FREQUENTLY ASKED QUESTIONS

PLANNING AND SCHEDULING

Q1  Where can I find the class schedules for the public CPB programmes and modules?
A1  The upcoming class schedules can be found in our Programme Calendar.

Q2  How many classes of the CPB programmes and modules will WMI offer each year? How can WMI support the learning needs of my Financial Institution (FI)?
A2  WMI is committed to meeting the learning demand from FIs. At any one time, our practice is to ensure that there are at least one to two classes open for enrolment. Classes will run as planned once minimum class size is achieved.

Q3  Apart from public classes, does WMI offer exclusive in-house classes for FIs?
A3  Yes, our Programme Director will be happy to discuss your FI’s specific learning needs and offer an in-house training for a minimum of 25 participants.
   Please refer to the key contact details at the bottom of the FAQ.

REGISTRATION, PAYMENT, CANCELLATION, DEFERMENT AND REPLACEMENT

Q1  How do I register for classes as a self-sponsored individual? How do I conduct group registrations for company-sponsored individuals?
A1  To register for upcoming classes, please email the CPB Programme Team for assistance (see Key Contact Details at the bottom of the FAQ).

Q2  When do I need to make payment for registration? Are there any cancellation fees?
A2  Please refer to our Policy on Payment, Cancellation, Deferment and / or Replacement published here.
Q3  Why do I need to provide a suitable replacement when requesting for a cancellation or deferment?
A3  WMI has experienced a number of cancellation and deferment requests without suitable replacements to take over the allocated training places. These requests resulted in the postponement of some classes and other registered participants were impacted.

For cancellation or deferment with replacement, an administrative fee of $100 (before GST and not eligible for IBF funding) will apply for replacement processing in lieu of cancellation fees, subject to the terms and conditions of our Policy on Payment, Cancellation, Deferment and / or Replacement published here.

ONLINE LEARNING

Q1  How do I log into my student portal to access the online learning sections?
A1  For modules comprising both online learning sections and classroom session, participants will receive instructions on the login access to the student portal via an email approximately 4 weeks prior to classroom session commencement.

For modules comprising online learning sections only, participants will receive instructions on the login access to the student portal via an email on the day of the module commencement.

If you do not receive your login credentials, please contact our Online Support Team for assistance (see Key Contact Details at the bottom of the FAQ).

Q2  Can I complete the online learning sections after the classroom / Virtual Instructor-Led Training (VILT) session? How long am I given to complete my online learning sections?
A2  Participants are expected to complete their online learning sections BEFORE attending the classroom / Virtual Instructor-Led Training (VILT) session as the final assessment is conducted right after the classroom / Virtual Instructor-Led Training (VILT) session. The online learning sections will remain open for up to 2 months after the classroom session.

Participants enrolled for modules that commence between November to December will have a shorter period of the online learning access ending on 31 December, so as to align with the Covered Person’s annual CPD fulfilment obligation for the Private Banking Industry.

For more details on the annual CPD fulfilment obligation of a Covered Person, please refer to the IBF website here.
Q3  I have trouble logging into the student learning portal and / or I have forgotten my password. What should I do?
A3  You may reset your password via the student portal site here. If you are unable to reset your password, please contact the Online Support Team for assistance (see Key Contact Details at the bottom of the FAQ).

Q4  Can I access the online learning sections anywhere as long as I have an internet connection? I have trouble accessing the contents from my office network.
A4  You may access the online learning sections from any location with a stable internet connection. The online learning is accessible via multiple devices such as desktops, laptops, tablets and smart phones. If you are unable to access the online learning sections via your office network, this may be due to a firewall restriction or network bandwidth issue with your office network. Please contact your office’s IT support team for assistance.

Q5  Will it be data-intensive if I complete the online learning sections on my mobile phone using my personal mobile data plan?
A5  We recommend using a stable WIFI connection when accessing the online learning sections to minimise the usage of your mobile data plan.

Q6  I have completed all the online learning sections for my module, but my learning status is does not display 100% completion and I am unable to launch the final assessment for my module. Is there an error?
A6  With the exception of the Level 1 Ethical Conduct module and all Level 3 modules, the final assessment will be conducted after the classroom / Virtual Instructor-Led Training (VILT) session. The password to unlock this assessment will be provided in the classroom / Virtual Instructor-Led Training (VILT) session. The learning status will display 100% completion when all components of the module are completed.

GETTING TO CLASS

Q1  Where are the face-to-face classroom sessions conducted?
A1  Classes are generally conducted at 11 Slim Barracks Rise, NTU@one-north, Executive Centre, Singapore 138664 (nearest MRT: Buona Vista), unless otherwise specified. Please refer to your course confirmation email for details on the actual location of the face-to-face classroom session.
Q2  Is lunch provided during face-to-face class?
A2  Tea and lunch are catered for full day face-to-face classes. For half day face-to-face classes, tea will be catered.

CERTIFICATION AND FUNDING
Q1  I have completed and passed a module. When will I receive my Certificate of Completion?
A1  Certificates will be generated 2 weeks after classroom training, following the official closure of the online learning sections.

Q2  How do I claim the funding from IBF for my successful completion of a module?
A2  WMI will assist to submit the funding claims to IBF for all participants who have successfully completed the module.

For more information on the IBF Funding, please refer to the IBF website here.

KEY CONTACTS

CPB Programme Team (for all course-related matters for public programme and modules)
- Email: WMI-CPB@ntu.edu.sg
- Tel: (65) 6904 7327

Online Support Team (for online learning enquiries and troubleshooting)
- Email: WMIOnline@ntu.edu.sg
- Tel: (65) 6904 7327

Lynnest Soh, Programme Manager (for FI in-house learning solutions enquiries)
- Email: lynnestsoh@ntu.edu.sg
- DID: (65) 6513 1846

RELATED LINK
Please bookmark our website for updates on the CPB programmes, modules, curriculum, class schedules, fees, brochures and other information: http://wmi.ntu.edu.sg/Programmes/ExecutiveEducation/PrivateBanking/Pages/default.aspx