

Certified Banker (CB) Frequently Asked Questions

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1. Programme Highlights in 2023

1.1 What are the major updates in the 2023 version?

3 New modules have been developed to address the market demands in specific areas such as Climate-related risk management and soft skills. At the same time, all newly developed and accredited ECF programmes are integrated into CB. Below are the details of the major updates:

- New core module “Future Banking and ESG” under CB (Stage I) is developed to replace “Fundamentals of Banking”.
- New elective module “Introduction to People Management Skills” under CB (Stage I) is developed.
- New elective module “Green Finance and Sustainability” under CB (Stage II) is developed.
- New elective module “ECF-ORM (Core level) is integrated into CB (Stage I). It can be exempted by using the Core Level Training Certificate for ECF on Operational Risk Management or the respective grandfathered certificate after passing the written assessment developed by the HKIB.
- New elective module “ECF-ORM (Professional level) is integrated into CB (Stage II). It can be exempted by using the Professional Level Training Certificate for ECF on Operational Risk Management or the respective grandfathered certificate after passing the written assessment developed by the HKIB.
- New elective module “ECF- Fintech (Core level) is integrated into CB (Stage II). It can be exempted by using the Core Level Training Certificate for ECF on Fintech or the respective grandfathered certificate after passing the written assessment developed by the HKIB.

2. Entrance Requirement Update

2.1 In what way can I directly enrol for CB (Stage II) without going through CB (Stage I)?

In view of batches of banking practitioners with higher attainment of academic qualifications and/or richer working experience who may be more interested to proceed to subjects of a relatively higher level or wider scope that better suits their needs, the “Direct Entry to CB (Stage II)” initiative was launched in the early of 2018. Candidates of CB (Stage II) need to fulfil one of the following entry requirements:

- Certified Banker (Stage I) holders**; OR
- Holders of bachelor’s degree in banking or finance related discipline (QF L5); OR
- Holders of bachelor’s degree in any disciplines with 3 years of relevant banking experience (QF L5); OR
- Holders of associate degree / higher diploma in banking or finance (QF L4) with 3 years of relevant banking experience; OR
- Equivalent qualifications or above; OR
- Mature applicants with 6 years of relevant banking experience (2 years at supervisory level) with recommendations from employer. **Mature applicants (aged 21 or above) who do not possess the above academic qualifications but with relevant banking experience and recommendation from their employers will be considered on individual merit.**

Learners with direct entry to Certified Banker (Stage II) would be required to complete two CORE modules, namely, Future Banking and ESG, and Professional Ethics and Compliance (no exemption would be granted for this module) and pass the examination.

****Certified Banker (Stage I) holders: refer to candidates who have already been awarded “Advanced Diploma for Certified Banker” or certified as a CB (Stage I) professional qualification holder.**

2.2 In what way can I enrol for CB stage without going through CB (Stage I) and CB (Stage II)?

Banking practitioners who meet the following requirements are eligible to apply for the direct entry to CB stage.

- Certified Banker (Stage II) holders***; OR
- Two ECF Certificates (QF L5) and fulfilled entry requirement for Certified Banker (Stage II); OR
- Holders of bachelor's degree in banking or finance related disciplines (QF L5) with 6 years of relevant banking experience (2 years at managerial grade); OR
- Equivalent qualifications or above; OR
- Mature applicants with 10 years of relevant banking experience (3 years at managerial grade) with recommendations from employer. **Mature applicants (aged 21 or above) who do not possess the above academic qualifications but with relevant banking experience and recommendation from their employers will be considered on individual merit.**

Learners with direct entry to Certified Banker (Stage II) would be required to complete two CORE modules, namely, Future Banking and ESG, and Professional Ethics and Compliance (no exemption would be granted for this module) and pass the examination.

2.3 Is a full-time student eligible for the CB (Stage I) programme?

Applications from full-time students for the Banking and Finance Diploma or Degree programmes will be considered. However, the CB (Stage I) Professional Qualification will only be awarded to eligible candidates after they have fulfilled the required work experience.

*****Certified Banker (Stage II) holders: refer to candidates who have already been awarded “Professional Diploma for Certified Banker” or certified as a CB (Stage II) professional qualification holder.**

3. Training

3.1 What documents do I need to submit for enrolment?

Candidates are required to submit the following items for enrolment:

	Training Application	Examination Application
(i) Completed and signed application form	✓	✓
(ii) Enclosed a copy of your identity card/passport	✓	✓
(iii) Relevant documents for Entry Qualification assessment (e.g., academic certificates/reference letters)	✓	N/A
(iv) Payment (can be settled by cash/ cheque/e-Cheque/credit card)	✓	✓

The completed application form with legible supporting documents can be submitted via:

- (i) Email: application@hkib.org
- (ii) Mail: 3/F Guangdong Investment Tower, 148 Connaught Road Central, Hong Kong

3.2 How can I know if I have been successfully enrolled?

Once the completed application form and supporting documents have been submitted, applicants will receive an Acceptance Notification email within 2 weeks. A confirmation email reminding the applicant of the class details will also be sent 1 week before the training.

3.3 Can I obtain the training materials before the training?

A digital version of training material (i.e., Study Guide [if applicable] and PPT Slides) will be provided before the training commencement. Printed version will only be available at an additional cost of HKD500 (including delivery fee) on request by learners.

3.4 Is there any arrangement if I am absent from the training session?

The supplementary notes or presentation slides will be provided to candidates who were absent from the related training session. For any further enquiries about the content, candidates can seek support from the trainers through HKIB.

3.5 What is the attendance requirement?

To facilitate the learning process for candidates, they are expected to have full attendance before taking the examination. Candidates are also required to sign-in and sign-out on the attendance sheet at every training session.

3.6 What should I do if I wish to change the training date?

Any change of the training date is NOT allowed. However, if a candidate is sick on the training date and cannot attend the training, he/she should inform the Institute and provide a supporting document (e.g., sick leave certificate) for our reference. The candidate may be permitted to attend the next subsequent training subject to the availability of seats.

3.7 Can I apply for a refund if I withdraw the training application?

Once the training application is confirmed, all fees are non-refundable and non-transferrable.

3.8 Can I apply for training after the application deadline?

Late entries for training may be accepted up to seven days after the stipulated application deadlines, subject to the availability of seats. An additional late entry fee of HKD200 will apply.

3.9 How do I decide which Postgraduate Diploma stream to study in CB programme?

Candidates are recommended to choose the stream based on their career aspirations, competence, work experience and interests. Candidates are recommended to consider their study path for CB (Stage II) and CB Stage together.

3.10 What is the maximum number of modules I can apply for in one intake?

We do not have any restriction on the number of training and examination applications. However, candidates are highly recommended to consider their career plan, availability, competence level and experience on related modules before making any decision.

3.11 Could I have a Chinese version of the materials?

At the moment, the study materials for all three stages of the CB programmes are in English only. However, trainers will conduct the classes in Cantonese unless it is necessary to be conducted in English.

3.12 Are there any self-study training/materials for CB to facilitate my further study?

Before proceeding to the examinations of the required modules in each stage of CB, candidates must first complete the respective training. The trainer will help you better understand the core concepts of the module and provide you with more guidance to identify appropriate resources for further study. You may also refer to the recommended reading list, which includes the e-learning titles, to facilitate your self-studying. Besides this, you may also access our library service to identify more reading resources.

3.13 How can I enrol for the e-learning courses?

The application procedure for e-learning courses is very simple. You may refer to the [HKIB website](#) for more details, including the catalogue, price list and application process. The e-learning courses consist of 500+ courses organised into 51 course libraries spanning about 700 hours of e-learning and covering areas of Banking, Accounting, Insurance and Risk Management.

4. Module Exemption

4.1 Is there any exemption granted for the CB programme? If yes, how do I apply?

Module exemption applications are accepted for recognised qualifications (i.e., pre-approved qualifications). Individual qualifications will be assessed on a case-by-case basis if over 70% of the Institute's syllabus is covered.

- For CB (Stage I), a 75% exemption ceiling of overall programme syllabus is adopted (with non-HKIB programmes no more than 50%).
- For CB (Stage II), a 50% exemption ceiling of overall programme syllabus is adopted.
- For CB Stage, only the two modules of ECF-CRM in Credit Management stream of Postgraduate Diploma for Certified Banker (CB Stage) can be exempted. However, the case study examination is still required. Holders of respective ECF-CRM grandfathered certificates need to pass a written assessment developed by the HKIB before participating in the case study examination.
- You may simply complete "module exemption form" with relevant documents to HKIB for processing if you want to apply the exemption,

Exemption results will normally be given in writing within 2 months after the receipt of the application and supporting documents. If further assessment is needed due to unexpected circumstances, separate notifications will be given. The decision of the Institute is final and cannot be appealed.

4.2 If I am an ECF programme holder (e.g., ECF-AML/CFT, ECF on Cybersecurity, ECF-RWM, ECF-CRM, ECF/ORM, etc.), can I apply for module exemption?

Applicants who hold ECF certificate of core level or professional level (after passing exam or being grandfathered) are eligible to apply for respective module exemption by submitting further information.

- For those who hold certificate of ECF (core / professional level): that they can apply for module exemption by submitting the filled module exemption form. Forms can be downloaded from HKIB's website.
- For those who hold grandfathered certificate of ECF (core / professional level, except ECF-CRM professional level): apart from submission of the copy of the certificate, applicant need to submit their professional qualification certificate as well as the filled module exemption form. Forms can be downloaded from HKIB's website. For details of arrangement, please contact HKIB.

4.3 If I have completed “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management”, can I direct enter to Postgraduate Diploma for Certified Banker (CB Stage) and apply for modules exemption?

There are two scenarios for applicants who have both “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management” certificates.

Scenario 1: For applicants who have completed both “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management” are eligible to direct entry into CB Stage and apply for modules exemption for both modules. They should take the following actions in sequence:

1. Apply for Certified Banker module exemption;
2. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination; and
3. Enrol in the integrated examination for Certified Banker.

Scenario 2: For applicants who have grandfathered certificates of “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management” of ECF-CRM, are eligible to direct entry into CB Stage and apply for modules exemption for both modules. They should take the following actions in sequence:

1. Apply for Certified Banker module exemption;
2. Obtain a pass in the written assessment for each module;
3. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination; and
4. Enrol in the integrated examination for Certified Banker.

4.4 If I have completed either “ECF-CRM (Professional level) – Commercial Lending” or “ECF-CRM (Professional level) – Credit portfolio Management”, can I direct enter to Postgraduate Diploma for Certified Banker (CB Stage) and apply for modules exemption?

There are two scenarios for applicants who have “ECF-CRM (Professional level) – Commercial Lending” or “ECF-CRM (Professional level) – Credit portfolio Management” certificates.

Scenario 1: For applicants who have completed “ECF-CRM (Professional level) – Commercial Lending” or “ECF-CRM (Professional level) – Credit portfolio Management”, are eligible to direct entry into CB Stage and apply for modules exemption for the respective module. They should take the following actions in sequence:

1. Complete the remaining ECF-CRM (Professional Level) module;
2. Apply for Certified Banker module exemption;
3. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination; and
4. Enrol in the integrated examination for Certified Banker.

Scenario 2: For applicants who have grandfathered certificates of “ECF-CRM (Professional level) – Commercial Lending” or “ECF-CRM (Professional level) – Credit portfolio Management”, are eligible to direct entry into CB Stage and apply for modules exemption for the respective modules. They should take the following actions in sequence:

1. Complete the remaining ECF-CRM (Professional Level) module;
2. Apply for Certified Banker module exemption;
3. Obtain a pass in the written assessment for each module;
4. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination; and
5. Enrol in the integrated examination for Certified Banker.

4.5 If I have completed “ECF-CRM (Core level)” and would like to continue study Credit Management Stream in Postgraduate Diploma for Certified Banker (CB Stage), what is the suggested pathway?

There are two scenarios for applicants who have “ECF-CRM (Core level)” certificate and would like to continue study Credit Management Stream in Postgraduate Diploma for Certified Banker (CB Stage).

Scenario 1: For applicants who have completed “ECF-CRM (Core level)”, they are suggested to take the following actions in sequence:

1. Apply for Certified Banker (Stage II) exemption;
2. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination;
3. Complete one more elective module in Certified Banker (Stage II);
4. Apply for Professional Qualification of CB (Stage II);
5. Complete the “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management”;
6. Apply for Certified Banker module exemption; and
7. Enrol in the integrated examination for Certified Banker.

Scenario 2: For applicants who have grandfathered certificate of “ECF-CRM (Core level)”. They are suggested to:

1. Apply for Certified Banker (Stage II) module exemption;
2. Obtain a pass in the written assessment for exemption of ECF-CRM (Core Level);
3. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination; and
4. Complete one more elective module in Certified Banker (Stage II);
5. Apply for Professional Qualification of CB (Stage II);
6. Complete the “ECF-CRM (Professional level) – Commercial Lending” and “ECF-CRM (Professional level) – Credit portfolio Management”;
7. Apply for Certified Banker module exemption; and
8. Enrol in the integrated examination for Certified Banker.

4.6 If I have completed “ECF-CRM (Core level)” and is NOT going to study Credit Management Stream in Postgraduate Diploma for Certified Banker (CB Stage), what is the suggested pathway?

There are two scenarios for applicants who have “ECF-CRM (Core level)” certificate and is NOT going to study Credit Management Stream in Postgraduate Diploma for Certified Banker (CB Stage).

Scenario 1: For applicants who have completed “ECF-CRM (Core level)”. They are suggested to:

1. Apply for Certified Banker (Stage II) exemption;
2. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination;
3. Complete one more elective module in Certified Banker (Stage II);
4. Apply for Professional Qualification of CB (Stage II);
5. Select a stream in Certified Banker (CB Stage) and complete the two modules; and
6. Enrol in the integrated examination for Certified Banker.

Scenario 2: For applicants who have grandfathered certificate of “ECF-CRM (Core level)”. They are suggested to:

1. Apply for Certified Banker (Stage II) module exemption;
2. Obtain a pass in the written assessment for exemption of ECF -CRM (Core Level);
3. Enrol in “Professional Ethics and Compliance” and “Future Banking and ESG” training and pass the examination;
4. Complete one more elective module in Certified Banker (Stage II);
5. Apply for Professional Qualification of CB (Stage II);
6. Select a stream in Certified Banker (CB Stage) and complete the two modules; and
7. Enrol in the integrated examination for Certified Banker.

5. Examination

5.1 Where can I obtain information on the examinations, such as the examination format, duration, regulations, etc.?

All the examination-related information is published in the CB Handbook, which is available for download on the HKIB website. Candidates should read the CB Handbook before applying for the examinations.

5.2 Can I enrol on the examination without attending the training programme?

All candidates are required to complete the training of the relevant modules before attending the examination.

5.3 Can I enrol on the training without taking the examination?

When to take the examination is always at the discretion of the candidates. As such, a candidate can enrol for the training even though he/she does not have any immediate plans to take the examination. However, candidates may be required to attend the training before taking the examination again as the syllabus may have been changed or updated.

5.4 What is the maximum period for completing each CB programme?

There is no limit on the number of times one can take the training and/or examinations. Nonetheless, the completion period of each CB programme is **eight years** from the year the first module was completed.

5.5 Can I take the examination immediately after the training?

Examination will usually be offered after the training in according to the required programme length. As reference from HKCAAVQ, the programme length is defined as the period from last day of enrolment to date of examination. The suggested self-study time for each credit is 10 hours, so applicants are recommended to enrol for the examination if they can arrange sufficient self-study time to study essential readings.

5.6 How will I know if my examination application has been accepted?

An acknowledgement email will be sent to the applicant with 2 working days after submitting

an application. There is an Acceptance Notification email which will be sent to the applicant within 8 working dates after sending the acknowledgement email and for the final “Examination Attendance Notice”, it will also be sent 2 weeks before the examination.

5.7 What should I do if I wish to change the examination date?

Any change of examination date will NOT be allowed. However, if a candidate is sick on the examination date and cannot sit the examination, he/she should inform the Institute and provide a supporting document (e.g., sick leave certificate) for our reference. The candidate may be permitted to sit the next subsequent examination subject to the availability of seats.

5.8 How can I appeal against my examination results?

By submitting a written request via email to exam@hkib.org, candidates may request a rechecking or remarking of their examination scripts within ONE MONTH after the issue of the examination results. An administrative fee will apply.

5.9 Is there a limit on the number of attempts for the examination?

There is no limitation on the number of attempts for the examination. However, a candidate is not allowed to re-sit the examination if he/she has already achieved a “Pass” in the examination before.

5.10 Can I apply for examinations after the application deadline?

Late entries for examinations may be accepted up to 14 days after the stipulated application deadlines, subject to the availability of seats. An additional late entry fee of HKD200 will apply.

5.11 When can I obtain the examination results?

Candidates will be notified of their results by email and only with a written notice. Results will be released within two to four weeks from the examination date for MC-type examinations, and eight to nine weeks from the examination date of the last module in each examination diet for other types of examination.

Candidates may also check their examination results online through the HKIB online

platform. Candidates will receive an email notification once the examination results are available. The online examination results will be removed one month after they are released.

5.12 What should I do if I am unable to login to check the online examination result?

The online examination result will only be available during the stated period in the email notification from HKIB. The login details are stated in the said email notification. However, if you still encounter difficulties logging in, you may contact the HKIB Examination Team at (852) 2153 7893 or (852) 2153 7821.

6. Professional Qualification

6.1 How can I obtain the Professional Qualification of CB Stage?

To be elected as CB, candidates should a) complete the Postgraduate Diploma in any one of the specialist streams for Certified Banker (CB Stage) and b) have three years of banking or finance related work experience. You will then be awarded the QF-recognised Professional Qualification of CB Stage and it is pitched at QF Level 6. (QR Registration No.: 20/000543/L6)

6.2 How can I obtain the Professional Qualification of CB (Stage II)?

To be elected as CB (Stage II), candidates should a) complete the Professional Diploma for Certified Banker (Stage II) and b) have two years of banking or finance related work experience.

6.3 How can I obtain the Professional Qualification of CB (Stage I)?

To be elected as CB (Stage I), candidates should a) complete the Advanced Diploma for Certified Banker (Stage I) and b) have one year of banking or finance related work experience.

7. Continuing Professional Development (CPD)

7.1 What is the consequence if I do not comply with the CPD requirements?

Failure to comply with the CPD requirements would result in the suspension of Professional Qualifications. Professional Qualification holder's name and Professional Qualification status would not be published on the Certified Individuals (CI) Register on the HKIB website, and he/she would not be allowed to use the Professional Qualification on his/her name card or CV.

8. Conversion: Arrangements for ABP/AHKIB Candidates

8.1 I have yet to complete the AHKIB Programme. Will my previous examination results be affected?

Existing records of completed training programmes and examination results obtained as part of the AHKIB qualifications are still recognised. As QF recognition was received on 1 January 2013, any achievements since this date will not be affected. If, however, you have studied ABP/AHKIB subjects before 2013 and would like to resume in the future under the new CB Programme, please contact HKIB staff for details.

8.2 If I completed my study in 2017, will I be awarded the ABP/AHKIB Diploma or the CB Diploma?

All candidates of the AHKIB Programme will be converted to the CB Programme directly. Starting from 2017, candidates who completed all the required modules will be awarded with the highest attained qualification of CB.

9. Conversion: Arrangements for Graduates

9.1 I hold the Advanced Diploma in Banking and Financial Services for ABP/Professional Diploma in Banking and Financial Services/Postgraduate Diploma in Banking and Financial Services for AHKIB. Is this award still valid?

Qualifications awarded before 2017 are still valid. Upon fulfilment of the work experience required on or before 31 December 2020, you will be converted to the respective CB Professional Qualification.

9.2 I completed the AHKIB Programme in 2016. Can I obtain a new diploma for CB?

Diplomas issued before 2017 will not be re-issued. The conversion arrangement is applicable to ABP/AHKIB scrolls for the respective qualification only but not diplomas.

10. Conversion: Arrangements for the Professional Qualification holders

10.1 What are the new Professional Qualifications under CB?

The new Professional Qualifications are as follows:

Before 2017		2017 onwards	
Professional Qualification	Short Form	Professional Qualification	Short Form*
Associate of The Hong Kong Institute of Bankers	AHKIB	Certified Banker (CB Stage)	CB Stage
N/A		Certified Banker (Stage II)	CB (Stage II)
Accredited Banking Practitioner	ABP	Certified Banker (Stage I)	CB (Stage I)

* The short form is advised to be printed on business cards.

10.2 I am an ABP/AHKIB of the Institute. Can I obtain a CB (stage I)/CB (stage II)/CB Stage scroll?

All ABP and AHKIB Professional Qualification holders will be converted to their respective CB Professional Qualification automatically. You are eligible for a CB (stage I)/CB (stage II)/CB Stage scroll if you are a current HKIB member and you have fulfilled the Continuing Professional Development (CPD) hour requirement for the previous year. A scroll will be awarded for eligible candidates' highest attained Professional Qualification.

10.3 Can I continue to use the ABP/AHKIB Professional Qualification?

The AHKIB and ABP Professional Qualification were replaced on 1 January 2017 by the respective CB Professional Qualifications and are not recommended to be used thereafter.

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