

For immediate release

## HKIB's digital FLEX Learning courses help banks develop their staff in these difficult times

*\*\*\*Institute moves 100% of courses online, helping practitioners continue to learn safely during the Covid-19 outbreak\*\*\**

**5 May 2020, Hong Kong** – The Hong Kong Institute of Bankers (HKIB), the independent organisation that offers professional qualifications and education programmes to local banking and financial practitioners, today announced the remarkable progress of its [FLEX Learning](#) initiative.

Launched in mid-February, FLEX Learning is a virtual classroom training arrangement that provides banking practitioners with a flexible learning experience, allowing them to continue their scheduled training in a safe, interactive and effective way during the Covid-19 outbreak. To date, all 5 of HKIB's ECF programmes as well as their flagship Certified Banker professional qualification programme have been successfully implemented online. More than 1,200 banking practitioners/members in Hong Kong and 150 in Macao have participated in HKIB courses online, with online participation representing 82% and 100% of total training participation in HK and Macao, respectively.

**Carrie LEUNG**, Chief Executive Officer of the HKIB, said, "The Covid-19 pandemic has caused a great shift in working and learning behaviour. We are glad to see how adaptive to change local banking practitioners in Hong Kong and Macao are, as reflected in the popularity of our FLEX Learning programmes."

"Capacity building is critical in forming a strong and resilient banking system that can weather escalating headwinds and, more importantly, bounce back effectively from crisis. This pandemic has brought unplanned yet highly valuable time for banking professionals to focus on developing their knowledge. In this difficult period, HKIB stands side-by-side with the industry in upholding the professionalism and competency of our banking practitioners," LEUNG continued.

FLEX Learning provides practitioners with a temporary, alternative way to complete their Continuing Professional Development requirements in the present exceptional circumstances.

Covid-19 has become a catalyst for many banks to accelerate their digital transformation and to examine the need to future-proof their teams. In fact, technological ability is considered the area facing the largest skills shortage both today and over the next five years, according to HKIB's [Talent Development Survey 2019](#), with around 70% of respondents believing banks need to upskill or reskill their existing staff to resolve skills gaps. Banks are using this opportunity to invest in their staff, to be better prepared when markets return to a relative state of normalcy. Learning is a long-term commitment that successful firms embrace.

\*\*\*Ends\*\*\*

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**Notes to editors:**

**About The Hong Kong Institute of Bankers**

The Hong Kong Institute of Bankers (HKIB) has been serving the local banking community as an independent organisation in the provision of education and professional training since 1963. The Institute also acts as an industry-recognised training and certifying hub for the local banking community. With an objective to maintain and further develop the territory's status as an international financial centre, the Institute works with the support of banks, regulators, financial institutions, academic institutions and various professional bodies to provide local banking practitioners with professional training and development opportunities. In view of the changing landscape of the banking and financial services industry in Hong Kong and mainland China, as well as on a global scale, the importance of continuing to enhance the standards of professional development has gained increased attention. The HKIB endeavours to provide and enhance its training and development products in order to equip its members with essential knowledge and skills that meet the industry's needs.

Official website: <https://www.hkib.org/>

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