

Ethics

(4 CPD hours applicable)



Financial Training
Information Technology

CyberQuote

CyberQuote

17 Phillip Street #02-00 Grand Building Singapore 048695
www.cyberquote.com.sg | academy@cyberquote.com.sg
+65 6505 0199

Course Description

This is a programme for participants to learn more about ethical and professional standards in Financial Market industry. This programme aims to equip financial representatives with the requisite knowledge of the ethical and professional standards, including knowledge for financial Reps to enhance their understanding of fundamental ethical practices in their sales interaction with clients, in relation to the regulatory framework and workplace practices.

The program will be conducted through E-Learning. Through the programme, you will learn how to become a better financial representative in the current environment.

Programme Structure

- Designed for representatives to enhance their understanding of fundamental ethical practices in their sales interaction with clients, in relation to the regulatory framework and workplace practices.
- This is an E- Learning programme (3hrs) / Multiple Choice Questionnaire (MCQ) Assessment (1hrs). Total 4 hours.
- Upon successful completion of the programme, representatives would be eligible for the 4 hours CPD requirements, under the MAS Guidelines.
- Course will be conducted in English language.

Content Outline

Ethics

- a. Overview of Ethics in the Singapore financial context
- b. Ethics & Compliance
- c. Moral Issues and Motivation to Ethical Practice
- d. Ethical Decision Making Process & Obstacles
- e. Building an Ethical Culture
- f. Code of Ethical Practice – Professionalism
- g. Code of Sales Practice– Sales Advisory Process
- h. Ethics in Marketing & Business Conduct Practices
- i. Today's Selling Environment for Ethical Standards

Learning Objectives

- a. Understand the importance of Ethics in today's landscape.
- b. Understand the difference between Compliance and Ethics
- c. Define Moral Issues and Motivation for Ethical Professionalism
- d. Understand the framework and identify obstacles for Ethical Decision Making
- e. Understand the Ethical Culture and Codes for Ethical Standards
- f. Identify the best practices for marketing financial products
- g. Understanding the practical applications of Ethical Standards

Learning Outcomes

By the end of this course, participants will be able to:

1. Recognize ethical issues in financial representative landscape
2. Go beyond compliance for ethical practices
3. Recognise moral issues and be motivated to practice ethical standards
4. Make decision based on a structured process, avoiding obstacles and pitfalls
5. Embrace the ethical culture through established code of ethical and sales practice for the financial advisory business
6. Market financial products ethically and with full disclosures and ability to apply ethical skills to sales practice

Assessment Methodology

- The training duration is 3hrs with an assessment component at the end (1 hr) to assess the participants' understanding.
- Successful completion MCQ Assessment after the training session (70% passing rate).
- Participants shall answer all the 15 questions within the time limit. 1 question four minutes.
- There will be processes and procedures in place to authenticate and track that the specific representative is the one taking the e-learning course and assessment (e.g. individual login, administering the assessment in a controlled environment).



Info on IBF FTS Scheme (90% or 50%)

FTS-Eligible

This programme is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met.

Please note that **in no way** does this represent an endorsement of the *quality* of the training provider and programme. Participants are advised to assess the suitability of the programme and its relevance to participants' business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. FTS claims may only be made for recognised programmes with specified validity period. Please refer to www.ibf.org.sg for more information.

About CyberQuote

Established in 1996, CyberQuote Pte Ltd (CQ) provides a holistic range of products and services in the area of financial training, financial system and information security.