



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by CIBN ACT No. 12 of 1990, now Act No. 5 of 2007)

Framework & Guidelines

for

Accreditation of Education & Training Service Providers for the Banking & Finance Industry in Nigeria

May 2013

Contents	Page
1.0 Introduction	4
2.0 Objectives	5
3.0 Benefits	6
4.0 Scope/Coverage	7
5.0 Categories of ETSPs	7
6.0 Accreditation and Certification of ETSPs	8
7.0 Requirements for Accreditation and Certification	9
8.0 Accreditation/Certification Process	11
9.0 Composition of Visitation Team for Accreditation	15
10.0 Funding the Visit	15
11.0 Fees and Methods of Payment	15
12.0 Certification of ETSPs	16
13.0 Database of Accredited/Certified ETSPs	17
14.0 Warranties of Accreditation	18
15.0 Grounds for De-accreditation	18
16.0 Re-accreditation Process and Requirements	19
17.0 Post-accreditation Monitoring and Evaluation	21
18.0 Definition of Terms	22
19.0 Code Of Conduct For Education/ Training Service Providers	23

20.0	Appendices	29-91
A.	Accreditation Standards	29
B.	Roles and Responsibilities of Members of the Visitation Team	33
C.	Summary of Applicant's Responsibilities before, during and after the Accreditation Visit	37
D.	Guidelines for Report and Recommendation of Visitation Team	39
E.	Database of Accredited/Certified ETSP _s for the Banking and Finance Industry in Nigeria	40
F.	Appeal Procedure	41
G.	Accreditation/Certification Application Form for ETSP _s	43
H.	Accreditation of Higher Institutions of Learning offering Banking & Finance	50
I.	ETSP _s Accreditation Visitation Report Form	57
J.	Accreditation Visitation Report Form for Tertiary Institutions	68
K.	ETSP _s Quarterly Returns Form	75
L.	ETSP _s Post-Accreditation Monitoring and Evaluation Form	79
M.	CBN Quarterly Report Form on ETSP _s	90
N.	Certificate of Accreditation (Sample)	91

1.0 Introduction

The Central Bank of Nigeria (CBN), in November 2012, released the final version of the Competency Framework for the Nigerian Banking Industry. According to the document, “the recent global financial crisis exposed the inadequacy of skills and dearth of executive capacity in the banking industry”. The observed skills gap, which had concomitant effect on banking practices and operations, was blamed on lack of:

- i. A co-ordinated industry-recognised training accreditation and certification system; and
- ii. Competency standards for practitioners in the industry.

As part of the on-going banking sector reforms, the CBN came up with the Competency Framework to re-direct the banking industry towards the path of entrenching a sequenced competency development programme that will build capacity for the stability of the financial system.

It is against this backdrop that The Chartered Institute of Bankers of Nigeria (CIBN), in line with its statutory responsibilities as contained in its Act No. 5 of 2007, was appointed as the sole accreditation agency under the Competency Framework. By the Act No. 5 of 2007, the CIBN is empowered, among other things, to:

- Determine the standards of knowledge and skill to be attained by persons seeking to become members of the banking profession; and
- Ensure the furtherance, maintenance and observance of ethical standards and professionalism among practitioners of the banking profession in Nigeria.

The central purpose of the Accreditation of Education/Training Service Providers (ETSPs) under the Competency Framework is to entrench a quality assurance mechanism that will ensure that the ETSP is qualified to provide the desired training, and that the programme of the ETSP meets the learning objectives and will impact the knowledge, skills and competencies required for each job role.

In line with the Competency Framework, this Guideline for Accreditation of ETSPs for the Banking Industry in Nigeria will focus on two cardinal areas:

- Accreditation/Certification of ETSPs; and
- Post-Accreditation Monitoring and Evaluation of ETSPs.

2.0 Objectives

Accreditation of Education/Training Service Providers (ETSPs) is aimed at achieving the following objectives, among others:

- 2.1 To ensure that ETSPs have the necessary qualifications, experience, capacity, competence, faculties, resources, facilities, integrity and credibility to carry out Education/Training programmes for the Banking and Finance industry in Nigeria.
- 2.2 To standardise Education/Training programmes for the Banking and Finance industry in Nigeria, in line with the Competency Framework, with a view to benchmarking against global best practices.
- 2.3 To develop standard programmes for the industry that will drive or foster specialisation in various areas of banking operations.
- 2.4 To ensure that the programmes of ETSPs align with the competency requirements for each job role, not only at the strategic and management levels, but also at the technical and operational levels; leading to an improvement in the quality of the industry's human capital.
- 2.5 To step up the quality of Education/ Training delivery to meet the needs of the ever-changing Banking and Finance industry and to develop a culture of training that is guided by Professionalism and Ethics.
- 2.6 To ensure that the Banking and Finance industry in Nigeria has at its disposal adequate certified, competent ETSPs to fill the gap of required Education/Training expertise in specialised areas of Banking and Finance, thereby checking the incidence of unqualified person(s) parading themselves as trainers.

- 2.7 To build a community of ETSPs through mutual engagement, joint enterprise and sharing of best practice that would facilitate talent development and organisational productivity on a broader scale.
- 2.8 To maintain a database of Accredited/Certified ETSPs for the banking and finance industry in Nigeria as well as the list of their Accredited Programmes.

3.0 Benefits

The benefits of accreditation of Education/Training Service Providers (ETSPs) for the Banking and Finance industry include:

- 3.1 Standardisation of Education/Training Programmes for the Nigerian Banking and Finance industry, that will help address the identified skills gap thereby producing knowledgeable, skilled and competent workforce for the industry.
- 3.2 Investment of Banks and other stakeholders in Education/Training programmes, which will produce the desired dividends, resulting in improvement in the quality of the industry's human capital and, by extension, organisational performance.
- 3.3 Availability of a Database of Certified ETSPs and their accredited programmes, which will provide a handy and valuable source of information for operators in the Banking and Finance Industry in Nigeria, especially when making decisions relating to vendors of Training and Educational services.
- 3.4 Enhanced networking opportunities and industry-recognised co-ordination of ETSPs for higher level of professionalism and ethical conduct.
- 3.5 Provision of a platform for quality assessment/assurance for the services offered by Education/Training Service Providers(ETSPs), towards the continuous enhancement of human capital and lifelong learning.
- 3.6 Creation of an opportunity for ETSPs and users of Education/Training services to identify common grounds for discourse on human capacity building for the Banking and Finance Industry.

- 3.7 Increased service opportunities and operations for accredited Education/Training Service Providers (ETSPs) as they will have the benefit of first consideration for Education/Training programmes in the industry.

4.0 Scope/Coverage

This Framework and Guidelines shall cover the following major areas:

- 4.1 Accreditation and Certification of ETSPs; and
- 4.2 Post-Accreditation Monitoring/Evaluation of ETSPs.

5.0 Categories of ETSPs

As defined in the Competency Framework, categories of ETSPs are as follows:

- i. An individual (sole proprietor);
- ii. A profit-oriented consultancy or commercial institution;
- iii. A not-for-profit organisation;
- iv. Training/Learning centres/Academies of banks/other financial institutions and any other training organisations;
- v. Relevant professional bodies;
- vi. A university, polytechnic or other relevant educational institutions of higher learning.

6.0 Accreditation and Certification of ETSPs

Accreditation: Accreditation is the process of endorsing or certifying an ETSP and its programmes as suitable for the use of the Banking and Finance Industry in line with the Competency Framework.

Certification: Certification is the end product of the Accreditation process. The evidence of accreditation is the possession of a certificate which shall be issued by the CIBN to applicants who are successful in their quest for accreditation. Accreditation, therefore, is incomplete without certification.

6.1 Accreditation and Certification of ETSPs: The accreditation and certification of Education/Training Service Providers (ETSPs) shall cover the following:

- i. An individual (sole proprietor);
- ii. A profit-oriented consultancy or commercial institution;
- iii. A not-for-profit organisation;
- iv. Training/Learning centres/ Academies of banks/other financial institutions and any other training organisation;
- v. Relevant professional bodies;
- vi. A university, polytechnic or other relevant educational institutions of higher learning.

6.2 Types of Accreditation: The types of accreditation contained in this Framework are as follows:

- a. Individual Accreditation;

b. Institutional Accreditation; and

c. Programme Accreditation.

7.0 Requirements for Accreditation and Certification

The table below shows the requirements for Accreditation and Certification of Education/ Training Service Providers (ETSPs) for the Banking and Finance Industry.

Index

A = An individual (sole proprietor).

B = A profit-oriented consultancy or commercial institution.

C = A not-for-profit organisation.

D = Training/Learning centres/Academies of banks/other financial institutions and any other training organisation.

E = Relevant professional bodies.

F = A university, polytechnic or other relevant educational institutions of higher learning.

S/ N	REQUIREMENTS	A	B	C	D	E	F
1	Copy of Certificate of Incorporation/Registration/Enabling Act or Law/Instrument of Establishment	NA	√	√	√	√	√
2	Copy of Memorandum and Articles of Association/ Constitution/Deed of Partnership (if applicable)	NA	√	NA	√	√	√
3	Evidence of Compliance with Government Regulations on Tax	√	√	√	√	√	√
4	Copy of Corporate Profile which must include: <ul style="list-style-type: none">• Corporate Goals• Details of Ownership• Management Profile• Organogram	NA	√	√	√	√	√
5	Company's (ETSP) Code of Conduct and Corporate Governance	NA	√	√	√	√	√
6	The last three years' audited accounts/statement of	NA	√	√	√	√	√

	accounts						
7	Description of the type and location of office space occupied	√	√	√	√	√	√
8	Staff complement (List of Teaching, Administrative and Support staff)	√	√	√	√	√	√
S/ N	REQUIREMENTS	A	B	C	D	E	F
9	List and details of faculty members on the organisation's (ETSP) payroll	NA	√	√	√	√	√
10	Profiles of faculty members that have been used in the last 24 months	√	√	√	√	√	√
11	List of Courses or Programmes offered by the organisation (attach curriculum/syllabus/synopsis; Training design and Evaluation materials)	√	√	√	√	√	√
12	Number and details of lecture/training rooms (if applicable)	√	√	√	√	√	√
13	Details of venues used and evidence that they are conducive for learning	√	√	√	√	√	√
14	List of available teaching aids and other necessary training resources or equipment	√	√	√	√	√	√
15	Provide evidence of the following: <ul style="list-style-type: none"> Well-equipped library with reading stations e-library (with subscription details) Deployment of ICT facilities Banking Laboratory 	NA	√	√	√	√	√
16	List of all the training conducted in the last 24 months relevant to the Financial Services Industry with dates and venues. (Provide Training Calendar)	√	√	√	√	√	√
17	Relevant and recent marketing communications items (product brochures, promotional flyers, TV commercials, Radio adverts, etc.).	√	√	√	√	√	√
18	Video Recording and/or presentation of a recent training programme	√	√	√	√	√	√
19	For e-learning providers, links to at least three sample programmes with test logins and password	√	√	√	√	√	√
20	Testimonials (from programme evaluation feedback forms completed by Training attendees)	√	√	√	√	√	√
21	Three references (from clients that have patronised the ETSP)	√	√	√	√	√	√
22	Any publication(s) or Research work relevant to the Banking and Finance industry	√	√	√	√	√	√
23	Awards (if any) with dates(attach list)	√	√	√	√	√	√
24	Accreditation by other bodies held (if any) with dates (attach list)	√	√	√	√	√	√
25	The number of training locations with their addresses	NA	NA	NA	√	NA	NA

26	Contact persons for each of the locations with their details.	NA	NA	NA	√	NA	NA
27	Details of the Head of the Education/Training School	NA	NA	NA	√	NA	NA
S/ N	REQUIREMENTS	A	B	C	D	E	F
28	The total number of the bank's workforce (Count by designation)	NA	NA	NA	√	NA	NA
29	The training policy of the bank	NA	NA	NA	√	NA	NA
30	List of all the in-house training that took place over the last 24 months	NA	NA	NA	√	NA	NA
NB: <ul style="list-style-type: none"> • √ = Applicable • NA = Not Applicable • Items 25-30 are requirements to be provided by the Bank Academies/Training Schools only. 							

8.0 *Accreditation/Certification Process*

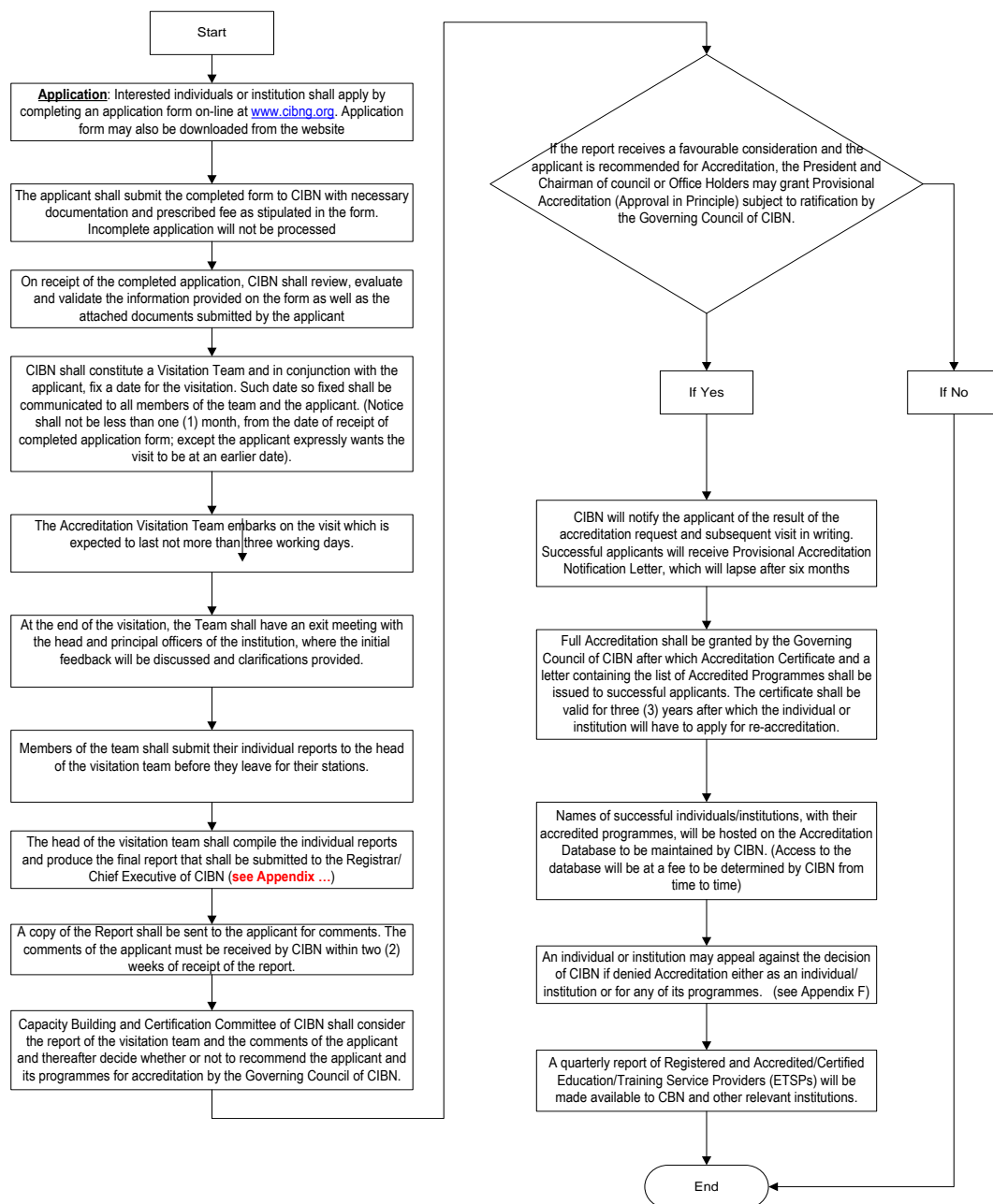
- 9.1 **Application:** Interested individual or institution shall apply by completing an application form on-line at www.cibng.org. Application form may also be downloaded from the website.
- 9.2 The applicant shall submit the completed form to the CIBN with the necessary documentation and prescribed fee as stipulated in the form. (Please note that applications submitted without the complete supporting documents and applicable fees shall NOT be processed).
- 9.3 On receipt of the completed application form, the CIBN shall review, evaluate and validate the information provided on the form as well as the attached documents submitted by the applicant.
- 9.4 The CIBN shall constitute a Visitation Team and, in conjunction with the applicant, fix a date for the visitation. Such date so fixed shall be communicated to all members of the team and the applicant. (Notice shall not be less than one (1) month from the date of receipt of completed application form; except the applicant expressly wants the visit to be at an earlier date).

- 9.5 The Accreditation Visitation Team shall then embark on the visit which is expected to last not more than three working days.
- 9.6 At the end of the visitation, the Team shall have an exit meeting with the head and principal officers of the institution, where the initial feedback will be discussed and clarifications provided.
- 9.7 Members of the team shall submit their individual reports to the head of the visitation team before they leave for their stations.
- 9.8 The head of the visitation team shall compile the individual reports and produce the final report that shall be submitted to the Registrar/Chief Executive of the CIBN (see Appendices J & K).
- 9.9 A copy of the Report shall be sent to the applicant for comment. The comment of the applicant must be received by the CIBN within 30 days of receipt of the report.
- 9.10 The Capacity Building and Certification Committee of the CIBN shall consider the report of the visitation team and the applicant's comment and thereafter decide whether or not to recommend the applicant and its programmes for accreditation by the Governing Council of the CIBN.
- 9.11 If the report receives a favourable consideration and the applicant is recommended for Accreditation, the President and Chairman of Council or other Office-Holders may grant Provisional Accreditation (Approval in Principle) subject to ratification by the Governing Council of the CIBN.
- 9.12 The CIBN will notify the applicant of the result of the accreditation request and subsequent visit in writing. Successful applicants will receive a Provisional Accreditation Notification Letter, which will lapse after six months.
- 9.13 Full Accreditation shall be granted by the Governing Council of the CIBN after which an Accreditation Certificate and a letter containing the list of Accredited Programmes shall be issued to a successful applicant. The certificate shall be

valid for three (3) years after which the individual or institution will have to apply for re-accreditation.

- 9.14 Names of successful individuals/institutions, with their accredited programmes, will be hosted on the Accreditation Database to be stationed at the CBN and maintained/updated by the CIBN.
- 9.15 An individual or institution may appeal against the decision of the CIBN if denied Accreditation either as an individual/institution or for any of its programmes. (see Appendix F)
- 9.16 A quarterly report of Accredited/Certified Education/Training Service Providers (ETSPs) will be made available to the CBN and other relevant institutions.

Accreditation/Certification Process



9.0 Composition of the Visitation Team for Accreditation

- 9.1** The CIBN shall appoint an accreditation visitation team of not less than two (2) and not more than seven (7) experienced academics, professionals and practitioners (serving and/or retired). At least one (1) each from the CBN/ Bankers' Committee on Competency Framework, and the NDIC
- 9.2** A representative of the Secretariat shall also be on the Visitation Team.
- 9.3** The CIBN shall organise training for all participants before the commencement of the exercise.

10.0 Funding the Visit

The ETSPs applying for Accreditation will be required to bear the full cost of the Accreditation and Re-accreditation Process.

- Applicant will cater for the:
 - Transportation (inter - and intra-city);
 - Hotel accommodation;
 - Feeding for the team members; and
 - Honorarium for the team members.
- Applicant will pay the prescribed fees into the account of the CIBN while the CIBN will disburse the fund as appropriate to the Accreditation Officials.

11.0 Fees and Methods of Payment

The ETSPs applying for Accreditation will be required to pay prescribed fees, as may be specified by the CIBN from time to time. (All fees are non-refundable). Below are the details of applicable fees and payment methods:

11.1 *Applicable Fees*

These are as follows:

- i. Application fee;
- ii. Accreditation processing fee;
- iii. Programme Accreditation fee (for new programmes);
- iv. Re-accreditation fee (Accreditation Renewal fee);
- v. Appeal fee.

11.2 *Payment Methods*

The following are the available payment options:

- Bank Drafts or Bank Cheques in favour of The Chartered Institute of Bankers of Nigeria, Lagos.
- On-line payments can be effected using ATM Cards, e-Tranzact Cards, CIBN e-Tranzact, or Interswitch Debit/Cash Card instruments obtainable from the branches of most banks.

12.0 Certification of ETSPs

Certification is the end product of a successful accreditation exercise.

1. The CIBN shall issue Accreditation Certificates to accredited ETSPs and letters detailing the Accredited Programmes of the ETSP.
2. The Certificate shall be valid for three (3) years.

3. ETSPs MUST renew their certificates by applying for re-accreditation (Institutional re-accreditation and Programme re-accreditation) if they desire to continue to offer their services to the Banking and Finance industry in Nigeria
4. Each ETSP shall have only programmes of its core competence accredited.
5. ETSPs may apply for accreditation of additional programmes from time to time.

13.0 Database of Accredited/Certified ETSPs

13.1 The CIBN shall maintain a database of all Accredited/Certified Education/Training Service Providers (ETSPs) in Nigeria as well as their Accredited Programmes. The database shall be hosted by the CBN.

13.2 The details of such ETSPs shall also be included in the annual publication of the Accredited Education/Training Service Providers for the Banking and Finance industry in Nigeria.

13.3 Below are the items to be captured on the database:

- Name of Institution or Individual
- Date of Establishment
- Contact details
 - Contact address
 - Website
 - E-mail
 - Phone numbers
- Date of Accreditation
- Status of Accreditation
- List of Accredited Programmes.
- Name of CEO/Head of organisation
- List and profiles of faculty members.

14.0 Warranties of Accreditation

An Accredited/Certified Education/Training Service Provider shall have the following warranties:

- 14.1** The accreditation granted shall be valid for three (3) years, unless suspended or withdrawn by the CIBN.
- 14.2** Each ETSP is authorised to conduct its Accredited Programmes as specified in the Accreditation Notification Letter and the Accredited ETSPs' database.
- 14.3** An ETSP shall stamp its accredited programmes with the signage "**CIBN Accredited Education/Training Service Provider (with Reference number...)**"
- 14.4** The names of the ETSPs shall automatically be included in the register of Active Accredited Education/Training Service Providers for the Banking and Finance Industry.
- 14.5** The ETSPs shall be granted full accreditation within six months of receipt of provisional accreditation.

15.0 Grounds for De-accreditation

- 15.1** De-accreditation may take either of:
 - Suspension; or
 - Withdrawal.

Grounds for De-accreditation	
Suspension	Withdrawal
<p>Suspension may arise from any of the following:</p> <ol style="list-style-type: none"> 1. Failure of faculty to participate in continuing professional education programmes. 2. Failure to maintain and improve training facilities and learning materials. 3. Failure to render returns to the CIBN as at when due or as may be requested from time to time. 4. Conducting programmes not accredited for the Education/Training Service Provider. 5. Proposal and/ or Advertisement of un-accredited programmes. 6. Any other infraction(s) that the Institute may decide on from time to time. 	<p>Withdrawal may arise from any of the following:</p> <ol style="list-style-type: none"> 1. Failure to meet the stipulated minimum requirement; six months after suspension 2. Conviction on a criminal offence. 3. Sanction for non-compliance with regulations and codes by appropriate authorities. 4. Bankruptcy and insolvency. 5. Cessation as a going business concern. 6. Established cases of misrepresentation or fraud/forgery on the part of an Education/Training Service Provider. 7. Refusal to be inspected and observed during an unscheduled visit by monitoring team. 8. Failure to maintain minimum requirements as it relates to faculties for accredited programmes. 9. Any deviation from agreed terms and conditions for Accreditation. 10. Any other infraction(s) and offences or misconduct that the Institute may decide on from time to time. No 10 has taken care of this.

16.0 Re-accreditation Process and Requirements

Re-accreditation is the authority granted to an Accredited Education/Training Service Provider (Individual or institution) to continue to offer education/training services to the Banking and Finance Industry on the basis of its sustained superior performance, high ethical standards, positive customer feedback, evidence of continuous learning, deployment of relevant systems/technology and competitive advantage in Training Service delivery. The Process is as follows:

16.1 Application

The ETSP must apply for re-accreditation six (6) months before the expiration of the subsisting accreditation. The application should be supported with the documents required at its initial accreditation. The application shall also be supported with appropriate fee as specified by the CIBN from time to time.

16.2 Additional Requirements

In addition to 16.1 above, the applicant shall show evidence of:

- i. Strengthened workforce;
- ii. Upgraded facilities, technology and learning materials;
- iii. Conducting successful training programmes (at least two per year) from the date of accreditation;
- iv. Continued demonstration of professional ethics and accountability;
- v. Aligned training programmes with the Accreditation standards highlighted in this document; and
- vi. Financial stability.

16.3 Re-accreditation Process

16.3.1 An ETSP shall apply for re-accreditation via the website www.cibng.org. Application form may also be downloaded from the website.

16.3.2 The applicant (ETSP) shall submit application form with necessary documentation and appropriate fee as stipulated on the form.

16.3.3 The CIBN shall review the documents submitted by an ETSP for re-accreditation.

16.3.4 If the completed application receives a favourable consideration and the applicant is recommended for Re-accreditation, the President and Chairman of Council or other office-holders may grant Provisional Re-

accreditation (Approval in Principle) subject to ratification by the Governing Council of the CIBN.

16.3.5 The CIBN will notify the applicant of the result of the Re-accreditation request and date of subsequent visit in writing. Successful applicants will receive Provisional Re-accreditation Notification Letter, which will lapse after six months.

16.3.6 Full Re-accreditation shall be granted by the Governing Council of CIBN after which Accreditation Certificate and a letter containing the list of Accredited Programmes shall be issued to successful applicants. The certificate shall be valid for three (3) years after which the individual or institution will have to apply for re-accreditation.

16.3.7 Names of successful individuals/institutions, with their accredited programmes, will be updated on the Accreditation Database.

17.0 Post-Accreditation Monitoring and Evaluation

17.1 There shall be off-site monitoring and evaluation.

17.2 Monitoring/evaluation shall be conducted on an annual basis or as often as necessary to ascertain ETSPs' adherence to the terms and conditions of the accreditation.

17.3 Impact evaluation shall be conducted after three (3) years to determine whether the desired outcomes are met or not.

17.4 Annual Report shall be rendered to the Governing Council of the CIBN, the CBN and the Bankers' Committee.

18.0 Definition of Terms

18.1 CIBN: The Chartered Institute of Bankers of Nigeria

18.2 CBN: Central Bank of Nigeria

18.3 ETSP: Education/Training Service Provider

18.4 Accreditation: The process of endorsing or certifying an ETSP and its programmes as suitable for the use of the Banking and Finance Industry in line with the Competency Framework.

18.5 Certification: The end product of a successful Accreditation exercise. Applicants who are successful in their quest for accreditation shall be issued certificates of Accreditation and letters containing the list of Accredited Programmes.

18.6 Re-accreditation: This simply means a renewal of the accreditation granted an ETSP or any of its programmes



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

CODE OF CONDUCT FOR EDUCATION/ TRAINING SERVICE PROVIDERS

1.0 **PREAMBLE**

- 1.1 This Code cannot and does not prescribe behavior for every eventuality. The overall objective of this code is to ensure strict adherence to best practices and strong commitment to ethical and professional standards in behavior as Training Service Providers (ETSPs) offering Education/Training Services to the Banking industry in Nigeria.
- 1.2 This Code of Conduct extends to all proprietors, Chief Executives, Directors, Managers, Officers and employees including full time, part-time, temporary, casual and in-sourced employees of Training Services Providers who are urged to read the Code carefully and commit themselves to its letters and spirit
- 1.3 A Training Service Provider has a responsibility to the Customer, the general public, the banking industry, the government of Nigeria and the Institute. The Institute requires ETSPs as a matter of necessity, to recognize these responsibilities in the conduct of their business and to strictly adhere to this code.

2.0 **OBJECTIVES OF THE CODE**

This Code of Conduct provides a framework to:

- 2.1 Guide every Training Service Provider, in meeting their obligations to customers and other stakeholders by maintaining and improving standard of service, performance and quality of Training Services to the banking industry.

- 2.2 Ensure that all Training Service Provider shall conduct their duties fairly and honestly.
- 2.3 Maintain the best service practice and strong commitment to sound ethical and professional standards.
- 2.4 Guide Training Service Provider offering services to the industry to comply with applicable laws and regulations.
- 2.5 Enable Training Service Providers provide a policy to adhere to generally accepted principles of honesty, integrity and fairness to uphold the mutual trust and public confidence bestowed upon them.
- 2.6 Enable Training Service Providers provide a policy to be fair-minded in their day to day dealings both in office and during their social interactions. All Training Service Provider's employees are expected to be committed to high standards of conduct in daily social life in order to uphold the dignity, reputation and good standing of the banking profession.
- 2.7 To promote, both individually and collectively, the efficiency of bank services as an instrument of economic growth.

3.0 ROLE OF TRAINING SERVICE PROVIDERS

All Training Service Providers accredited by The Chartered Institute of Bankers of Nigeria (CIBN) shall conduct their business to provide education and training to the best of their ability in-line with the criteria for the accreditation of the Training Service Providers and exercise care and caution while discharging his duties.

4.0 INTEGRITY

All Training Service Providers shall conduct their business with the banking community and all their clients with uttermost Integrity, Honesty, Diligence, Credibility, Transparency, Fairness and Trust

5.0 PROFESSIONALISM

All Training Service providers shall conduct their business with the banking community and all their clients with professionalism.

6.0 GOOD FAITH

All Training Service Providers shall conduct their business with the community and all their clients with uttermost good faith.

7.0 COMPLIANCE WITH THE LAW AND REGULATIONS

Due to the nature of the role of Training Service Providers, it is incumbent upon all ETSPs accredited by CIBN to comply with all the laws and regulations of the land in particular obligations to the tax authorities, the Central Bank of Nigeria and the laws related to training and conduct of business in general.

8.0 CONFIDENTIALITY

During interaction with the banks / other financial institutions and the public, Training Service Providers will gain access to confidential information and /or material belonging to third parties and to this end all Training Service Providers accredited by CIBN shall at all times keep such information confidential and not make a disclosure of such information or use it without the written consent of any affected party.

9.0 LEARNING OBJECTIVES

Training Service Providers shall at all times seek to:

- 9.1 Provide employers, clients and learners with the highest level of quality education, training and development.
- 9.2 Maintain confidentiality and integrity in the education, training and development practice.
- 9.3 Develop human potential whilst recognizing the rights and dignities of the learners.
- 9.4 Honour all learner and learnerships agreements.
- 9.5 Report accurately on human resource development, credentials, experience, ability and qualifications as requested by the CIBN.
- 9.6 Adhere to policies, criteria and guidelines of the Accreditation as provided by the Central Bank of Nigeria and The Chartered Institute of Bankers of Nigeria.

10.0 ASSOCIATION

A Training Service Provider shall not knowingly do business with people of questionable character and integrity.

11.0 SEXUAL HARASSMENT

- i. Members, of either sex, shall not sexually or otherwise harass each other.
- ii. Sexual harassment shall include but not limited to situations where a Training Service Provider uses or attempts to use his/her position to obtain sexual gratification from another who may wilfully succumb in fear of adverse consequences on his/her employment.

12.0 DRESSING

A Training Service Provider shall dress in line with the dress code of his/her institutions without provoking the opposite sex.

13.0 RESPONSIBILITY

- 13.1 A Training Service Provider shall act and conduct himself/herself in a responsible and professional manner at all times.
- 13.2 A Training Service Provider shall ensure that all irregularities observed in the work place are reported to designated officers in line with the existing Whistle Blowing Policy

13.3 A Training Service Provider shall not refuse the invitation of law enforcement agent in the course of their investigation or refuse to act as witness in court

14.0 Accountability

A Training Service Provider shall, in the discharge of his/her duties, be accountable to his/her Clients/ customers, the regulatory authorities, government, the Institute and the general public

15.0 DE-REGISTRATION

Failure to adhere to this Code of Conduct shall result in the withdrawal of the Training provider's, accreditation and registration.



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

Coloured Passport
Photograph

CODE OF CONDUCT FOR EDUCATION/ TRAINING SERVICE PROVIDERS

ATTESTATION FORM

I the undersigned hereby acknowledge and declare that I have read and understood the provisions of the Code of Conduct for Training Service Providers and I pledge to abide by the contents thereof. I am also aware that any disregard to the contents of this document may result in de-accreditation as a Training Service Provider.

Surname Other Names

Designation/Position

Employer/Organisation Department

Contact Address

Phone Numbers Email

Staff ID No CIBN Membership No./Status

Signature Date

Witness:

Name Status Signature

Date

The Chartered Institute of Bankers of Nigeria
Appendix A

Accreditation Standards

The Individual/Institutions to be accredited must meet the following standards.

1. Government Regulations

- i. Compliance with government regulations for setting up an institution
- ii. Proof of compliance with tax regulations.

2. Qualifications and Duties of Owners, Administrators, Instructors/Faculty, and Staff of Institution

i. Owners, Governing Board Members, Officials, and Administrators

The Owners, officials, and administrators possess appropriate qualifications and experience for their positions and roles and have demonstrated the ability to oversee institutional operations. The administrators are knowledgeable and experienced in one or more aspects of educational administration, finance, and teaching/learning. The institution has policies that clearly delineate the duties and responsibilities of owners and administrators. Individuals in leadership and managerial roles are qualified by education and experience.

ii. Chief Academic Officer and/or Department Heads

A qualified person serves as the chief academic officer or educational director. This person has overall administrative responsibilities for the educational programme(s), faculty/instructors, and a policy-making voice in advertising, sales, and collections.

iii. *Instructors/Faculty/Staff*

The institution has a sufficient number of qualified instructors/faculty to give individualised instructional service to participants. The institution maintains files containing the resumes of its instructors/faculty. Faculties are carefully screened for appointment, and are properly and continuously trained with respect to institutional policies, learner needs, instructional approaches and techniques, and the use of appropriate instructional technology. The institution has clear, consistent procedures to evaluate faculty performance.

iv. *Professional Growth*

An institution demonstrates its interest in improving instruction through upgrading faculty and staff. Faculty and staff are encouraged to become members of professional organisations, to review and apply relevant research, to pursue continuing education or training in their respective fields, and to enhance their professional competence.

v. *Financial Responsibility*

The institution shall demonstrate that it maintains adequate administrative staff and other resources to operate effectively as a going concern and is not exposed to undue or insurmountable risk. Any risk that exists is adequately monitored, managed, and insured against.

3. Educational Programme Objectives, Curricula and Materials

i. *Description of Programme Objectives*

Educational programme objectives are clearly defined and simply stated. They indicate the benefits for reasonably diligent participants. The character, nature, quality, value, source of the instruction, and educational services that are used to help participants achieve the objectives are set forth in a language understood by the types of participants enrolled.

ii. *Appropriate Programme Objectives*

The programme objectives must be reasonably attainable. Appropriate objectives include the development of skills, providing job-related training,

imparting of knowledge and information, training in the application of knowledge and skills, and the development of desirable habits and attitudes as indicated in the Competency Framework.

iii. *Comprehensive and Up-to-Date Curriculum*

The curriculum is sufficiently comprehensive for participants to achieve the stated programme objectives and its content is supported by sound academic/research work and practice. The curriculum/curricula reflect(s) current knowledge and practice. Effective procedures are used continuously to keep it/them up to date. Internal course/programme reviews are conducted on a regular basis.

iv. *Comprehensive and Up-to-Date Instructional Materials*

Instructional materials are sufficiently comprehensive to enable students to achieve the stated programme objectives. The instructional materials are accurate and reflect current knowledge and practice and are regularly reviewed and revised.

v. *Authorship*

Qualified persons competent in their subjects or fields develop the curriculum content and prepare instructional materials. Instructions and suggestions on how to use the instructional materials are made available to assist participants to learn effectively and efficiently. The organisation and presentation of the instructional materials are in consonance with sound principles of learning and grounded in sound instructional design principles.

vi. *Educational Media and Learning Resources*

Learning resources for faculty and participants must be available and appropriate to the level and scope of programme offerings. Programme designers and/or faculty make effective use of appropriate teaching aids and learning resources, including educational media and supplemental instructional aids in creating programme and in teaching participants. The institution makes effective provisions for participants to access learning resources and libraries that are appropriate for the attainment of programme learning outcomes.

4. Educational / Training Services

i. Participant Evaluation of Courses

Opinions of participants are systematically sought as one basis for evaluating and improving instructional materials, the delivery of instruction, and educational services. Institutions must provide evidence of this.

ii. Appropriate Technology

The institution uses appropriate and readily accessible technology to optimise interaction between the institution and the learner and enhance instructional and educational services.

- User-friendly e-facility platform
- Clarity of thought
- Computer-based testing
- Intelligent System for tracking studies.

5. Facilities, Equipment and Record Keeping

i. Facilities and Equipment

1. The institution maintains sufficient facilities and equipment to achieve its mission and goals and support its programs and future growth. A written plan exists to maintain and upgrade facilities and equipment. The plan states the resources that will be budgeted to support its goals.
2. Buildings, workspace, and equipment comply with health and safety regulations and are adequately equipped to handle the educational programme(s) of the institution.

ii. Record Keeping

Institutional financial and administrative records and participants' educational records are maintained in a reasonably accessible place and are adequately protected as long as they are likely to be needed or in accordance with current educational, administrative, business, and legal practices.

6. Research and Publication

i. Planning

An accredited institution has a written plan that is designed to identify internal and external trends and patterns, optimise opportunities, address challenges, reflect on achievements, and maintain quality. The planning enables the institution to improve services to clients, ensure the professional growth of its instructors/faculty and staff, and provide for the long-term quality and growth of the institution. The institution collects and analyses data on a systematic, consistent basis to monitor the status and effectiveness of the plan and evaluates its full range of services.

ii. Research and Self-Improvement

An accredited institution shows evidence of continuous progress and self-initiated efforts to improve operations and educational offerings and services. Sound research procedures and techniques are used to measure how effectively the stated institutional mission, goals and objectives are being met.

The Chartered Institute of Bankers of Nigeria
Appendix B

Roles and Responsibilities of Members of the Visitation Team

1. **The Team Leader**: He shall be appointed by the CIBN and, among other things, shall :
 - i. Draw up the programme of activities to be accomplished and the objective of the team's visit to the institution. The proposed agenda should be discussed and agreed on by all team members at the beginning of the exercise.
 - ii. Allocate specific assignments to team members either in groups or individually.
 - iii. Advise on the presentation of individual or group reports on their area of assignment for the final report and recommendations of the team.
 - iv. Discuss frequently with team members on their observations and, where necessary, direct on further areas of investigation to ensure that all the required information about the TSP is available to the team so they can take rational informed decision.
 - v. Leads in preparation for the exit interview that will review the various aspects of the report with the team. These include:
 - a. The goals and objectives of the programme and how these were being met vis-a-vis the expectations stated in the Competency Framework.

- b. The observation of each member on each of the accreditation criteria.
- c. The strengths and areas for improvement (weaknesses) of the institution and programme.
- d. The recommendation of the team to the CIBN, whether to accredit the programme or not.

2. **Team Members:** They shall be assigned specific roles and responsibilities by the team leader. They will confer among themselves and exchange impressions. They will also ascertain whether or not the criteria laid down by the CIBN are met or not. Typical assignments of team members include:
- i. The examination and validation of documentation such as company profile, information on previous training programmes, details of staff and faculties, management of the institution, programme curriculum and other documentation stated in the list of requirements for accreditation.
 - ii. The assessment of relevant teaching facilities and instructional materials and how they are being used to promote effective teaching and learning.
 - iii. The evaluation of the quality, number and mix of teaching staff and their credentials, which may be sighted where necessary.
 - iv. The determination of the adequacy of physical facilities for the programme such as classrooms, library facilities, including e-library, ICT facilities, laboratories, staff offices, etc.

3. **Staff of CIBN National Secretariat:** They shall serve as co-ordinator's during the visit. This is necessary for the report of the visiting team to be consistent. Functions of the staff shall include:
- i. Acting as secretary to the Visitation Team
 - ii. Liaising with the authorities of the TSP for all logistics and arrangement for the visit.
 - iii. Assisting the Team Leader and any member of the team in the smooth coordination of the exercise.
 - iv. Providing guidance on the interpretation of accreditation criteria and policies.
 - v. Arranging exit interview with the leadership of the institution (TSP).
 - vi. Ensuring that honorarium is paid to team members before they leave the visit location for their stations.

The Chartered Institute of Bankers of Nigeria

Appendix C

A Summary of Applicant's Responsibilities before, during and after the Accreditation Visit

1.0 Before the Visit

- 1.1 The applicant (Individual/ institution) shall request for and complete application form and return to the Registrar / Chief Executive, The Chartered Institute of Bankers of Nigeria, Plot 19, Adeola Hopewell Street, P.O. Box 72273, Victoria Island, Lagos, Nigeria.
- 1.2 The applicant shall confirm:
 - (a) The list of programme visitation team members. It should be noted that the final decision on the composition of the team is that of the CIBN.
 - (b) The suitability of the dates of the visit, **hotel reservations** and **local transportation arrangements** for the team members.

2.0 During the Visit

- 2.1 The applicant (Individual/ institution) shall:
 - (a) Provide a room equipped with writing tables and chairs as well as a secretary/typist for the exclusive use of the team members during the period.
 - (b) Allow team members:
 - (i) Access into the various teaching and other support facilities, e.g. laboratories, library, workshops, classes in session, etc.
 - (ii) To interview staff (academic and administrative) and participants of the programme to be accredited.

- (iii) Access to question papers for the courses taught and students' answer scripts for the two years preceding the visit, students' academic records, examiners/moderators report (if applicable).
- 2.2 The applicant (Individual/Institution) shall be responsible for the local transportation of team members and for their hotel expenses during the period. Also, the applicant shall provide team members with light refreshments and tea during the working sessions. Time and effort may be saved if lunch is arranged in a good hotel or cafeteria nearest to the location of the visit. This will give team members more time to do a thorough job.
- 2.3 The applicant (Individual/Institution) shall render any assistance that team members may require to facilitate their work during the period.
- 2.4 The exit interview should be attended by the Head of the Institution and key staff who have responsibilities for various aspects of the programme.
- 3.0 **After the Visit**
 - 3.1 A copy of the report shall be made available to the applicant (Individual/institution).The Institution shall comment on statements of fact contained in the team's report, highlighting areas of agreement and disagreement with the report.
 - 3.2 The institution shall ensure that the accreditation status is warranted by continual improvement of the institution and the accredited programme.
 - 3.3 An individual or institution who is denied accreditation may appeal against the decision of the CIBN on the matter if it so chooses. Such appeal should reach the Registrar / Chief Executive, The Chartered Institute of Bankers of Nigeria, Plot 19, Adeola Hopewell Street, P.O. Box 72273, Victoria Island, Lagos, Nigeria; within thirty days from the date of the letter conveying the CIBN's decision to the Institution.

The Chartered Institute of Bankers of Nigeria

Appendix D

Guidelines for Report and Recommendation of Visitation Team

- 1.0 Each member or group responsible for preparing an initial draft of sections of the report concerning his area of responsibility shall submit a comprehensive report to the team leader before the team's exit interview and departure from the institution.
- 2.0 The report, which shall be submitted in an Accreditation Visitation Report form, shall cover the following items:
 - 2.1 The philosophy and objectives of the institution.
 - 2.2 The goals and objectives of the programme to be accredited.
 - 2.3 The control and administration of the Institution's Resources.
 - 2.4 Resource person's adequacy in quality, number and mix.
 - 2.5 The programme of study: The curriculum of the programme to be accredited.
 - 2.6 The physical facilities, teaching facilities, library, ICT facilities, etc.
 - 2.7 Summary of general observations.
 - 2.8 Recommendations – Should the programme be accredited? If not, state reasons and what the institution should do for the programme to be accredited.
- 3.0 Recommendations concerning possible changes in institutional policies or practices should not be included in the body of the report; such recommendations should be submitted separately to the CIBN.

The Chartered Institute of Bankers of Nigeria

Appendix E

Database of Accredited/Certified Education/Training Service Providers for the Banking and Finance Industry in Nigeria

The CIBN shall maintain a database of Accredited/Certified Education/Training Service Providers and their Accredited Programmes. Below are items to be captured on the database:

1. Database of Accredited/Certified Education/Training Service Providers and their Accredited Programmes.

- Name of Institution or Individual
- Date of Establishment
- Contact details
 - Contact address
 - Website
 - E-mail
 - Phone numbers
- Date of Accreditation
- Status of Accreditation
- List of Accredited Programmes.
- Name of CEO/Head of organisation
- List and profiles of faculty members.

The Chartered Institute of Bankers of Nigeria
Appendix F

Appeal Procedure

An individual or institution may appeal against any decision of the CIBN, as it relates to decline of accreditation or re-accreditation of the applicant and/ or its programme(s). The appeal process shall be as follows:

1. The individual or institution shall provide, within thirty (30) days of notification of the CIBN's decision on the matter, a written statement which must address failure to comply with the evaluative criteria laid down in the CIBN's Guidelines for Accreditation of Institutions and Programmes or any other matter relating to the process.
2. The CIBN shall constitute a panel of not less than three (3) and not more than five (5) experienced academics, professionals and practitioners (serving and /or retired) to consider the appeal. A representative of the CIBN Secretariat shall also be on the team.
3. At its first meeting, the hearing panel shall:
 - (i) Elect its Chairman from among members of the panel;
 - (ii) Determine the schedule and general procedures for the appeal;
 - (iii) Determine the date of the hearing; but this should not be later than thirty (30) days after the notification of request for hearing and shall so inform all parties concerned. Location shall be the CIBN office.
4. Also, at the first meeting, the CIBN shall provide panel members with a copy of the site visit report, the letter from the applicant rejecting the CIBN's action and the request for a hearing which states the grounds for appeal.

The panel shall, however, have full access to all documents and records filed with the CIBN by the applicant during the accreditation process.

5. The hearing panel may request for testimony from representatives of the applicant, members of the accreditation visitation team, the CIBN and/or other witnesses whose statements may be useful to the panel. The testimony may be presented in a written statement.
6. The recommendations of the panel shall be based upon evidence presented to it and subject to the condition that was existing at the time of the Programme Accreditation visit on which the decision being appealed against was made.
7. The appeal panel's reports and recommendations concerning action on the accreditation status of the applicant shall be submitted to the CIBN, which may:
 - (i) Set aside its earlier decision and reconsider the institution/programme for accreditation;

OR

 - (ii) Re-affirm its earlier decision not to accredit the programme.
8. The honoraria, travelling and hotel expenses of members of the appeal panel will be borne by the applicant. The total amount involved shall be deposited with the CIBN before the hearing begins.



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA

TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

ACCREDITATION APPLICATION FORM EDUCATION/TRAINING SERVICE PROVIDERS (ETSPs)

Categories of ETSPs, as stipulated in the Competency Framework for the Nigerian Banking Industry, are:

A = An individual (Sole Proprietor).

B = A profit-oriented consultancy or commercial institution.

C = A not-for-profit organisation.

D = Training/Learning centres/Academies of banks/other financial institutions and any other training organisation.

E = Relevant professional bodies.

F = A university, polytechnic or other relevant educational institutions of higher learning.

NOTE: Please write legibly and put all the information needed. Incomplete data will make this form invalid

1. Name of Individual/Institution	
2. Business Location Address	
3. Website &E-mail Address	
4. Contact Phone Numbers	
5. Details of Contact Persons	<div>i.</div> <div></div> <div>li</div> <div></div>

6 Date Established with Registration/Incorporation/

--

Deed No./Enabling Law/ Act (as may be applicable)

7. Tax Identification No

8. What category of business, as contained in the Competency Framework is your organisation?
(Please tick as appropriate) A B C D E F

☐☐☐☐☐☐

9. What type of education/training services do you provide?

10. What sector of the economy do you service? (Also specify the sub-sector of that sector)

11. For what levels and categories of personnel are your education/training programmes intended?

12. What method of training do you deploy in your programmes?

13. What are the evaluation methods used for assessing participants?

14. Specify the education/training activities relevant to the Banking and Finance Industry undertaken successfully in the last 2 years(*Please support with references and testimonials*)

S/N	TITLE OF PROGRAMME/COURSE	TARGETED ROLE	LOCATION

15. For how many number of years have you undertaken training-related activities?

16. Do you undertake collaborative training with other firms? (Yes or No)

17. List of faculty with qualifications and specify whether full/on payroll or part time:

S/N	NAME	QUALIFICATION	FULL or PART-TIME

18. (a) Number of full-time faculty

- (b) Number of part-time faculty

19. Staff Compliments:

Teaching Staff	Administrative Staff	Support Staff

20. a. Availability of Conventional Library

b. Do you have an e-library with up-to-date subscription?

21. a.Total number of Reading Rooms

b. and Lecture Theatres

22. Specify the Type and Number of Teaching Aids in your Resources:

S/N	TYPE OF TEACHING AIDS	QUANTITY

23. Please demonstrate (with evidence) how staff of the Banking and Finance Industry can continually receive high quality, up-to-date learning content._____

24. Do you have a Robust Internal Quality Assurance system and a culture of continuous improvement, particularly in the areas of courses and material design?_____

25. Please demonstrate (with supporting evidence) that you have appropriate system and procedures for collecting, evaluating and acting on feedback. _____

26. Availability of marketing communication items (product brochures, promotional flyers, TV commercials, Radio adverts, etc). *Please supply evidence.*

--

27. References

I	
li	
lii	

28. List of publication(s) or Research works relevant to the Banking and Finance Industry

I	
li	
lii	
lv	

29. List of Awards (if any) with dates

S/N	TITLE OF AWARD	AWARDING BODY	DATE
I			
li			
lii			
lv			

--	--	--	--

30. Accreditation by other bodies held (if any)with dates

A completed application form should be accompanied with the following documents and the Accreditation Application Fee:

- 1) Copy of Certificate of Incorporation/Registration/Enabling Act or Law/Instrument of Establishment.
- 2) Copy of Memorandum and Articles of Association/ Constitution/Deed of Partnership.(if applicable)
- 3) Evidence of compliance with Tax Regulations
- 4) Copy of Corporate Profile which must include:
 - Corporate Goals
 - Details of Ownership
 - Management Profile
 - Organogram
 - Funding Structure
- 5) The last three years audited accounts.
- 6) Company's Code of Conduct and Corporate Governance
- 7) Profiles of faculty in use in the last 24 months.
- 8) Curriculum/syllabus/synopsis of Courses or Programmes offered by the organisation
- 9) Evidence that venues used are conducive for learning (pictorial evidence inclusive).
- 10) Evidence of the following:
 - Well-equipped library with reading stations
 - e-library (with subscription details)
 - Deployment of ICT facilities
 - Banking Laboratory (if applicable).
- 11) Supplementary list of all training in the past 24 months relevant to the Financial Services Industry stating the dates and venues, if space provided in the form is not adequate.
- 12) Relevant and recent marketing communication items (product brochures, promotional flyers, TV commercials, Radio adverts, etc).
- 13) Video Recording and/or presentation of a recent training programme.
- 14) For e-learning providers, links to at least three sample programmes with test logins and password.
- 15) Testimonials (from programme evaluation feedback forms completed by training attendees)
- 16) Three references (from clients that have patronised the TSP).
- 17) Certificates of awards.

- 18) Accreditation by other bodies held (if any).
- 19) .The training policy of the bank (if ETSP is a Bank Academy/Learning Centre/Training School).
- 20) List of all the in-house training that took place over the last 24 months (if ETSP is a Bank Academy/Learning Centre/Training School).



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA
TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

ACCREDITATION OF HIGHER INSTITUTIONS OF LEARNING OFFERING BANKING & FINANCE

SECTION A

1. Name of Institution: _____

2. Address: _____

3. Ownership – Federal /State /Private: _____

4. *NUC/NBTE Accreditation No.:* _____

5. Name of the Faculty/Department offering Banking & Finance Courses: _____

6. Date of Establishment: _____
- 7 (i) Date of intake of the first set of students:

(ii) Date of Graduation of the first set of students: _____

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

SECTION B

This section may require more space than provided here. Institutions are advised to answer on separate sheets where necessary.

1. Philosophy and objective of the programme. Also state how objective is to be achieved:

2. Admission Policy:

Entry Qualification: _____

Other Requirements: _____

3. Examinations Regulation (State minimum GPA, CGPA required for graduation):

4. Population of Banking & Finance Students:

a) Polytechnics:

- ND I _____
- NDII _____
- HND I _____
- HND II _____
- Total _____

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

b) Universities:

- i) BSc Students - 100 Level _____
 - 200 Level _____
 - 300 Level _____
 - 400 Level _____
 - Total _____
- ii) MSc Students - _____

c) Analysis of entry qualifications of MSc Students:

ACIB: _____

ACA: _____

BSc (Banking & Finance): _____

Others (Please specify): _____

d) The Status of the e-Learning Facility

- The Nature of the e-Learning Platform

- The Nature of the e-Library _____

- *No. of Students to a Computer*

e) Timetable Structure

(i) Hours allocated to:

-Core Subjects _____

-Other _____

Subjects _____

f) The Student /Lecturer Ratio for the past 3 years:

ND or BSc 20..... 20..... 20.....

HND or MSc _____

g) State the Historical Records of the Students for the past 3 years:

ND or BSc 20..... 20..... 20.....

HND or MSc _____

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

h) The Number of each Pass Category over the past 3 years

	20.....	20.....	20.....
Pass or 3 rd Class	_____	_____	_____
Lower Credit or 2 nd Class Lower	_____	_____	_____
Upper Credit or 2 nd Class Upper	_____	_____	_____
Distinction or 1st Class	_____	_____	_____

5. Names of Academic Staff for Banking & Finance, their qualifications and years of (teaching and/or banking) experience. State whether they are full- or part-time (**Please attach C.Vs**):

-
6. Names, Addresses and Qualifications of External Moderators of Banking and Finance Courses (**Please attach C.Vs**):

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

7. Physical Facilities/Equipment (*stating their average ages*) :

- a) Office Accommodation for Staff: _____
- b) Departmental /Staff Room: _____
- c) No of Lecture Rooms/Tutorial Classes: _____
- d) Libraries: _____
 - i) General/Main: _____
 - ii) Departmental: _____

8. (i) State how well stocked the Libraries are with books relevant to Banking and Finance

Courses: _____

(ii) State how relevant the Textbooks and Journals in the Libraries are to Banking & Finance and other allied subjects:

9. Syllabus – Institutions are required to submit three copies of their Syllabus for Banking & Finance programme. The syllabus should indicate the following:

- (i) Content
- (ii) Core courses
- (iii) Elective courses
- (iv) Credit hours given to each course
- (v) Total credit hours candidate must satisfy
- (vi) Recommended Texts
- (vii) *Hours (Duration) of Lectures*

10. Question Papers. Please attach past question papers for the last four (4) semester examinations for the levels indicated below as appropriate:

<u>Polytechnics</u>		<u>Universities</u>
ND II	OR	200 Level
HND I		300 "
HND II		400 "

SECTION C

1. What is the nature of relationship between the Department/Faculty and Banks/Financial Institutions in your area?

2. Which local CIBN Branch does your Students' Association belong to? _____

3. What Disciplinary Board/Committees exist in the Department/Faculty?



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA

TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

4. What support does the Department/Faculty receive from Banks/Financial Institutions? _____

5. Does the Department/Faculty receive Financial Support/Budget Allocation from the Institution? _____

6. Give any other useful information/documents at your disposal that you consider useful for the purpose of this accreditation:

Name of Head of Department

Signature & Official Stamp

Date

ETSPs ACCREDITATION VISITATION REPORT

[1] Name of ETSP: _____

Location: _____

Date of Visitation: _____

Accreditation Team: _____

- i. _____
- ii. _____
- iii. _____
- iv. _____

[2] Preliminary Discussion with Management of the ETSP

(a) Purpose of Visitation: _____

(b) Duration: _____

(c) Scope of Visitation: _____

[3] Corporate Details

(a) Management Objectives: _____

(b) Staffing:	Qualification	Number
	_____	_____
	_____	_____
	_____	_____
	_____	_____

- [4] Staff development policy in place and the number of teaching staff that have benefited from the Staff Development Policy:

- [5] Courses/Programmes available with the ETSP: _____

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. _____
- vii. _____

- [6] Details of Faculty members (Specify Full-Time and Part-Time) used in the last 24 months

[7] Physical Facilities

(a) Type and Location of Office Space occupied

(b) Ownership of Building/Office Space (Specify whether
owned or rented)_____

(c) Administrative Office Layout_____

(d) Type of Venue used for programmes(describe, giving details ofEnvironment)

[8] Resources Available

(a) Teaching Aids: Type Number

Black or White Board _____

Flip Chart _____

Projector _____

Others (Specify) _____

(b) Library Resources:

(i.e Core Textbooks, Journals, Periodicals, Magazines, Reports, etc)

(c) Reading Rooms: _____

(d) Lecture Rooms/Hall(i.e. Lighting, Ventilation)

GENERAL ASSESSMENT/EVALUATION

Grading Score

Adequate 4

Manageable 3

Inadequate 2

Inappropriate 1

A. THE INSTITUTION					
1. Details of the Individual/Institution	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="4"/>
2. Corporate Profile and Policies	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>

3. Resources – (Teaching Aids)	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="12"/>
4. Learning Resources – Conventional Library/Reading Rooms/e-library	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>
5. Other Facilities – Lecture theatres/location and ICT facilities	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>
6. Capacity – Staff Complement (Administrative and support)	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>
7. Demonstration of how staff of the Banking & Finance Industry can continually receive high quality, up-to- date learning content	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>
8. Other Features – Awards, References, Research Work and Publications	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="8"/>
9. Cafeteria and Recreation Arena	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="4"/>
B. COURSES AND PROGRAMMES					
10. Contents and Programme Design	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="12"/>

11. Teacher's Guide and Participants' Course Materials/Learners' Guide.	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	8
12. Method of Delivery and Use of Teaching Aids.	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	4
13. Evaluation and Feedback.	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	8
14. Quantity and Quality of Facilitators)	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	12
15. E-Learning Providers	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	4
16. Quality of Recent Programme Presented; Testimonials; Reference.	Adequate	Manageable	Inadequate	Inappropriate	Max. Score
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	8

TOTAL SCORE

[9] **CONCLUSION:**

[10] **RECOMMENDATIONS:**

1.

2.

3.

Chairman Member Member Member

ASSESSMENT PARAMETERS FOR SECTION A - Institutions

1. Training Institutions

- i. Proof of compliance with tax regulations*
- ii. Functional website, e-mail address, telephone numbers, etc*

2. Corporate Profile and Policies

The individual/institution has shown credibility in terms of its diligent endeavour to fulfil its Mission, Vision Statement, Objectives, and demonstrated integrity in pursuance of appropriate code of conduct and corporate governance.

3. Teaching Aids (Projectors, Flip Charts, Black/White Boards etc)

Availability of adequate modern training equipment/tools (size and number)

4. Learning Resources (Library Facilities & Reading Rooms)

- i. The institution has a well-stocked purpose-built library.*
- ii. Adequate annual budgetary allocations for books, periodicals and other instructional materials.*
- iii. e-library with up-to-date subscription.*
- iv. For bank academies, tertiary institutions and professional bodies, there must be a librarian and adequate library staff complement to service the library.*
- v. The libraries and reading rooms are conducive to learning.*
- vi. Reading rooms are separate from lecture theatres.*

5. Other Facilities (Type & Location of Office Space, Lecture Theatres, ICT Facilities, etc.)

- i. Conducive, spacious and well-ventilated reading rooms that are separate from the lecture theatres.*
- ii. Lecture theatres separated from reading rooms.*
- iii. Evidence of good office layout with recreational areas and well-kept lavatories.*
- iv. Evidence of adequate modern ICT facilities and know-how of usage by staff.*
- v. Cosy lounges (recreation arena) and neat lavatories.*

6. Human Resources

- i. At least one member of staff should be a faculty member.*
- ii. Evidence of staff development policy and programmes.*
- iii. Provision of good working conditions to attract and retain staff of high quality.*

7. Other Features (References, Awards, Research Works, Publications, etc)

- i. The references should be from reputable organisations that have relevance to education and training*
- ii. The awards must be from organisations of high repute.*
- iii. Evidence of publications relevant to Financial Services Industry.*
- iv. Evidence of research capabilities and research works done.*

ASSESSMENT PARAMETERS FOR SECTION B - Programmes

1. Programme Contents and Design

- i. Copy of curriculum/synopsis developed for each of those courses/programmes in the last two years relevant to the Banking and Finance Industry.*
- ii. The objectives or learning outcomes must be in congruence with the programme title and contents.*
- iii. Appropriate target audience had been reached.*
- iv. Relevance of programmes/courses delivered should be contemporary and deemed to meet the needs of the Banking and Finance Industry*
- v. Evidence of a robust, internal quality assurance system and a culture of continuous improvement, particularly in the area of course and materials design.*
- vi. Copies of relevant and recent marketing communication items (product brochures, promotional flyers, TV commercials, radio adverts, etc.)*

2. Teacher's Guide and Participants' Course Materials/Learners' Guide

- i. Availability of course materials in both hard and soft copies.*
- ii. Course materials must be simple and explicit in form and text.*
- iii. There must be a well-prepared teacher's guide to aid delivery.*

3. Methods of Delivery and Use of Teaching Aids

Evidence of video recording and/or presentation of a recent training programme showing delivery method.

4. Capacity – Quality and Quantity of Facilitators

- i. Directory of faculty detailing the diversity of their background.*
- ii. Adequate number of faculty on ETSP payroll (at least 5% of faculty).*
- iii. Faculty members must have a minimum of postgraduate degree and/or membership of recognised professional association.*
- iv. Proof of evidence of the extent that faculty members have furthered their own education in relevant programmes.*

5. Evaluation and Feedback

- i. Evidence of a well-designed system and procedures for collecting, evaluating and acting on feedback.*
- ii. Exhibition of what actions have been taken on various feedbacks*
- iii. Demonstration of how staff of the Banking and Finance Industry can continually receive high quality, up-to-date learning content.*

6. e-learning Providers

- i. User- friendly e-facility platform*
- ii. Clarity of thought*
- iii. Computer-based testing*

iv. *Intelligent System for tracking Studies.*

7. Quality of Recent Programmes

Testimonials from programme evaluation feedback forms completed by training participants).



Appendix J

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA
TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

ACCREDITATION VISITATION REPORT FOR TERTIARY INSTITUTIONS

[1] INSTITUTION VISITED: _____

DATE OF VISITATION: _____

ACCREDITATION TEAM:

v. _____

vi. _____

vii. _____

viii. _____

[2] PRELIMINARY DISCUSSION WITH HEAD OF DEPARTMENT/DEAN:

(A) Purpose of Visitation: _____

(B) Duration: _____

(C) Scope of Visitation: _____

(D) Courses/Programmes available in the Institution: _____

[3] INSTITUTION'S ENTRY REQUIREMENT:

(A) When did the Programme Commence?

(B) What are the entry requirements for the Programme?

(C) Any Other Special Entry Requirement

(D) Duration of Programme:

[4] EVALUATION OF COURSE/PROGRAMME

(A)	Course/Programme Structure:	<u>Grading</u>	<u>Score</u>
		Very Good	4
		Good	3

Average	2
Fair	1
Bad	0

(B)	Syllabus Structure/Content:	Very Good	4
		Good	3
		Average	2
		Fair	1

		Bad	0
(C)	Timetable Structure		
	(i) Hours allocated to:	Very Good	4
	-Core Subjects	Good	3
	-Other Subjects	Average	2
		Fair	1
		Bad	0
	(ii) Comments:		

[5] STAFFING:

(A) Number of professionally qualified staff, i.e Degree Holders, ACIBs

<i>Qualification</i>	<i>Number</i>	<i>Average Years of Post Qualification Experience</i>

[6] STAFF DEVELOPMENT PROGRAMME:

(A) State Development Policy in Place:

i. For the Last 3 Years:_____

ii. Projection for the Future:_____

(B) Number of teaching staff that have benefited from the Staff

Development Policy:

- (C) State any other development policy programme for teaching staff not covered in "A" above:

[7] LIBRARY/INFRASTRUCTURAL FACILITIES:

(i.e Core Textbooks, Journals, Periodicals, Magazines, Reports, etc)

(A) Reading Facilities: _____

(B) Lending Policy: _____

(C) Technical Facilities (i.e. Reproduction Equipment, Tapes, etc.):_____

(D) Lecture Rooms/Hall (i.e. Lighting, Ventilation, Setting Facilities, etc.):

[8] EVALUATION OF TUITION STANDARDS:

(A) Lectures (i.e. No of hours allocated to each subject per week):

(B) Standard of Delivery:_____

(C) Students Notebooks:

- Subject Coverage_____

- Reading List_____

(D) Tutorials (Frequency and Effectiveness):

(E) Availability of teaching aids, audio visual, case studies, etc:

[9] EXAMINATION SYSTEM:

(A) Examination Question Papers:_____

(B) Standard of Examination Questions: _____

(C) System of Moderation:

- Internal: _____

- External: _____

[10] STUDENTS' ASSOCIATION

-
- [11] FUNDING STRUCTURE OF PROGRAMME: PERCENTAGE (%)
- (A) Government (Federal, State, Local)
 - (B) Internal Revenue Generated for funding programme
 - (C) Others

[12] CONCLUSION:

[13] RECOMMENDATIONS:

1.

2.

3.

4.

Chairman

Member

Member

Member



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA
TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

QUARTERLY RETURNS BY EDUCATION/TRAINING SERVICE PROVIDERS (ETSPs)

NOTE: Please write legibly and put all the information needed. Incomplete data will make this form invalid

1. Name of Individual/Institution	
2. Business Location Address	
3. Website & E-mail Address	
4. Contact Phone Numbers	
5. Details of Contact Persons	i.
	li

6. Date First Accredited

7. Date of Last Accreditation

31. Date of Last Monitoring Visit

32. What category of business as contained in the Competency Framework is your organisation? (please tick as appropriate)

A

B

C

D

E

F

☐
☐
☐
☐
☐
☐

33. What type of education/training services did you provide within the quarter?

34. Which sectors of the Banking and Finance Industry did you service within the quarter?

35. What levels and categories of personnel participated in your programmes this quarter? Specify the number of each category or level.

S/N	CATEGORY/LEVEL	NUMBER

36. If In-Plant programme, name the financial institution and specify the number of each category/level that participated.

Name of Financial Institution _____

S/N	CATEGORY/LEVEL	NUMBER

37. Provide details of the education/training activities relevant to the banking and finance industry undertaken within the quarter. *(Please support with references and testimonials and also attach directory of participants).*

S/N	TITLE OF PROGRAMME/COURSE	TARGETED ROLE	NO. of PARTICIPANTS	VENUE

--	--	--	--	--

38. List faculty with qualifications used within the quarter and specify whether on payroll/full or part time:

S/N	NAME	QUALIFICATION	FULL OR PART-TIME

39. (a) Number of full-time faculty

(b) Number of part-time faculty

40. Any publication(s) or research work(s) relevant to the Banking and Finance Industry within the quarter?

i	
ii	
iii	

41. Any awards within the quarter?

S/N	TITLE OF AWARD	AWARDING BODY	DATE
i			
ii			
iii			

42. Any new accreditation by other bodies within the quarter (if any)with dates?



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

(Incorporated in 1976 and Chartered by Decree 12 of 1990, now Act No. 5 of 2007)

BANKERS HOUSE

PC19, ADEOLA HOPEWELL STREET, P.O.BOX 72273, VICTORIA ISLAND, LAGOS, NIGERIA
TEL: 4610655, 4617924, Tele/fax: 4618930 E-MAIL: cibn@cibng.org Website: [http:// www.cibng.org](http://www.cibng.org)

Appendix L

EDUCATION/TRAINING SERVICE PROVIDERS' POST- ACCREDITATION MONITORING & EVALUATION FORM

Date_____

NAME OF ETSP_____

ADDRESS_____

CATEGORY_____DATE ACCREDITED_____

SCORING DEFINITION:

<u>Grading</u>	<u>Score</u>
Excellent	5
Very Good	4
Good	3
Fair	2
Poor	1

SECTION A: THE INSTITUTION						Weight	Score
17. Training Institution	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	5	
18. Corporate Profile and Policies	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	10	
19. Teaching Aids	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
20. Learning Resources	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
21. Other Facilities	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	10	
22. Human Resources	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	15	
23. Other Features	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	10	

SUB-TOTAL SCORE

						Weight	Score
SECTION B: PROGRAMMES							
1. Programme Contents and Design	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
2. Teacher's Guide and Participants' Course Materials/Learners' Guide	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
3. Methods of Delivery and Use of Teaching Aids	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
4. Capacity – Quality and Quantity of Facilitators	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	20	
5. Evaluation and Feedback	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	15	
6. e-learning Providers,	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	10	
7. Quality of Recent Programme	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	15	

SUB-TOTAL SCORE

GRAND TOTAL ASSESSMENT SCORE

ACCREDITED EDUCATION/TRAINING SERVICE PROVIDERS (ETSPs) MONITORING VISITATION REPORT

[1] PRELIMINARY DISCUSSION WITH MANAGEMENT OF THE TSP

(a) **Purpose of Visitation:** _____

(b) **Duration:** _____

(c) **Scope of Visitation:** _____

[2] CORPORATE DETAILS

(a) **Structure of Organogram**

(b) **Management Objectives:** _____

(c) **Staffing:** *Qualification* *Number*

_____	_____
_____	_____
_____	_____
_____	_____

(d) **Staff Development Programme:**

i. State Development Policy in Place:

ii. Number of teaching staff that have benefited from the Staff Development Policy from the time accredited or last monitoring visit:

[3] PHYSICAL FACILITIES

(a) **Type and Location of Office Space occupied**

(b) **Ownership of Building/Office Space (*Specify whether owned or rented*)**

(c) **Office Plan Layout**

(d) **Type of Venue used for Programmes (*describe, giving details of Environment*)**

[4] RESOURCES AVAILABLE

(a) **Teaching Aids:** *Type* *Number*

Black or White Board

Flip Chart

Overhead Projector

Multimedia Projector

Others (Specify) _____

(b) **Library Facilities:**

(i.e Core Textbooks, Journals, Periodicals, Magazines, Reports, etc.)

(c) **Reading Facilities:** _____

(d) **Technical Facilities** (i.e. Reproduction Equipment, Tapes, etc.):

(e) **Lecture Rooms/Hall** (i.e. Lighting, Ventilation, Setting Facilities, etc): _____

[5] COMMENTS ON COURSES/PROGRAMMES

Courses/Programmes delivered from the date of accreditation or last monitoring date:

viii. _____

ix. _____

x. _____

xi. _____

xii. _____

xiii. _____

i.	Programme Contents and Design
ii.	Teacher's Guide and Participants' Course Materials/Learners' Guide
iii.	Methods of Delivery and Use of Teaching Aids
iv.	Evaluation and Feedback
v.	Capacity – Quality and Quantity of Facilitators
vi.	For e-learning providers,
vii.	Quality of recent programme

[6] FUNDING STRUCTURE OF PROGRAMME: PERCENTAGE (%)

(A) Government (Federal, State, Local)

(B) Private Sources

(C) Donor Agencies

(D) Others

[7] CONCLUSION:

[8] RECOMMENDATIONS:

1.

2.

3.

4.

Chairman

Member

Member

Member

ASSESSMENT PARAMETERS FOR SECTION A - Institutions

8. Training Institutions

- iii. *Proof of compliance with tax regulations*
- iv. *Functional website, e-mail address, telephone numbers, etc.*

9. Corporate Profile and Policies

The individual/institution has shown credibility in terms of its diligent endeavour to fulfil its Mission, Vision Statement, Objectives, and demonstrated integrity in pursuance of appropriate code of conduct and corporate governance.

10. Teaching Aids (Projectors, Flip Charts, Black/White Boards, etc.)

Availability of adequate modern training equipment/tools (size and number)

11. Learning Resources (Library Facilities & Reading Rooms)

- vii. *The institution has a well-stocked purpose-built library*
- viii. *Adequate annual budgetary allocations for books, periodicals and other instructional materials.*
- ix. *e-library with up-to-date subscription*
- x. *For bank academies, tertiary institutions and professional bodies, there must be a librarian and adequate library staff complement to service the library.*
- xi. *The libraries and reading rooms are conducive to learning.*
- xii. *Reading rooms are separate from lecture theatres*

12. Other Facilities (Type & Location of Office Space, Lecture Theatres, ICT Facilities, etc.)

- vi. *Conducive, spacious and well-ventilated reading rooms that are separate from the lecture theatres.*
- vii. *Lecture theatres separated from reading rooms.*
- viii. *Evidence of good office layout with recreational areas and well- kept lavatories.*
- ix. *Evidence of adequate modern ICT facilities and know-how of usage by staff.*
- x. *Cosy lounges (recreation arena) and neat lavatories.*

13. Human Resources

- iv. *At least one member of staff should be a faculty member.*
- v. *Evidence of staff development policy and programmes*
- vi. *Provision of good working conditions to attract and retain staff of high quality.*

14. Other Features (References, Awards, Research Works, Publications, etc.)

- v. *The references should be from reputable organisations that have relevance to education and training.*
- vi. *The awards must be from organisations of high repute.*
- vii. *Evidence of publications relevant to the Financial Services Industry.*
- viii. *Evidence of research capabilities and research works done.*

ASSESSMENT PARAMETERS FOR SECTION B - Programmes

8. Programme Contents and Design

- vii. *Copy of curriculum/synopsis developed for each of those courses/programmes in the last two years relevant to the Banking and Finance Industry.*
- viii. *The objectives or learning outcomes must be in congruence with the programme title and contents.*
- ix. *Appropriate target audience had been reached.*

- x. *Relevance of programmes/courses delivered should be contemporary and deemed to meet the needs of the Banking and Finance Industry.*
- xi. *Evidence of a robust, internal quality assurance system and a culture of continuous improvement, particularly in the areas of course and materials design.*
- xii. *Copies of relevant and recent marketing communication items (product brochures, promotional flyers, TV commercials, radio adverts, etc.)*

9. Teacher's Guide and Participants' Course Materials/Learners' Guide

- iv. *Availability of course materials in both hard and soft copies.*
- v. *Course materials must be simple and explicit in form and text.*
- vi. *There must be a well prepared teacher's guide to aid delivery.*

10. Methods of Delivery and Use of Teaching Aids

Evidence of video recording and/or presentation of a recent training programme showing delivery method.

11. Capacity – Quality and Quantity of Facilitators

- v. *Directory of faculty detailing the diversity of their background.*
- vi. *Adequate number of faculty on ETSP payroll (at least 5% of faculty)*
- vii. *Faculty members must have a minimum of postgraduate degree and/or membership of recognised professional association*
- viii. *Proof or evidence of the extent that faculty members have furthered their own education in relevant programmes.*

12. Evaluation and Feedback

- iv. *Evidence of a well-designed system and procedures for collecting, evaluating and acting on feedback.*
- v. *Evidence of actions that have been taken on various feedbacks.*
- vi. *Demonstration of how staff of the Banking & Finance Industry can continually receive high-quality, up-to-date learning content.*

13. e-learning Providers

- v. *User-friendly e-facility platform*
- vi. *Clarity of thought*
- vii. *Computer-based testing*
- viii. *Intelligent System for tracking Studies*

14. Quality of Recent Programmes

Testimonials from programme evaluation feedback forms completed by training participants)



Appendix M

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA FORMAT FOR QUARTERLY REPORTS TO CENTRAL BANK OF NIGERIA ON EDUCATION/TRAINING SERVICE PROVIDERS (ETSP)

S/N	Name of ETSP	List of Accredited Programme	Date of First Accreditation	Date of Last Accreditation	Current Status of Accreditation	Date of Last Monitoring
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

