduct .
- Protection of Consumer Data and Assets.
- Complaint Management and Resolution.
- Consumer Education and Financial Inclusion.
- Fair and Equal Treatment of Consumers.
- Responsible Financing Practice.
- Institutional Oversight and Governance.

Repeat	Location
-	AD
2	DXB
1	SHJ
3	VILT

15 CBUAE CONSUMER PROTECTION FOR SALES

Course Type
Class/VILT

Course No:
1014

Specialization

1 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Sales personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you? • Key Fact Statement
- The three stages of information, Communication, and disclosure.
- Responsibilities in Sales solicitation, Pricing, Advertising and Promotional Activities.
- Cooling-off period, Consumer Mobility, Consumer Consent.
- Bundling of Products, Dealing with authorised agents.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Consumer assessment & Affordability, Fees & Commissions.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Repeat	Location
-	AD
1	DXB
-	SHJ
3	VILT

16 CBUAE CONSUMER PROTECTION STANDARDS FOR FRONTLINE STAFF

Pathway Code:
7140

Course Type
Class/VILT

Course No:
1012

Specialization

1 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline operations personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you? • Key Fact Statement.
- The three stages of information, Communication and disclosure.
- Best Interest of Customer, Consumer Consent, Cooling-off period.
- Consumer Mobility, Service Interruptions, Errors or Omissions, Unauthorised Transactions.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Repeat	Location
-	AD
1	DXB
-	SHJ
3	VILT

17 PROCUREMENT AND VENDOR MANAGEMENT

Course Type
Class/VILT

Course No:
1132

Specialization

1 DAY



Managers from business and support functions and procurement teams

PURPOSE

Strategic procurement and vendor management has become extremely important for organizations. Managers from business and support functions must liaise with the procurement teams to meet their various business needs. This course will thus enable effective collaboration between the various departments and procurement teams.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Evaluate vendor profiles for fit with organizational needs and direction.
- Practice vendor integration techniques to support strategic purchasing objectives.
- Manage vendor performance to ensure continuous improvement of offerings.
- Apply negotiation strategies for effective procurement.
- Vendor risk management.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

RETAIL, OPERATIONS & TRADE FINANCE

18 BUDGETING AND COST CONTROL FOR MANAGERS

Course Type
Class/VILT

Course No:
1131

Intermediate 

 1 DAY



Managers from business and support units

PURPOSE

Focus on the bottom line is a competency expected of every successful manager. Effective budgeting and cost control techniques can help you retain the focus on the bottom line even in a highly challenging business environment. In this training, the learners will understand the most widely used budgeting techniques for planning, monitoring, and controlling costs.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Defend the importance of linking an organization's budget with its strategic plan.
- Demonstrate how the budget relates to the key financial statements: balance sheet, income statement, and cash flow.
- Prepare the key elements of an operating and capital budget and evaluate the different budgeting approaches used.
- Apply cost control tools, analyze management variance reports and take proper corrective action.
- Utilize cost-volume-profit analysis in making budgeting decisions

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

19 RETAIL BANKING PRODUCTS

Course Type
Class/VILT

Course No:
1126

Intermediate 

 1 DAY



Tellers, Customer Service Officers, Relationship Officers and all new joiners in the retail banking domain

PURPOSE

Retail Banking is one of the major contributing segment in the bank in terms of employees and earnings. This course will help the learners understand various products and services under the retail banking segment.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- History of Retail Banking in UAE.
 - » Retail deposit products.
 - » Current account & savings accounts.
 - » Fixed deposits and recurring deposits.
 - » Call deposits and foreign currency deposits.
 - Retail loan products.
 - » Personal loan and salary overdraft.
 - » Auto loan and mortgage loan.
 - » Credits cards - billing cycle, POS machine.
 - » Etihad credit bureau.
 - » Term loan and overdraft.
 - Impact of technology in retail banking

E-Learning & Micro-Learning

1 DOCUMENTARY COLLECTIONS

Course Type
E-Learning

ELRN Code:
6260

Intermediate 



Trade finance staff, trade audit, trade compliance staff.

COURSE OUTLINE

As the use of documentary collections is increasing; this program is focusing on URC; the international rules for collections. Guiding trade finance staff in considering those rules in their trade transactions.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Identify documentary collections and their parties.
- Develop a collection instructions schedule and its terms.
- Differentiate the alternative types of collections.

2 TRADE FINANCE DOCUMENTS EXAMINATION

Course Type
E-Learning

ELRN Code:
6261

Intermediate 



Trade Finance professionals with good knowledge of trade finance international rules, trade audit officers and trade compliance officers.

COURSE OUTLINE

The ICC introduced ISBP to guide trade finance professionals on the standards needed for the examination of the documents. This program aims at focusing on how the ISBP standards should be considered in the documents examination stage.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand how practices articulated in UCP 600.
- Determine compliance of documents with terms and conditions of letters of credit.
- Understand the impact of amendments, modifications or exclusions on ISBP.

12

**PERSONAL
DEVELOPMENT
& LEADERSHIP
SKILLS**

PERSONAL DEVELOPMENT & LEADERSHIP SKILLS

HOW TO APPROACH THIS CATEGORY

HUMAN CAPITAL

This category focuses on contemporary programs in various domain areas of human resources management.

MANAGEMENT & LEADERSHIP SKILLS

The courses in this category are aimed at developing promising Managers and Leaders who can lead the business in a highly disruptive business environment.

PERSONAL DEVELOPMENT

The offerings in this category covers key skills for a successful corporate professional in a highly disruptive world.

PERSONAL DEVELOPMENT

1. Stress Management (1)
2. Giving Effective Feedback (1)
3. Personal Branding (1)
4. Managing Change & Uncertainty (1)
5. Work Life Balance (1)
6. Diversity, Equality & Inclusion (1)
7. Managing Multiple Tasks, Priorities & Deadlines (1)
8. Getting Most out of your 24 Hours (1)
9. Introduction to Neuro Linguistic Program (1)
10. Basic Arabic Communication for Non Native Speakers (2)
11. Professional Email Correspondence (1)
12. Mindfulness 101 (1)
13. Art of Networking (1)
14. Campus to Corporate (1)
15. Learning to Learn 101
16. Creating Engaging Presentations (Flipped)
17. Influence Without Authority (1) **New**
18. Creative Thinking and Problem Solving (1) **New**
19. Team Work and Collaboration (1) **New**
20. Treating People of Determination with Sensitivity (1) **New**

MANAGEMENT SKILLS

1. Aspiring Manager Program (2)
2. New Manager's Program (2)
3. Coaching Skills for Managers (1)
4. Project Management (2)
5. Performance Management & Appraisals (2)
6. Leading Remote Teams (1) **New**

HUMAN CAPITAL

1. Learning needs Analysis (1)
2. Train the Trainer (2)
3. Talent Acquisition & Succession Planning (2)
4. Balance Score Card (1)
5. HR Analytics (1) **New**

LEADERSHIP

1. Building & Leading High Performance Team (1)
2. Leading with Emotional Intelligence (2)
3. Intrapreneurship (1)
4. Design Thinking Essentials (1)
5. Leadership Fundamentals (1)
6. Leadership Communications (1)



Micro-Learning & E-Learning Courses

1. Business etiquette.
2. Getting most out of your 24 hours.
3. Managing stress at workplace.
4. Managing multiple task, priorities & deadlines.
5. Coaching skills for managers.
6. Personal branding.
7. Work life balance.
8. Working from home tips & tricks.
9. Staying positive during disruptive times.
10. Overcoming procrastination.
11. English punctuation.
12. Creating goodwill with emails.
13. Introduction to mindfulness.
14. The happy life.
15. Productive presentations.

Learning Bundles

Personal Development and Leadership Skills Bundles

Wellbeing

1. Stress Management.
2. Work Life Balance.
3. Getting Most out of your 24 Hours.
4. Mindfulness.
5. Financial Wellbeing.

Personal Productivity

1. Getting Most out of your 24 Hours.
2. Managing Multiple Tasks, Priorities & Deadlines.
3. Introduction to Neuro Linguistic Program.

Ways of Thinking

1. Design Thinking Essentials.
2. Creative Thinking and Problem Solving.
3. Entrepreneurship.

Effective Managers Tool Kit

1. Personal Branding.
2. Coaching Skills for Managers.
3. Managing Multiple Tasks, Priorities & Deadlines.
4. Performance Management & Appraisals.
5. Budgeting and Cost Control.
6. Data Story Telling and Decision Making.

MANAGEMENT SKILLS

This Course is also available as E-learning **E-Learning Code: 6001**

1 COACHING SKILLS FOR MANAGERS

Course Type
Class/VILT

Course No:
1641

Intermediate

1 DAY

Managers, Team leaders

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Coaching models.
- Structure coaching sessions that flow.
- Hold attention on what is most important to your client.
- Listen for transformation, helping people break through old patterns and habits.
- Support inspirational action plans and accountability structures.

Repeat	Location
-	AD
2	DXB
-	SHJ
2	VILT

2 ASPIRING MANAGER PROGRAM

Course Type
Class/VILT

Course No:
1638

Foundation

2 DAY

For people who are likely to move to Manager roles

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Get the feel of managing teams.
- Develop a grounding in basics of management.
- Understand key skills required for a manager.
- Transition to managing roles.

Repeat	Location
-	AD
1	DXB
1	SHJ
1	VILT

3 NEW MANAGER PROGRAM

Course Type
Class/VILT

Course No:
1637

Intermediate

2 DAY

For First Time Managers

PURPOSE

Not many people get the chance to manage teams. People who get the opportunity need to learn how to prepare themselves to be an effective manager. It needs many skills, changes in your thought process and styles to prepare yourself to be a successful manager.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The career pathway: Member- Manager- Leader.
- Common pitfalls of a first-time manager.
- Facilitate meetings and discussions.
- Communicate effectively to the team.
- Effective delegation.
- Motivate the team.
- Appraising performance
- Taking control as a manager.
- Make an impact.

Repeat	Location
-	AD
2	DXB
1	SHJ
1	VILT

4 PROJECT MANAGEMENT

Course Type
Class/VILT

Course No:
1617

Intermediate

2 DAY

Managers, Business Analysts, Project Teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discussing key definitions, concepts, terminology, and roles.
- Identifying the project work by creating the work breakdown structure (WBS).
- Project work estimation – time and cost.
- Work assignments and determining resources required for project completion.
- Assigning ownership to tasks.
- Budget creation.
- PMI guidelines.

Repeat	Location
-	AD
2	DXB
-	SHJ
2	VILT

HUMAN CAPITAL

1 LEARNING NEEDS ANALYSIS

Course Type
Class/VILT

Course No:
1616

Intermediate

1 DAY

HR and L&D professionals

PURPOSE

This program is for professionals who want to gain an understanding of conducting a needs assessment for training, organizational development, and other organizational projects involving people and processes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Types of need analysis.
- Assess knowledge, skills and competencies.
- Plan, design LNA.
- Learning need analysis process.
- Understanding the cost benefit implications.

Repeat	Location
-	AD
-	DXB
-	SHJ
1	VILT

2 TALENT ACQUISITION & SUCCESSION PLANNING

Course Type
Class/VILT

Course No:
1624

Specialization

1 DAY

HR Professionals in Recruitment, Talent management

PURPOSE

An organization's success is driven by the quality of the talent working with it. It is very vital to acquire the right talent, retain them and plan for succession. This course is targeted at HR professionals working in areas like talent planning, recruitment etc.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify the importance of talent acquisition and linking it.
- To Organizational objectives.
- Develop a talent acquisition strategy.
- Discuss the importance of strong brands in attracting talent.
- Succession planning strategies.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

HUMAN CAPITAL

3 TRAIN THE TRAINER

Course Type
Class/VILT

Course No:
1645

Specialization

1 DAY

Everyone with a passion to teach

PURPOSE

The Train the Trainer program help to identify the characteristics and the roles of an effective trainer. The learners understand the needs of research analysis prior to the training, exploring the adult learning theory. There will be a focus on understanding the importance and types of learner engagement and focus on developing the skills of adult class management and handling challenging participants and environments. The programme will provide a depth of personal insight and will enhance your ability to confidently deliver a training course that fully involves and engages the learners.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To design and deliver a training course targeted for adult learners.
- To manage the learner and the classroom virtual / in person environment.
- To introduce the theory of learning styles (for example, Kolb and 4MAT), while.
- Preparing an effective and clear course structure.
- To improve communication and presentation skills by applying the ADDIE methodology.
- To learn the fundamentals of Learning Space Design.
- To deliver the training by using training activities for different learning needs.
- Engaging with different types of learners. To apply innovative methods in your training designs and facilitation to accelerate the learning process.
- To address challenging participants, questions, and behavior receive and provide effective feedback.
- To manage the dynamics taking place in the group and to learn ways to deal with a group in a facilitation environment.
- To critique your own delivery and presentation skills using pointed group feedback.
- To prepare personal action plan beyond the TTT programme.

Repeat	Location
-	AD
-	DXB
-	SHJ
1	VILT

4 BALANCE SCORE CARD

Course Type
Class/VILT

Course No:
1646

Specialization

1 DAY

Everyone who have a KPI and want to set KPIs for staff from all functions, Staff handling of Performance Management Projects

PURPOSE

The Balanced Scorecard has emerged as a proven and effective tool for capturing, characterizing and translating organizations strategic goals, into meaningful objectives at corporate, divisional, and individual employee levels, thereby allowing for the strategies to be successfully implemented. When successfully developed and applied in an organisation, the Balanced Scorecard is best practice for modern management, it constructs performance management systems that work.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To learn why, use a balanced scorecard. • To understand the cause and effect.
- To analyze the four perspectives of a balanced scorecard.
- To bring the Strategic themes developed by the organisation.
- To learn how to translate strategy into operational objectives - Strategy Map.
- To develop a systematic, nine-step methodology for building and implementing a BSC, based on performance management theory.
- To understand the measurements, goals and aligning of the organisation to the strategy
- To understand how we can develop business units, functional, support and personnel scorecards.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

5 PERFORMANCE MANAGEMENT & APPRAISAL

Course Type
Class/VILT

Course No:
1613

Intermediate

1 DAY

Everyone who have a KPI and want to set KPIs for staff from all functions, Staff handling of Performance Management Projects

PURPOSE

Performance Management is key in aligning organization goals with individuals' objectives. This program will cover how to motivate staff through cost effective strategies and sharpen the skills of supervisions in assessing the performance to staff. This program could be highly effective for learners in a team management role.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Roles and responsibilities of individuals and managers in performance management process.
- Goal setting and taking ownership of performance overview.
- Importance on ongoing feedback.
- Reward performance appropriately.
- Defining standards of performance and setting benchmarks.
- Designing and installing effective performance measurement system.
- Conducting performance appraisal discussions.

Repeat	Location
-	AD
1	DXB
-	SHJ
-	VILT

LEADERSHIP

1 BUILDING & LEADING HIGH-PERFORMANCE TEAM

Course Type
Class/VILT
Course No:
1635

Intermediate

1 DAY

Branch Managers, Operations managers, Department/Team Heads, Program Managers and anyone who is aspiring to move into a leadership or management role.

PURPOSE

An important leadership competency for any organization is the ability to build and lead high performing teams is especially in a high competitive space. This program will enable you to develop the skills and tools needed to maximize the potential of diverse teams in order to increase productivity, efficiency, and effectiveness.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the "Team & Team Work".
- Characteristics of a highly effective team.
 - » Upward communication & downward communication.
 - » Conflict Management.
- Creating the culture of trust and communication.
- The role of an effective team leader.
 - » Clarify team roles and objectives.
 - » Understand social styles.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

2 LEADING WITH EMOTIONAL INTELLIGENCE

Course Type
Class/VILT
Course No:
1612

Intermediate

1 DAY

Managers and people in team handling roles

PURPOSE

Emotional Intelligence is becoming an important field of research especially when it comes to managing emotions in the work place. Analyzing your own emotional intelligence and understanding how to manage your own emotional reactions to achieve desired results is one of the main modules that will be covered in this program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand emotional intelligence.
- Develop self-awareness.
- Awareness of others and empathy.
- Develop self-regulation.
- Build relationships.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

3 INTRAPRENEURSHIP

Course Type
Class/VILT
Course No:
1632

Intermediate

1 DAY

Middle and Senior Managemen

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is entrepreneurial thinking.
- How entrepreneurs think.
- Understand the entrepreneurial process and its management.
- How to recognize opportunities to develop and grow businesses?
- How to manage failures.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

4 DESIGN THINKING ESSENTIALS

Pathway Code:
7137
Course Type
Class/VILT
Course No:
1822

Intermediate

1 DAY

Open to all based on Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is design thinking.
- Design thinking and role in innovation.
- Process of design thinking.
- Ways to synthesize ideas to a cohesive, practical products and solutions.

LEADERSHIP

5 LEADERSHIP FUNDAMENTALS

Course Type
Class/VILT

Course no:
1648

Intermediate

1 DAY



New Managers and Individual Contributors
(Fresh to Managerial Role)

PURPOSE

Introducing leadership guidelines to reflect your own leadership philosophy. Help you identify who you are as a leader and articulate your values and behaviors to generate a vision for your leadership and practice.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand and demonstrate broad leadership.
- Differentiate leadership and management.
- Identify effective leadership models and values.
- Practice behaviors of effective leaders and reflect on and ineffective behaviors.
- Know the key supervisory and management fundamentals.
- Identify key planning strategies to lead others toward shared vision.
- Understand insight into getting off to a successful start when placed in a new supervisory position.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

6 LEADERSHIP COMMUNICATIONS

Course Type
Class/VILT

Course No:
1647

Intermediate

1 DAY



New Managers and Individual Contributors
(Fresh to Managerial Role)

PURPOSE

Introduce leadership at all levels through communication. Strengthen and improve the ability to communicate with subordinates more effectively.

Identify strategies for building cohesive, efficient and effective teams, understanding conflict situations and applying an appropriate conflict resolution model.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Connect leadership and communication for better team effectiveness.
- Implement influence and persuasion strategies.
- Choose effective leadership tools for connection through communication.
- Implement communication strategies for effective teams.
- Planning impactful stories and presentations for communication with the team for results.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

PERSONAL DEVELOPMENT

This Course is also available as E-learning **E-Learning Code: 6003**

1 STRESS MANAGEMENT

Course Type
Class/VILT

Course No:
1609

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Stress is a common sight in the modern-day workplace environment. This 1-day program helps the participants how to manage stress.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand stress and its impact.
- Analyze factors causing stress.
- Learn various techniques to manage stress.
- Learn how to prioritize things and manage pressure.

Repeat	Location
1	AD
1	DXB
1	SHJ
2	VILT

2 GIVING EFFECTIVE FEEDBACK

Course Type
Class/VILT

Course No:
1626

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Giving effective feedback is extremely critical in professional and personal life. Effective feedback could help to motivate your team to achieve greater things and avoid pitfalls. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Value Feedback as a gift.
- How to give constructive feedback.
- Learn how to communicate constructive criticism.
- Various models in giving feedback – DESC, STAR, GROW etc .

This Course is also available as E-learning | E-Learning Code: 6013

3 PERSONAL BRANDING

Course Type
Class/VILT

Course No:
1627

Foundation

1 DAY

Middle and senior management officials

PURPOSE

In this current highly competitive world, its extremely important that you learn to differentiate yourself from the crowd. The course helps you with effective strategies to develop your personal brand.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is personal branding.
- Building your brand – what sets you apart.
- Identify ways to communicate your brand.
- How to increase visibility of your brand?

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

4 MANAGING CHANGE & UNCERTAINTY

Course Type
Class/VILT

Course No:
1628

Foundation

1 DAY

Open to all based on requirement

PURPOSE

The world is undergoing disruptions like never before, mainly driven by technological changes. It is critical for organizations and employees that they are well prepared on all fronts to manage these challenging times.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of developing tolerance to change and uncertainty.
- Understand the root causes of uncertainty.
- Discuss various strategies to manage uncertainty.
- How to help your employees manage uncertainty and change.

Repeat	Location
-	AD
2	DXB
-	SHJ
2	VILT

This Course is also available as E-learning | E-Learning Code: 6133

5 WORK LIFE BALANCE

Course Type
Class/VILT

Course No:
1629

Foundation

1 DAY

Open to all based on requirement

PURPOSE

An employee can contribute best to his work and organization when he blends his professional and personal life well. The learners would explore various effective methods to have a perfect blend of their personal and professional lives.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Productivity and efficiency.
- Balance through deliberate creation.
- Create a personal development plan.
- Set a clear line between personal and work time.
- The use of mindfulness meditation.

Repeat	Location
1	AD
1	DXB
1	SHJ
2	VILT

6 DIVERSITY, EQUALITY & INCLUSION

Course Type
Class/VILT

Course No:
1631

Foundation

1 DAY

Open to all based on requirement

PURPOSE

The nature of workforce has changed significantly over the past many years, given the highly globalized market. In a country like UAE, where the workforce is highly diverse, its critical for everyone to understand and appreciate work force diversity.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Diversity: Importance.
- Forms of discrimination.
- Learn to work together in a diverse work environment.
- Developing a culture of inclusion and equality.
- Managing multi-generational work force.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

PERSONAL DEVELOPMENT

This Course is also available as E-learning | E-Learning Code: 6006

7 **MANAGING MULTIPLE TASKS, PRIORITIES, DEADLINES** **Course Type** **Course No:**
Class/VILT **1634**

Foundation **1 DAY** **Managers and people in team handling roles**

PURPOSE

It's a common sight in corporate world to find people having multiple tasks, priorities and deadlines. Often most of these are important and its very difficult to manage the same. The course aims at helping learners in this regard .

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Evaluating and establishing priorities to meet deadlines.
- Effective planning and management techniques.
- How to effectively do multi task?
- Use positive communication and influencing techniques to ensure work is completed on time.

Repeat	Location
-	AD
2	DXB
-	SHJ
3	VILT

This Course is also available as E-learning | E-Learning Code: 6211

8 **GETTING MOST OUT OF YOUR 24 HOURS** **Course Type** **Course No:**
Class/VILT **1623**

Foundation **1 DAY** **Open to all based on requirement**

PURPOSE

Everyone has the same 24 hours. But some are effective in achieving many things within that period. This course aims at sharing some methods and best practices to get most out of your time.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of time as a resource.
- Time stealers.
- Analyzing your use of time.
- Time management techniques.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

9 **INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING (NLP)** **Course Type** **Course No:**
Class/VILT **1639**

Foundation **1 DAY** **For HR Professionals, Participants in Leadership roles**

PURPOSE

NLP is fast emerging as an influential area in the domain of personal development. NLP programs help participants to understand others better, improve their relationships and influence others. This is an course to this highly specialized area aimed at giving an overview about NLP.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand what is NLP.
- Analyze how does NLP work and its applications.
- Appreciate how can NLP help you?

Repeat	Location
1	AD
-	DXB
-	SHJ
1	VILT

10 **BASIC ARABIC COMMUNICATION FOR NON-NATIVE SPEAKERS** **Course Type** **Course No:**
Class/VILT **1640**

Foundation **1 DAY** **Open to all based on requirement**

PURPOSE

This course is meant for non-Arabic speakers who are keen on learning basic communication in Arabic. This will help them to improve their dealings with the customers and in their social life. This course covers only basic speaking skills and doesn't cover writing skills.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Basic communication.
- Everyday words and sentences.
- Use basic Arabic at workplace and social engagements.

Repeat	Location
1	AD
1	DXB
1	SHJ
2	VILT

11 **MINDFULNESS 101** **Course Type** **Course No:**
Class/VILT **1642**

Foundation **1 DAY** **Open to all based on requirement**

PURPOSE

Mindful living is emerging as a method which can help in stress reduction and create positive impact. The goal of mindfulness is to wake up to the inner workings of our mental, emotional, and physical processes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand mindfulness.
- Explore how mindfulness can help in stress reduction.
- Bring focus and foster better relationships.
- Learn and practice basic mindfulness techniques.

Repeat	Location
-	AD
1	DXB
-	SHJ
3	VILT

12 ART OF NETWORKING

Course Type
Class/VILT
Course No:
1643

Foundation
1 DAY
Open to all based on requirement

PURPOSE

This course focuses on how to effectively network for success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how to network to success.
- How to create, maintain and develop professional networks.
- How to project yourself and showcasing your value.
- Do's and Don'ts in professional networking.

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VILT

13 CAMPUS TO CORPORATE

Course Type
Class/VILT
Course No:
1236

Foundation
1 DAY
New joiners in Banks

PURPOSE

A new joiner in the corporate world must undergo a complete metamorphosis in their thoughts, behavior, and emotional aspects. They need to learn to work with diverse teams, senior managers and colleagues and follow the etiquette at the workplace.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Do's and Don'ts.
- Greetings, introductions.
- Build relationships.
- Telephone etiquette.
- How to present yourself to people.
- Developing your professional and personal image.
- Workplace etiquette.
- Email etiquette.

14 CREATING ENGAGIN PRESENTATIONS

Course Type
Class/VILT
Course No:
1649

Foundation
1 DAY
Open to all based on requirement

PURPOSE

To help the learner use Microsoft PowerPoint and get started with layout and design, visualization, graphs & charts, image manipulation, interactivity, templates & masters, multimedia, and animation.

Course Learning Outcomes

- Explain the role of slides in a presentation.
- Apply the principles of professional presentation design.
- Construct and develop compelling visual slides for maximum audience engagement.

E-Learning Content

- Introduction to the basic tools and elements.
- Choose a design theme, add text and pictures to a slide.

Live Class Content

- Formatting and organizing PowerPoint slides.
- Working with graphics, tables and charts.
- Adding multimedia, interactivity and animations.

Repeat	Location
1	AD
2	DXB
-	SHJ
1	VILT

15 LEARNING TO LEARN 101

Course Type
Class/VILT
Course No:
1650

Foundation
1 DAY
Open to all based on requirement

PURPOSE

This course is about understanding how to learn more, more quickly, and more easily. It explores how one needs to learn continuously and for life.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to learn effectively.
- Adult learning models.
- Learning and brain science.
- Forgetting curve and reduce forgetting.
- Bite sized learning.
- Technology driven learning: latest trends.

Repeat	Location
1	AD
1	DXB
-	SHJ
-	VILT

PERSONAL DEVELOPMENT

16 PROFESSIONAL EMAIL CORRESPONDENCE

Course Type
Flipped

Course No:
1314

Intermediate

1 DAY

Open to all based on requirement

PURPOSE

Improve professional correspondence and business email etiquette through practice and proofreading.

COURSE LEARNING OUTCOMES

- Distinguish between appropriate and inappropriate email etiquette.
- Compose emails with formal words, verbs and phrases.
- Compose positive and negative messages with appropriate technology.

E-LEARNING CONTENT

- Introduction to formal words, verbs and phrases to use in emails.
- Compose business email with formal language (revised during live session).

LIVE CLASS CONTENT

- Peer edit and revise business emails.
- Discuss email etiquette and appropriateness of technology when communicating.

Repeat	Location
-	AD
2	DXB
1	SHJ
3	VILT

17 TEAM WORK AND COLLABORATION

Course Type
Flipped

Course No:
1680

Intermediate

1 DAY

Open to all based on relevance

PURPOSE

In today's corporate world, teamwork and collaboration is essential for helping the organization achieve its objectives. Often multi-functional diverse teams including online and offsite teams are expected to collaborate to develop new products, services and improve the client experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the complexities of working in teams.
- Learn how to create an atmosphere of collaboration, trust, and shared vision.
- Analyze how to focus on results and analyze performance.
- Use collaborative tools for ideation, project management and data analysis.
- Effectively handle intra group conflicts and solve problems.

18 TREATING PEOPLE OF DETERMINATION WITH SENSITIVITY

Course Type
Class/VILT

Course No:
1681

Intermediate

1 DAY

Officials in consumer facing roles

PURPOSE

UAE Federal law confers some special rights on People of Determination to ensure that they are treated fairly and with dignity. People of determination have the right to be treated at equal terms with other consumers and disability cannot be a reason for any kind of discrimination or rejection of any service. This means that the financial institutions should treat them with utmost care and sensitivity.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the rights of People of Determination and other vulnerable groups
- Understand relevant provisions of the UAE Consumer protection standards and UAE Federal law.
- Learn how to handle the people with special needs in customer facing roles.
- Learn about the principles, etiquettes, and best practices to treat them fairly and with empathy.
- Analyze the global best practices on treating such people with sensitivity.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

19 CREATIVE THINKING AND PROBLEM SOLVING

Course Type
Class/VILT

Course No:
1677

Intermediate 

 1 DAY

 Open to all based on relevance

PURPOSE

Creative thinking and problem solving are key competencies for a modern banker in a highly disruptive banking era. There is always scope for innovation, process improvement and improving customer experience by applying creative thinking and problem-solving techniques.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Apply logical and creative thinking models to solving problems and making decisions
- Employ creativity and lateral thinking as business tools
- Analyze and solve actual problems facing them at work
- Demonstrate human centricity in the problem-solving approach
- Develop strategic approaches to problem solving and decision making

Repeat	Location
1	AD
1	DXB
1	SHJ
3	VILT


20 HR ANALYTICS

Course Type
Class/VILT

Course No:
1678

Analytics 

 1 DAY

 Analysts, Managers in departments like HR, learning and development, analytics and others based on relevance

PURPOSE

HR analytics is a data driven approach to people related decisions. It helps in leveraging of data to make better decisions about hiring, managing, and developing the bankers in your institution. With insights gleaned from the data, you can learn how to give feedback, mentor rising leaders and identify the factors affecting high potential employees.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Statistical concepts to turn data into insights.
- Understand companies use of new technologies.
- Demonstrate the use of data driven decisions and different HR analytics competencies.
- HR analytics as an evidence-based decision-making tools.

21 INFLUENCE WITHOUT AUTHORITY

Course Type
Class/VILT

Course No:
1679

Intermediate 

 1 DAY

 Open to all based on relevance

PURPOSE

It is not necessary to have formal power and authority to influence others. Working effectively in a team implies influencing others through persuasive approaches, listening and effective communication. This course will enable the learners how to lead without a title.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to be positively persuasive so people will buy into your ideas.
- Ways to set the stage so you gain respect and credibility.
- Learn how to act calmly under pressure.
- Guidelines when giving constructive criticism.
- Best practices for writing persuasive emails.

22 LEADING REMOTE TEAMS

Course Type
Class/VILT

Course No:
1676

Specialization 

 1 DAY

 Managers

PURPOSE

With new work approaches like work from home, remote working etc becoming a norm, managers in financial services industry must now lead their teams out of office and remote locations. Managing such diversity, monitoring performance, solving problems etc are challenges of the modern day managers and team leads. This course aims to support them with the skills in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Develop your virtual leadership presence
- Plan and facilitate a successful virtual meeting.
- Strengthen team networks for improved performance.
- Create trust and engagement in a virtual environment.
- Handling conflicts and employee morale.
- Build a solid foundation to coach and provide feedback virtually.

Repeat	Location
1	AD
-	DXB
-	SHJ
2	VILT

E-Learning & Micro-Learning

1 WORKING FROM HOME: TIPS & TRICKS

Course Type
E-Learning

ELRN Code:
6060

Intermediate 



Open to all based in relevance

COURSE OUTLINE

This training aims to provide learners tips to maximize their efforts while working from home. It offers suggestions on time management, stress management, as well as the need to disconnect from work while working from home.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Creating schedules, routines and to-do lists to improve productivity.
- Maintaining healthy lifestyle choices with regard to sleep patterns, exercise, meditation and gratitude practices.
- Recognize the need for leisure, relaxation and fulfilling relationships while working from home.

2 STAYING POSITIVE DURING DISRUPTIVE TIMES

Course Type
E-Learning

ELRN Code:
6063

Intermediate 



Open to all based in relevance

COURSE OUTLINE

The course focuses on how to remain positive during highly disruptive times, which are often emotionally taxing.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand the reasons for being positive.
- Learn how to cope with negative feelings.
- Identify the nature of the problem.
- Choose your attitude.
- Recognize stress levels.
- Investigate your work-life balance.

3 OVERCOMING PROCRASTINATION

Course Type
E-Learning

ELRN Code:
6076

Intermediate 



Open to all based in relevance

COURSE OUTLINE

In this course you will learn the psychological basis of procrastination and why quick fix solutions don't work. Also, you will learn to identify the triggers that cause people to put off important tasks and practical and useable tactics to stop procrastinating.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- What's procrastination.
- How people justify procrastination.
- Practical strategies to overcome procrastination.

4 ENGLISH PUNCTUATION

Course Type
E-Learning

ELRN Code:
6120

Intermediate 



Open to all based in relevance

COURSE OUTLINE

The purpose of this training is to understand how to use apostrophes and commas correctly in english sentences. It details how to use apostrophes to show contraction and possession, while also explaining how to use commas between independent and dependent clauses.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Utilize apostrophes to show contraction and possession.
- Apply use of commas with introductory phrases and coordinating conjunctions.
- Employ commas to show relationship between independent and dependent clauses.

5 CREATING GOODWILL WITH EMAILS

Course Type
E-Learning

ELRN Code:
6124

Intermediate 



Open to all based in relevance











COURSE OUTLINE

This course discusses ways to make messages friendlier, more persuasive, and more humane by focusing on you-attitude, positive emphasis, and bias-free language.

LEARNING OUTCOMES

After the completion of this course, the learners should be able to understand:

- How to achieve happiness through wellness.
- Role of acts of kindness.
- Role of gratitude.
- Role of exercise, sleep, meditation.

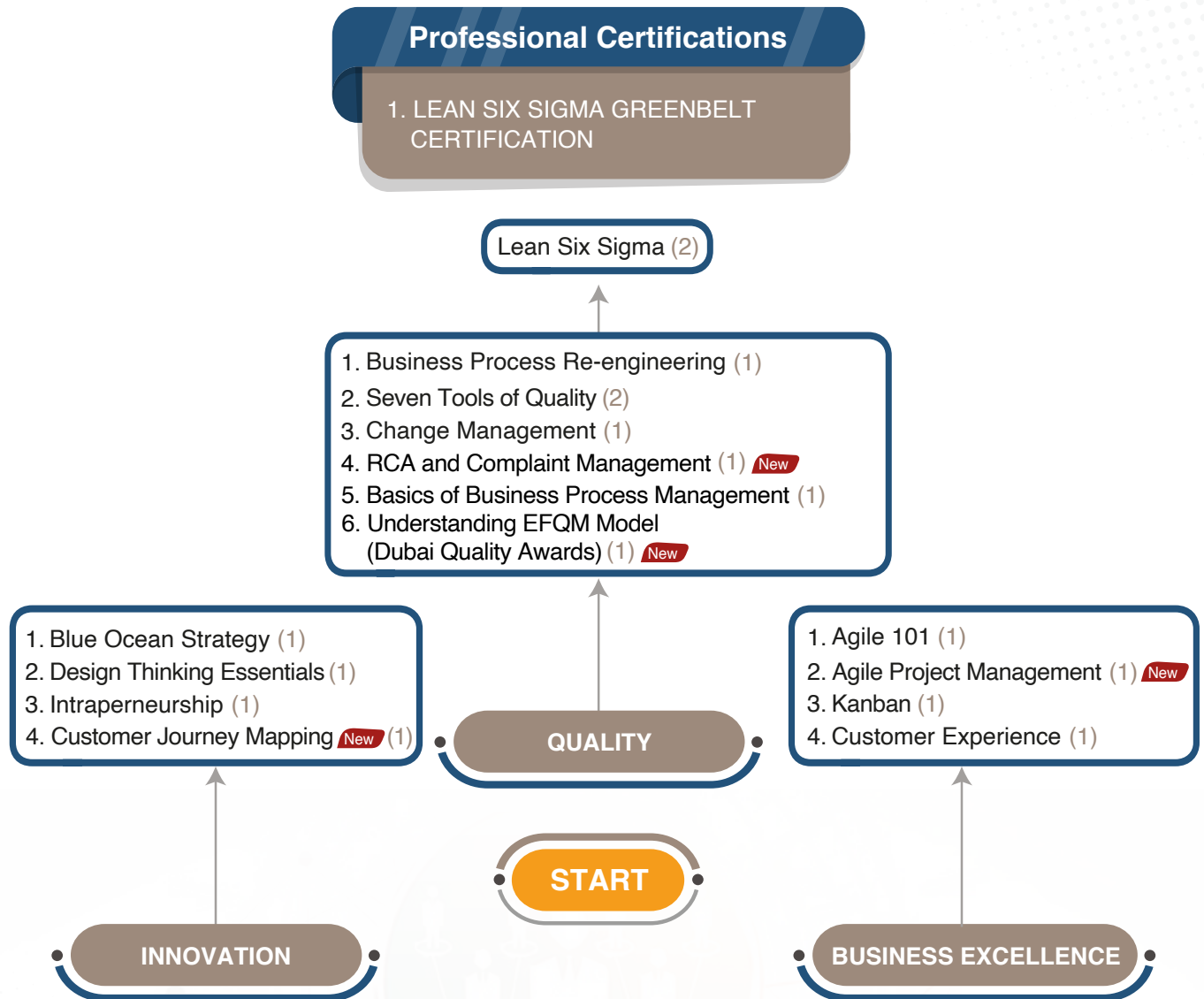
<p>6 HAPPY LIFE</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6131</p>
<p>Intermediate  Open to all based in relevance </p>		
<p>COURSE OUTLINE</p> <p>This microlearning course talks about tips and tricks to lead a happy life.</p>	<p>LEARNING OUTCOMES</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Creating you-attitude. • Positive emphasis. • Bias-free language. 	
<p>7 PRODUCTIVE PRESENTATIONS</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6139</p>
<p>Intermediate  Open to all based in relevance </p>		
<p>COURSE OUTLINE</p> <p>This training aims to inform learners how to create purposeful and audience-focused presentations. It outlines ways to organize professional presentations to effectively share outcome-based information with intended audiences.</p>	<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Recognizing audience needs. • Outcome-based purpose statements. • Varied presentation styles. 	
<p>8 INTRODUCTION TO MINDFULNESS</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6130</p>
<p>Intermediate  Open to all based in relevance </p>		
<p>COURSE OUTLINE</p> <p>This training aims to introduce learners to the practice of mindfulness. It details what mindfulness is, why it's a challenging yet beneficial practice and concludes with realistic mindfulness practices everyone can implement.</p>	<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Understand what mindfulness and mindlessness are • Recognize the diverse benefits of a mindfulness practice on the brain and body. • Learn and utilize simple mindfulness practices that can be used every day. 	
<p>9 BUSINESS ETIQUETTE</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6210</p>
<p>Foundation  Open to all based in relevance </p>		
<p>COURSE OUTLINE</p> <p>The purpose of this training is to understand appropriate workplace behaviors to practice in order to thrive in professional spaces. It also details unprofessional and distracting behaviors to minimize and/or avoid while at work.</p>	<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Importance of business etiquette. • Appropriate and inappropriate professional behaviors and attire. • Distracting behaviors to avoid at work. 	
<p>10 MANAGING STRESS AT WORKPLACE</p>	<p>Course Type E-Learning</p>	<p>ELRN Code: 6003</p>
<p>Foundation  Open to all based in relevance </p>		
<p>COURSE OUTLINE</p> <p>This training focuses on managing stress as experienced in the workplace. It specifically aims to understand the effects stress has on our physical bodies, as well as suggested techniques to practice in order to better manage our stress.</p>	<p>LEARNING OUTCOME</p> <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Understanding stress and its influence on our bodies. • Discuss leading stressors at work. • Employ stress management techniques. 	

13

**INNOVATION,
QUALITY &
BUSINESS
EXCELLENCE**

INNOVATION, QUALITY & BUSINESS EXCELLENCE

This category has many new programs in the domains of Innovation and Business Transformation apart from the major offerings in all the areas of Quality domain.



Micro-Learning & E-Learning Courses

1. Process map and process calculations.
2. Gantt chart.
3. Histogram.
4. Pareto chart.
5. Control chart.
6. Hypothesis testing.
7. Research methodology for business research.
8. Basics of quality.

QUALITY MANAGEMENT

1 BASICS OF BUSINESS PROCESS MANAGEMENT **Course Type**
Class/VILT **Course No:**
1001

Foundation **1 DAY** **Open to all based in relevance**

PURPOSE

Business Process Management (BPM) is a method of streamlining and standardizing operations inside an organisation. It may reduce human error and process inefficiencies while also increasing efficiency and compliance. This course explains what business process management is and how it can benefit businesses.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the basics of business process management.
- Make process maps and analyze processes.
- Calculate and analyze processes using a variety of indicators.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

2 BUSINESS PROCESS RE-ENGINEERING **Pathway Code:**
7133 **Course Type**
Class/VILT **Course No:**
1002

Intermediate **1 DAY** **Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process Owners Internal Auditor**

PURPOSE

This course will help delegates to understand how to radically change a process using the framework of Business Process Re-engineering (BPR).

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about Business Process Re-engineering.
- Process definition to develop value stream maps.
- Improving process efficiency using the framework of Business Process Re-engineering (BPR).

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

This Course is also available as E-learning **E-Learning Code:** 6200

3 SEVEN TOOLS OF QUALITY **Pathway Code:**
7132 **Course Type**
Class/VILT **Course No:**
1007

Intermediate **2 DAY** **Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR Managres**

PURPOSE

The seven basic quality control tools are a set of commonly used graphical statistical analysis tools. They can be used to help solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, pareto charts, scatter plots, and flow chart. Given this background, the course aims at providing the participants with understanding of seven tools of quality and how it can be implemented in banking.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand dimensions of quality.
- Describe each of the tools - Cause and effect diagrams, check sheets, control charts, histograms, pareto charts, scatter plots, and flow chart.
- Use these tools in banking and finance.

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VILT

4 MANAGING CHANGE IN BUSINESS PROCESSES **Course Type**
Class/VILT **Course No:**
1008

Intermediate **1 DAY** **Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders. Project Engineers, IT Consultants, HR managres, Process Owners Internal Auditors**

PURPOSE

Change is something that though is seen positively in an organization can also cause stress in an organization if not managed properly. This course provides a framework to implement change effectively in a process organization and explains how change management can be used as a way to improve quality.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify what to change in a process.
- Understand how to implement change in a structured manner.
- Understand how to manage human side of change.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

5 LEAN SIX SIGMA

Course Type
Class/VILT

Course No:
1003

Specialization

2 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managres, Process Owners Internal Auditors

PURPOSE

Lean six sigma is widely recognized as one of the most effective quality tools with applications in manufacturing and service sector. While lean methodology focuses on reduction of wastage in a process, six sigma is a structured data driven approach that strives towards greater than %99 efficiency. The combination of these two methods promises to give exceptional results in terms of process improvement, error reduction and hence reduced costs and increased customer satisfaction.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand lean six sigma methodology.
- Apply DMAIC model to improve banking processes.

Repeat	Location
1	AD
1	DXB
1	SHJ
3	VILT

BUSINESS TRANSFORMATION

1 AGILE 101

Pathway Code:
7135

Course Type
Class/VILT

Course No:
1824

Intermediate

1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managres, Process Owners Internal Auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to Agile.
- Difference between 'doing' and 'being' agile.
- Toolkit for implementing agile.
- Introduction to scrum.
- Use cases in banking and financial domain.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

2 AGILE PROJECT MANAGEMNT

Course Type
Class/VILT

Course No:
1016

Specialization

1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managres, Process Owners Internal Auditors

PURPOSE

Explain Need of Project management
Understand the basic concepts of common agile ways of working
Understand the purpose and context for combining Project management and the agile way of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Explain the Project Management Agile behavior's.
- » Transparency » Collaboration » Rich communication » Self-organization » Exploration
- Recall the definition of the following agile terms. (glossary)
- » Backlog (sprint, release & product) » Benefit (value) » Epic » Information radiator
- » Spike » Stand up meeting » Timebox (sprint, release) » Waterfall methodology
- Explain key Agile concepts and techniques.
- » Scrum » Lean Startup (incl. MVP) » Retrospectives
- » User stories (incl. Definition of 'ready' and 'done') » Workshops

Repeat	Location
-	AD
1	DXB
-	SHJ
4	VILT

3 KANBAN

Course Type
Class/VILT

Course No:
1009

Intermediate

1 DAY

Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managres, Process owners Internal auditors

PURPOSE

Kanban methods are becoming quite popular in the Business transformation domain particularly in the banking and finance domain. Kanban provides techniques to manage the flow of work and to continuously improve on that flow. The method helps to understand how to focus on work that is needed and reduce the time spent on non-value added activities. The Kanban training focusses on providing guidance on Kanban implementation and how as a method it can be used to increase efficiency in your bank.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Kanban origins and evolution.
- Kanban concepts, principles and terminology.
- Visualization of work.
- Limiting work-in-process.
- Analyzing the flow of work.
- Kanban metrics and management reporting.

Repeat	Location
-	AD
-	DXB
1	SHJ
3	VILT

BUSINESS TRANSFORMATION

4 CUSTOMER EXPERIENCE

Course Type
Class/VILT

Course No:
1525

Intermediate

1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing customer service practices to an improved customer experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Customer journey.
- Taking the extra mile.
- Becoming a happiness engineer.
- Using customer experience as a strategy.
- Methods to improve customer experience strategy.
- The link between customer experience and customer retention.
- Measuring customer experience.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

INNOVATION

1 BLUE OCEAN STRATEGY

Course Type
Class/VILT

Course No:
1011

Intermediate

1 DAY



Open to all based on relevance to their roles. Ideal for Senior officials in marketing, startegy product development etc

PURPOSE

Blue ocean strategies about how to use differentiation to open a new market space and create new demand. It is about creating and capturing uncontested market space, thereby making the competition irrelevant.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Learn the concept of blue ocean strategy.
- Discuss various use cases of blue ocean strategy.
- How to create competitive advantage using blue ocean strategy.
- Learn new product development using blue ocean strategy.

Repeat	Location
-	AD
1	DXB
1	SHJ
1	VILT

2 DESIGN THINKING ESSENTIALS

Pathway Code:
7137

Course Type
Class/VILT

Course No:
1822

Intermediate

1 DAY



Mid and Senior Level professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is design thinking.
- Design thinking and role in innovation.
- Process of design thinking.
- Ways to synthesize ideas to a cohesive, practical products and solutions.

Repeat	Location
-	AD
2	DXB
1	SHJ
4	VILT

3 INTRAPRENEURSHIP

Course Type
Class/VILT

Course No:
1632

Intermediate

1 DAY



Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is intrapreneurship thinking.
- How entrepreneurs think.
- Understand the entrepreneurial process and its management.
- How to recognize opportunities to develop and grow businesses?
- How to manage failures.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

NEW COURSES

1

BASICS OF BUSINESS PROCESS MANAGEMENT

Course Type
Class/VILT

Course No:
1001

Foundation

1 DAY

Open to all based in relevance

PURPOSE

Business Process Management (BPM) is a method of streamlining and standardizing operations inside an organisation. It may reduce human error and process inefficiencies while also increasing efficiency and compliance. This course explains what business process management is and how it can benefit businesses.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the basics of business process management.
- Make process maps and analyze processes.
- Calculate and analyze processes using a variety of indicators.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

2

RCA AND COMPLAINT MANAGEMENT

Pathway Code:
7141

Course Type
Class/VILT

Course No:
1017

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

This specialist training focusses on two critical aspects of complaint management: the systems or procedural aspect related to how complaint should be processed and how complaints can be used as the foundation for process improvement. The course has been developed in line with requirements of CBUAE consumer protection standard and also discussed how root cause analysis can be done for banking processes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the basics of complaint management protocols in line with CBUAE consumer protection code.
- Understand how to do RCA with banking data.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

3

UNDERSTANDING EFQM MODEL (DUBAI QUALITY AWARDS)

Pathway Code:
7142

Course Type
Class/VILT

Course Co:
1015

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

The Excellence Model of the European Foundation for Quality Management (EFQM) is a self-assessment methodology for assessing an organizations strengths and opportunities for development across all of its operations. The Dubai Quality Award, initiated in 1994, is based on the Excellence Model used by the European Foundation for Quality Management (EFQM).

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the basics of the EFQM Excellence Model, the RADAR Logic and the fundamental concepts.
- Understand the requirements for Dubai Quality Awards.

Location
VILT
VILT
VILT
VILT

4

CUSTOMER JOURNEY MAPPING

Pathway Code:
7139

Course Type
Class/VILT

Course No:
1531

Specialization

1 DAY

Open to all based in relevance

PURPOSE

A customer journey map is a graphical representation of the stage's customers take when they interact with an organization, whether it's through a product, an online experience, a retail experience, a service, or any combination of these. As the number of touchpoints increases a customer journey map becomes increasingly difficult but essential.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify and understand key customer segments
- Develop a detailed customer journey for these segments
- Understand what key customer journeys drive the business

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

Micro-Learning & E-Learning

1 PROCESS MAP AND PROCESS CALCULATIONS

Course Type
E-Learning

ELRN Code:
6277

Foundation 



Open to all based on requirement

COURSE OUTLINE

To familiarize the participants with creating process maps and doing process calculation.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the basic rules of process mapping from a quality point of view.
- To understand the various shapes in process maps and understand when to use them.
- To understand the various ways of measuring processes and be able to calculate process KPIs.

2 GANTT CHART

Course Type
E-Learning

ELRN Code:
6278

Foundation 



Open to all based on requirement

COURSE OUTLINE

To present project plan in the form of a Gantt chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating Gantt chart.
- To understand the type of data required for a Gantt chart.
- To create a Gantt chart in excel.

3 HISTOGRAM

Course Type
E-Learning

ELRN Code:
6279

Foundation 



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a histogram.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a histogram
- To understand the type of data required for a histogram
- To create a histogram in excel

4 PARETO CHART

Course Type
E-Learning

ELRN Code:
6280

Foundation 



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a pareto chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a pareto chart.
- To understand the type of data required for a pareto chart.
- To create a pareto chart in excel.

5 CONTROL CHART

Course Type
E-Learning

ELRN Code:
6281

Foundation



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a control chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a control chart.
- To understand the type of data required for a control chart.
- To create a control chart in excel.

6 HYPOTHESIS TESTING

Course Type
E-Learning

ELRN Code:
6282

Foundation



Open to all based on requirement

COURSE OUTLINE

To understand application of hypothesis testing in quality models.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of doing hypothesis testing.
- To understand how to define the null and alternative hypothesis.
- To understand how to do hypothesis testing in excel and interpret the results.

7 RESEARCH METHODOLOGY FOR BUSINESS RESEARCH

Course Type
E-Learning

ELRN Code:
6283

Foundation



Open to all based on requirement

COURSE OUTLINE

This course is designed to provide trainees with the necessary skills and knowledge to scientifically solve a business research problem. The course covers the entire scope of research methodology starting from identifying the research problem, understanding the research philosophy and deciding on the right research methodology.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- Basics of research.
- Research philosophy.
- Research paradigm.
- Methods of qualitative research.
- Methods of quantitative research.

8 BASICS OF QUALITY

Course Type
E-Learning

ELRN Code:
6307

Foundation



Open to all based on requirement

COURSE OUTLINE

To familiarize the participants with the basic guidelines and foundation rules of quality management.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the concept of quality.
- To understand the 15-85 rule of quality.
- To understand the various models in quality management systems.

14

**MARKETING,
SALES &
CUSTOMER
EXPERIENCE**

MARKETING, SALES & CUSTOMER EXPERIENCE

HOW TO APPROACH THIS CATEGORY

The Sales & Marketing category offers a wide portfolio of courses. Learners can expect to acquire various skills related to negotiating deals, overcoming obstacles, cross selling and closing sales. It also covers the customer experience domain.



Learning Bundles

Marketing, Sales & Customer Service Bundles

Customer Experience

1. Customer Experience.
2. Customer Journey Mapping.
3. Design Thinking.

Sell Like a Pro

1. CBUAE Consumer Protection for Sales.
2. Effective Selling Techniques.
3. Art of Cross Selling.
4. Handling Objections.
5. Negotiation Skills.



MARKETING, SALES & CUSTOMER SERVICE

1
CUSTOMER SERVICE GAME

Course Type
Class/VILT

Course no:
1523

Foundation

1 DAY

Tellers, Customer Service Officers Relationship managers, Branch Managers, and anyone who is engage is direct Customer interaction

PURPOSE

Games are a great way to illustrate important factors about the customer-representative relationship. The objective is to learn the infrastructure of communicating and connecting with customers beyond customer service theories and books.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Don't tell me, let me guess.
- Never say Never.
- Call me by my name.
- Active listening game.
- Narrate a letter to customer service personnel.
- The customer experience game.
- The best customer service scenarios.

Repeat	Location
1	AD
1	DXB
-	SHJ
1	VILT

2
CUSTOMER EXPERIENCE

Course Type
Class/VILT

Course No:
1525

Intermediate

1 DAY

Banking officials those who are engaged in direct contact with customers like customer Service Officers, Relationship Managers and Branch Managers

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing customer service practices to an improved customer experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Customer journey.
- Taking the extra mile.
- Becoming a happiness engineer.
- Using customer experience as a strategy.
- Methods to improve customer experience strategy.
- The link between customer experience and customer retention.
- Measuring customer experience.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

3
CUSTOMER SERVICE ON SOCIAL MEDIA

Course Type
Class/VILT

Course No:
1526

Intermediate

1 DAY

Officials are marketing departments customer relations and product teams

PURPOSE

The emergence of social media has given consumers a whole new way to interact with the Brands and Corporates. It has also become a forum to discuss, compare and complain as well. Social media is also used by banks for sales and marketing, HR and across other various functions. Hence managing and analysing Social Media as a Customer Service and Customer Support Channel is a key area on importance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of social media is customer service.
- Key elements of using social media for customer service.
- Best customer service practices through social media.
 - » Using Twitter and Facebook.
- Mistakes to avoid is customer service through social media.
- Using Social Media as Corporate Strategy.

Repeat	Location
-	VILT
-	Dubai
-	VILT

4
KEY ACCOUNT MANAGEMENT

Course Type
Class/VILT

Course No:
1528

Intermediate

1 DAY

Relationship Officers, Relationship Managers, Key Accounts Manager and all staff who manages a portfolio of customers

PURPOSE

Key account manager is the person, who is assigned to oversee the relationship of an account or portfolio of accounts. This course will help learners to understand the dynamics of planning and managing the full relationship between a business and its most important customers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The importance of creating "Brand Value" in every customer Interaction.
- The importance of competition and market trends.
- Evaluating customer requirements and developing plans to meet requirements.
- Customer engagement – Periodicity, methods and impact.
- Moving from customer service to customer experience.
- Maximize sales referrals with sales referral strategies.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

MARKETING, SALES & CUSTOMER SERVICE

5 CBUAE CONSUMER PROTECTION LAW

Course Type
Class/VILT

Course No:
1513

Foundation

1 DAY



Collection staff, Relationship Managers, Account Managers
Marketing Staff

PURPOSE

Giving credit to customers may be easy, but getting it back is often a problem. To collect money from defaulting customers' needs special skills to be attained by the collection staff. This also needs a systematic process to achieve the best collection results.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Preparation for debt collection.
- Debt collection negotiation skills.
- Debtor call handling skills.
- Debt collection management.
- Debt repayment monitoring.

Location
VILT
VILT
VILT
Sharjah
VILT

6 POWERFUL TELESales SKILLS

Course Type
Class/VILT

Course No:
1508

Foundation

1 DAY



Officials in Sales Departments, Especially in call centers

PURPOSE

Telesales is a highly effective sales channel for most banks. It is extremely important to ensure highest professionalism in dealing with the customer over the phone. The callers have a tough task of relating their product to the customer needs and closing the sales. This course will help them to be more effective in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Difference in telesales in banking vs other industries.
- Quickly the customer needs and present a solution.
- How to quickly build rapport over the phone.
- How not to sell.
- Business etiquette and ethics in telesales.

Repeat	Location
-	AD
1	DXB
1	SHJ
1	VILT

7 SOCIAL MEDIA AND DIGITAL MARKETING

Course Type
Class/VILT

Course No:
1515

Foundation

1 DAY



Officials from Marketing Departments, Customer relations and product teams

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign and why you need a digital strategy. Social media and other digital platforms can be put to best use to ensure the boost in the visibility of the brand, effectively sell products and serve the customer.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to core principles and purpose of digital marketing.
- Strategic approach to Digital Marketing: recognizing benefits of each platform.
- Components of branding and maintaining a successful website.
- Best tools to analyze a website.
- The importance & power of Search: SEO & SEM.
- Fundamentals of Search Engine Optimization (SEO): On page SEO and Off page SEO.
- Importance of Keywords & Quality Score.
- How to generate keywords & select effective ones for a campaign.
- Fundamentals of Search Engine Marketing (SEM): Search Engine Advertising and its importance as a driver of quality traffic and leads to the website.
- Exercise: Set up a google ad.
- Social Media Marketing (SMM) : Multi - channel social media.
- strategy- leveraging uniqueness of each channel.
- Importance of content planning.
- Best tools for content planning & creation.
- Exercise: How to set up a Facebook Ad.
- Google analytics - Insights into different reports and terminologies.

Repeat	Location
-	AD
1	DXB
-	SHJ
2	VILT

8 EFFECTIVE SELLING TECHNIQUES **Course Type**
Class/VILT **Course No:**
1512

Foundation **1 DAY** **Staff Members involved in Sales Roles**

PURPOSE

This program will help attendees realize the importance of successful selling techniques implementation in complimenting and emphasizing the relationship between the client and organization.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to manage the customers' expectations to maximize customer value?
- Required skills for the ideal customer service agents in order to manage customers mind set.
- Planning and preparing for the selling journey.
- Presale check list.
- Impact of first impression and first stage of the selling journey.
- Different types of selling, and the cause of the execution.
- Finalizing the sale by ensuring and maintaining customer rapport.
- The importance of product knowledge in the process of sales execution.
- Handling objections and complaints.
- Ensure constant customer satisfaction and trust.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

9 NEGOTIATION SKILLS **Pathway Code:**
7025 **Course Type**
Class/VILT **Course No:**
1519

Foundation **1 DAY** **Officilas in sales roles and other based on requirements**

PURPOSE

Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The art of negotiation.
- Differences in behavioral styles—passive, aggressive and assertive.
- Planning & preparing for negotiation.
- Negotiation strategies.
- Negotiating across cultures.
- Communication in negotiation.
- Tactics & counter tactics.

Repeat	Location
1	AD
2	DXB
-	SHJ
2	VILT

10 BUSINESS ETIQUETTE **Course Type**
E-Learning **ELRN Code:**
6210

Foundation **Open to all officilas who need to develop their skills in terms of personal conduct in public and/or with customers**

PURPOSE

This program will equip participants with the hidden values – and priceless potential – of image, etiquette and protocol and how they can make a difference in business by effectively employing them. The course aims at presenting and promoting yourself and your organization with precision and style.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Network for success.
- Business etiquette global rules for a positive first impression.
- Dress code and professional attire.
- Common faux pas for men and women at their professional attire.
- Professionalism and a philosophy of life.
- Types of business receptions.
- Cross cultural orientation.
- Business etiquette as a life attitude.
- Dress code upon business social events.

MARKETING, SALES & CUSTOMER SERVICE

11 NEW BANKING PRODUCTS DEVELOPMENT

Course Type
Class/VILT

Course No:
1511

Intermediate

1 DAY



Senior bankers involved in product management and marketing of new products and services

PURPOSE

This course will provide participants an integrated framework for the development of new banking products and financial services. This starts from idea generation and ends with successful launch and control of these products and services.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- New product strategy.
- Generation and evaluation of new ideas and concepts.
- Product development.
- Beta testing and product testing.
- Products launch strategy.
- Product life cycle.
- Marketing strategies.
- Case Analysis.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

12 HANDLING OBJECTIONS

Course Type
Class/VILT

Course No:
1522

Intermediate

1 DAY



Relationship Managers, ARMs and Customer Service officers who are engaged in Sales & Marketing, Relationship Management or Cross sell responsibilities

PURPOSE

Effective Handling of objections act a catalyst that supports customer decision making process. This course helps you to analyse different customer objections and use communication techniques that realign and refocus the clients base of thought as a method to move forward.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- "Objections" – A Positive Sign.
- Challenging customer sales and service scenarios.
- Understand the common type of objections.
- Techniques for effective objective handling.
- Handling Objections – Role Plays.
- Closing the deal.

Location
VILT
VILT
Sharjah
VILT

13 SALES AUDIT

Pathway Code:
7053

Course Type
Class/VILT

Course No:
1520

Specialization

1 DAY



Audit Departments officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Market Audit-Review of Sales targets.
- Review of Market Communications.
- Review of Manpower resources.
- Review of Sales Procedures/Retail/Wealth Management/Insurance/Treasury.
- Review of Outsourced Sales.
- Review of Customer Selection, Appropriateness test, Misrepresentation and Pressure.
- Review of Customer Service.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

This Course is also available as E-learning E-Learning Code: 6010

14 ART OF CROSS SELLING

Pathway Code:
7024

Course Type
Class/VILT

Course No:
1524

Intermediate

1 DAY



Customer Retention and Customer Life cycle management team, Relationship Managers, ARMs, Customer Service officers, Branch Managers and all banking officials who have either a Cross sell target or an income target

PURPOSE

Cross Selling is a Marketing Strategy that can add significant to each sales value and sustain increase revenue generation over a period of time. Cross sell along with Upsell is a Valuable Customer Retention Strategy.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The Concept of Cross Sell and Upsell.
- Why Cross Sell – importance and its benefits.
- The positive relationship between Cross Selling and Customer Retention.
- Common techniques in Cross Sell and Upsell.
- The use of technology in Cross selling.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

15 KEY ACCOUNT MANAGEMENT

Course Type
Class/VILT

Course No:
1528

Intermediate 

 1 DAY



Open to all based on relevance

PURPOSE

This programme focuses on creating a structure for account management personnel to develop a strategy to manage the critical customer relationships that ensure business success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- he concept of Key account management and the role of the Key Account Manager.
- Tools to clearly identify your key accounts and how to segment them for.
- maximum account management impact.
- To understand the business opportunities and use cross sell and upselling opportunities.
- To be able to use techniques for achieving account goals and objectives.
- To know how to handle an account meeting and the negotiations within it.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

16 SOCIAL MEDIA AND DIGITAL MARKETING PRACTITIONER'S TRACK

Course Type
Class/VILT

Course No:
1527

Practitioners Track 

 1 DAY



Marketing Professionals

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign that has evolved over the time.

With growing power of connected customers, array of social media channels and proliferation of new digital tools, Companies need to plan, implement & integrate their digital strategy with business goals. Digital marketing and social media platforms are the solution to boost visibility of the brand and serve customers effectively in this highly competitive market space.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to develop clear and actionable business objectives for an integrated digital marketing plan.
- Search Engine Optimization (SEO): Techniques to improve On Page SEO and Off Page SEO.
- Tools and techniques to generate effective keywords.
- Search Engine Marketing: techniques to set up an effective Google Ad for.
- Tips to set up a cost-effective Social Media Marketing Ad (SMM) Exercise: Set up a Facebook & Instagram Ad.
- Google search console & Google analytics- How to analyze different reports, key performance indicators & how to track conversions.
- Importance of setting up remarketing list in digital marketing.
- Email Marketing: Importance of funnel model.
- Latest trends in Digital Marketing.

Repeat	Location
-	AD
1	DXB
-	SHJ
1	VILT

17 CLOSING SKILLS

Course Type
Class/VILT

Course No:
1530

Intermediate 

 1 DAY



Official involved in sales roles

PURPOSE

This course aims at sharing some of the best practices and techniques program.

This course aims at sharing some of the best practices and techniques in sales and closing a transaction successfully.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to ask better questions to add value to customer.
- How to persuade customers with a structured approach and using psychology.
- How to handle cases without immediate close?
- How to employ a variety of closing techniques depending on the customer's response and the nature of the interaction?.

Location
VILT
VILT
AbuDhabi

MARKETING, SALES & CUSTOMER SERVICE

18 CUSTOMER JOURNEY MAPPING

Course Type
Class/VILT

Course No:
1531

Specialization

 1 DAY

 Open to all based in relevance

PURPOSE

A customer journey map is a graphical representation of the stage's customers take when they interact with an organization, whether it's through a product, an online experience, a retail experience, a service, or any combination of these. As the number of touchpoints increases a customer journey map becomes increasingly difficult but essential.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify and understand key customer segments.
- Develop a detailed customer journey for these segments.
- Understand what key customer journeys drive the business.

Repeat	Location
1	AD
1	DXB
-	SHJ
2	VILT

19 CBUAE CONSUMER PROTECTION FOR SALES

Course Type
Class/VILT

Course No:
1014

Specialization

 1 DAY

 Open to all based in relevance

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 8.2020). This Principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Sales personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you?
- Key Fact Statement.
- The three stages of information, Communication and disclosure.
- Responsibilities in Sales solicitation, Pricing, Advertising and Promotional Activities.
- Cooling-off period, Consumer Mobility, Consumer Consent.
- Bundling of Products, Dealing with authorised agents.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with Consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Consumer assessment & Affordability, Fees & Commissions.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Repeat	Location
-	AD
1	DXB
-	SHJ
3	VILT

A background image showing two hands shaking in a firm grip, symbolizing a business agreement or partnership. The hands are wearing white and dark grey suit sleeves. The image is overlaid with a large, semi-transparent watermark of the letters 'EIBFS'.

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15

**BUSINESS
COMMUNICATION**

BUSINESS COMMUNICATION

The new blended learning Business Communication category is designed for intermediate to advanced level English-speaking professionals. It aims to help learners develop their language and communication skills to work effectively with clients and colleagues at work. Learners will acquire workplace vocabulary; speaking and presentation skills related to clarity and fluency in formal and informal exchanges; collaboration skills; and the ability to compose common forms of business writing.

Through E-learning content, class discussions, writing practice, collaborative tasks, and presentations, learners will gain the vocabulary as well as the reading, writing, speaking, and listening skills required to communicate successfully at work.

Business communication courses

1. Business writing (1)
2. Writing proposals & reports (1)
3. Communicating across cultures (1)
4. Creating engaging presentations (2)
5. Professional email correspondence (1)
6. Crafting persuasive messages (1)
7. Delivering speeches or presentations (1)

English communication: E-Learning

1. English Grammar: The Four Present Tenses
2. English Grammar: The Four Past Tenses
3. English Grammar: The Four Future Tenses
4. English Grammar: Modal Verbs
5. English Grammar: Conditionals
6. Effective Reading Strategies

BUSINESS COMMUNICATION

1 BUSINESS WRITING

Course Type
Flipped

Course No:
1529

Specialization



1 DAY



Junior and Mid Level

PURPOSE

Refine writing skills related to the planning, composing and editing of business documents.

COURSE LEARNING OUTCOMES

- Plan and compose written messages.
- Proofread and revise business documents.
- Compose professional document in small groups.

E-LEARNING CONTENT

- Introduction to planning and composing content.
- Compose a business email (peer edited during live session).

LIVE CLASS CONTENT

- Introduction to planning and composing content.
- Compose a business email (peer edited during live session).

Repeat	Location
-	AD
1	DXB
1	SHJ
2	VLT

2 WRITING PROPOSALS & REPORTS

Course Type
Flipped

Course No:
1318

Specialization

1 DAY



Junior and Mid Level

PURPOSE

To show you how to write a formal report and how to put together the kind of proposal that often precedes a formal report. Show how to write a progress report.

COURSE LEARNING OUTCOMES

- Evaluate effectiveness of varied proposals and reports.
- Create visuals and data displays.
- Site research sources and other documentation.

E-LEARNING CONTENT

- Guild lines for creating effective visual and data displays.
- Analyze data and information for reports.

LIVE CLASS CONTENT

- Write progress reports.
- Write formal reports.
- Write proposals.

Repeat	Location
2	AD
1	DXB
-	SHJ
3	VILT

3 COMMUNICATING ACROSS CULTURES

Course Type
Flipped

Course No:
1315

Specialization

1 DAY



Junior and Mid Level

PURPOSE

Recognize the complexity of intercultural communication and how to communicate impactfully with colleagues and clients from differing cultural backgrounds.

COURSE LEARNING OUTCOMES

- Explain differences between high and low context cultures.
- Analyze cultural dimensions using Hofstede's Theory.
- Compare and contrast cultural values, beliefs and practices.

E-LEARNING CONTENT

- Introduction to Hofstede's Theory of high and low context cultures.
- Describe when culture played a role in a miscommunication at work (case study discussed during live session).

LIVE CLASS CONTENT

- Analyze and discuss case studies related to cross cultural communication.
- Proofread and edit documents lacking cultural competency.

Repeat	Location
-	AD
1	DXB
1	SHJ
1	VILT

4 CREATING ENGAGING PRESENTATIONS

Course Type
Flipped

Course No:
1649

Intermediate

1 DAY



Junior and Mid Level

PURPOSE

Organize and create PowerPoint presentations with appropriate structure and visuals.

COURSE LEARNING OUTCOMES

- Construct varied purpose statements for oral presentations.
- Plan and organize structure and strategy for presentations.
- Choose applicable content and visuals for PowerPoint presentations.

E-LEARNING CONTENT

- Introduction to purpose statements, organization and structure strategies for PowerPoint presentations.
- Prepare a focused 5 minute PowerPoint presentation presentation revised during live session.

LIVE CLASS CONTENT

- Discuss organizational flow and effective visuals.
- Peer edit PowerPoint presentations.

Repeat	Location
1	AD
2	DXB
-	SHJ
1	VILT

5 PROFESSIONAL EMAIL CORRESPONDENCE **Course Type**
Flipped **Course No:**
1314

Intermediate

1 DAY

Open to all based on requirement

PURPOSE

Improve professional correspondence and business email etiquette through practice and proofreading.

COURSE LEARNING OUTCOMES

- Distinguish between appropriate and inappropriate email etiquette.
- Compose emails with formal words, verbs and phrases.
- Compose positive and negative messages with appropriate technology.

E-LEARNING CONTENT

- Introduction to formal words, verbs and phrases to use in emails.
- Compose business email with formal language (revised during live session).

LIVE CLASS CONTENT

- Peer edit and revise business emails.
- Discuss email etiquette and appropriateness of technology when communicating.

Repeat	Location
2	AD
-	DXB
1	SHJ
3	VILT

6 CRAFTING PERSUASIVE MESSAGES FOR MANAGERS **Course Type**
Flipped **Course No:**
1316

Specialization

1 DAY

Team Leaders, Managers

PURPOSE

To understand what makes message persuasive and to learn how to develop more persuasive messaging in business settings.

COURSE LEARNING OUTCOMES

- Compare and contrast differing persuasive strategies.
- Write persuasive problem-solving messages.
- Apply varied tone and variety in persuasive message .

E-LEARNING CONTENT

- Analyse persuasive situations.
- Investigate tone in persuasive messages.

LIVE CLASS CONTENT

- Choosing a persuasive strategy.
- Make persuasive direct requests.
- Solving a sample problem.

Repeat	Location
1	AD
1	DXB
-	SHJ
3	VILT

7 DELIVERING SPEECHES OR PRESENTATIONS **Course Type**
Flipped **Course No:**
1317

Intermediate

1 DAY

Open to all based on requirement

PURPOSE

Improve ability to deliver engaging and meaningful presentations by practicing effective body language and audience engagement.

COURSE LEARNING OUTCOMES

- Employ appropriate body language for oral presentations.
- Plan how to incorporate your audience.
- Practice giving oral presentations using PowerPoint.

E-LEARNING CONTENT

- Introduction to effective and ineffective body language for presentations.
- Prepare a focused -5minute PowerPoint presentation (presented during live session).

LIVE CLASS CONTENT

- Rehearse PowerPoint presentation with effective body language and audience engagement.
- Receive feedback on impactfulness of presentation.

Repeat	Location
1	AD
2	DXB
1	SHJ
2	VILT

ENGLISH COMMUNICATION

1 ENGLISH GRAMMAR: THE FOUR PRESENT TENSES

Intermediate 

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four present tense verb forms in English: present simple, present continuous, present perfect and present perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate) .
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

2 ENGLISH GRAMMAR: THE FOUR PAST TENSES

Intermediate 

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four past tense verb forms in English: past simple, past continuous, past perfect and past perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

3 ENGLISH GRAMMAR: THE FOUR FUTURE TENSES

Intermediate 

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four future tense verb forms in English: future simple, future continuous, future perfect and future perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

4 ENGLISH GRAMMAR: MODAL VERBS

Intermediate 

Purpose

The purpose of this course is to give learners a general refresher on the form and function of modal verbs in English: modals verbs of ability, permission, advice, possibility and probability.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

5 ENGLISH GRAMMAR: CONDITIONALS

Intermediate 

Purpose

The purpose of this course is to give learners a general refresher on the form and function of conditionals in English: zero conditional, type 3 ,2 ,1 and mixed conditionals.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

6 EFFECTIVE READING STRATEGIES

Intermediate 

Purpose

The purpose of this course is to improve learners' reading skills. This includes how to efficiently skim and scan texts for information, as well as quickly identifying the main idea and supporting details in any text.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Use pre-reading skills to activate schema and predict content.
- Recognize transition signals to determine patterns of organization and details in texts.



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16

LEADERSHIP PROGRAMS



Strategic Leadership in the Era of Disruption

Tech disruption, digital platforms and ecosystems	Disruption and strategy	Leading innovation	Strategic alignment
Orchestrating winning performance in financial services	Rise of Fintech and the future of banking	Wicked problems and clumsy solutions	Developing strategic agility
Leading change	Group dynamics and leadership influence	Leadership body language: Projecting yourself as leader	Dealing with the storm of industry disruption

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COURSE INTRODUCTION

EIBFS has partnered with Saïd Business School, University of Oxford to design an impactful cutting edge two-week residential course taught by 14 expert faculty members, aiming to develop leaders who can lead businesses in a disruptive era. This is a unique thought provoking program which focuses on three over-arching themes; industry disruption, strategic focus and leadership. 'Strategic Leadership in the Era of Disruption' holds a special significance at a time when the banking industry is characterized by digital and business disruption, cost pressures, and mergers etc. The theme of disruption is included both explicitly or implicitly, and will be a red thread across the whole program. Overall, the program aims to inculcate leadership knowledge and competencies that can help the participants become effective and well-rounded leaders and strategists. As a bonus the participants will also become a part of the Oxford Business Alumni Network which offers a lifelong connection with Saïd Business School and University of Oxford.

COURSE HIGHLIGHTS

- How to develop the mind of strategist in a disrupted industry.
- How to develop strategic competence.
- Understanding technology disruption, and balancing competing strategic demands.
- How to focus on important leadership competencies such as aligning operations and people with strategy.
- How to lead change and innovation in your organization.

COURSE THEMES

Mind of The Strategist in a Disrupted Industry - Developing Winning Strategies

The first part of the program is "Mind of the strategist in a disrupted industry". It includes sessions that focus on the strategic competence of leaders such as strategic alignment, understanding technology disruption, and balancing competing strategic demands. It also contains sessions that are directly relevant to financial services, such as a session on platforms and ecosystems, and another on orchestrating winning performance in financial services. We also include sessions on the important themes of strategic thinking and decision-making competencies of leaders such as the session on strategy under uncertainty, and the session on effective decision making and cognitive biases. Leading self-such as building emotional resilience and leadership body language will also be included.

How Leaders Deal with Industry Disruption - Dynamics of Industry Disruption

The second part of the program is labelled "How leaders deal with industry disruption". It includes sessions that focus on important leadership competencies such as aligning operations and people with strategy, and leading change and innovation. The focus on strategic thinking initiated in the first half continues with a session on how to deal with wicked, undefined and multi-dimensional problems. We also examine applied cases of industries that are dealing with disruption such as the auto industry and the space industry.

The Tempest – Leading Teams and Businesses Through Disruption

We end the program with a hands-on, theatre-based session based on the work of Shakespeare "The tempest". The tempest is a metaphor for technology disruption and the change it brings to industries. This session is intended to help participants integrate a lot of the ideas they engaged with through the program, and understand as leaders, how they can more effectively lead and deal with disruption at the individual and organizational level.

TARGET AUDIENCE

This course is targeted at potentials leaders, business or department heads, and middle to senior management employees.

DURATION & PROGRAM DELIVERY

2 weeks classroom delivery at Oxford University, United Kingdom.



LOCATION

Abu Dhabi



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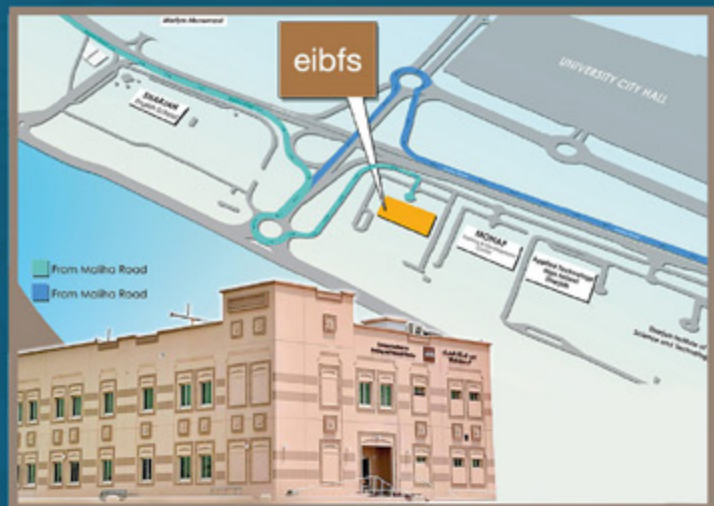
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