



INSTITUTE OF BANKERS OF SRI LANKA [IBSL]

(Incorporated by Act of Parliament No. 26 of 1979)

IBSL Professional Programme 2023

Practical Training Guidebook

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80A, Elvitigala Mawatha Colombo – 08
Sri Lanka.
This Practical Training Guidebook is issued to registered students of the Institute of Bankers of Sri Lanka (IBSL) as a guide to fulfill the practical training requirement which is a partial prerequisite to obtain the NVQ recognition after completion of the IBSL Professional Programme 2023.

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1. About the Institute of Bankers of Sri Lanka (IBSL)

The Institute of Bankers of Sri Lanka (IBSL), incorporated as a statutory body under the Act, No. 26 of 1979, is the premier professional body for banking and finance education in Sri Lanka. Established in 1964 as the Bankers Training Institute, its primary objective is to provide instructions and training for employees of banking and finance institutions, as well as for those aspiring to build careers in the sector, thereby enhancing their competencies to excel in this prestigious field. Over the years, IBSL has served a student base of nearly 100,000 and a membership of over 9,000, playing a pivotal role in developing competent professionals for the banking and financial services industry.

IBSL is managed and guided by the Governing Board comprising of distinguished personalities representing the Central Bank of Sri Lanka (CBSL), Licensed Commercial Banks and Licensed Specialized Banks. The Chairperson and Vice Chairperson are Deputy Governor and an Assistant Governor, respectively, appointed by the Governor of the CBSL and other members of the Board are CEOs of the respective banks, while members elected by the Associates and fellows of the Institute of Bankers of Sri Lanka (AIB Sri Lanka) are members of IBSL.

Guided by an Academic Council of university academics and veteran bankers, IBSL ensures its curriculum remains relevant to meet the changing needs of the dynamic sector . The Institute offers array of opportunities for both professionals and school leavers to gain qualifications that open pathways to careers in banking, finance, and related fields.

Operating from a modern twin-tower facility in the heart of Colombo, IBSL offers stateof-the-art lecture halls, a well-resourced library, a fully equipped IT centre, fully integrated operational system and other amenities that foster an ideal learning environment under the guidance of highly experienced practitioners and academics.

With these facilities, IBSL provides a conducive setting for learning and equips students with both theoretical knowledge and practical skills to successfully pursue their studies and build a promising career in the banking and financial services industry.

2. Introduction to Practical Training Requirement (PTR)

The Practical Training Requirement (PTR) is introduced in line with the NVQ Levels 5 and 6 recognitions (pending) from the Tertiary and Vocational Education Commission (TVEC) for the IBSL Professional Programme, where every student is required to fulfill a training period of six months (06) to obtain certificates with the NVQ endorsement after completion of the IBSL Professional Programme 2023. Further, it is not mandatory for students who wish to obtain only the certificate offered by the IBSL for the DBF and HDBF without NVQ endorsements to undergo the PTR.

The objective of enrolling the students in this practical training programme is to expose them to a practical operational environment of banking and finance so that they can feel and learn the application of what they have learned in the lectures in the real working environment. The Trainee will be working under the supervision of a senior officer appointed by the respective bank or financial institution. It is the responsibility of the Trainee to follow all instructions of the Supervisor and observe all disciplinary and operational rules, regulations, and norms of the respective place of training.

At the end of the specified training period, the Trainees are expected to have a clear understanding of the operational environment related to the following areas.

- How the operational and hierarchical structure of the specific institution is organized with different levels of responsibilities.
- How the work of each department and/or division is interconnected with the work
 of other departments/divisions and the nature of the workflow through such
 interactions.
- The range of products/services offered for customers and their distinctive characteristics, and the procedures followed in servicing the customers with such products/services.
- Nature of different customers who visit the institution with different objectives and how the members of the staff treat them with polite and respectful gestures to serve them efficiently for their satisfaction.
- How the manager and the senior members of the staff manage their subordinates

with leadership skills.

- What are the areas of risks associated with the operations of banking and finance, and what systems are in place to mitigate such risks.
- What are the challenging situations that members of the staff encounter frequently and rarely and how do they manage such situations.
- What personal and professional skills are required to become an effective professional in banking and financial services industry.

3. Structure of the PTR

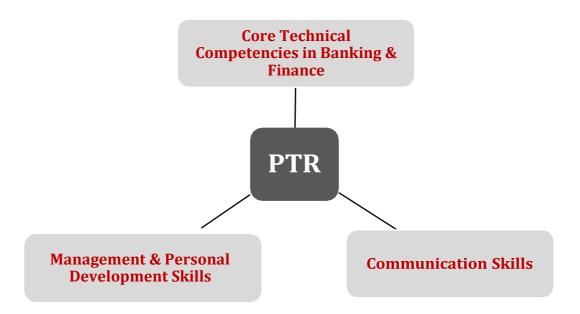


Table 01: Detailed structure of the PTR

Trainees are expected to obtain a thorough understanding and exposure to the following areas by way of either actively performing the duties or observing how such activities are carried out in the relevant organization under the guidance of the Supervisor.

01 III A	G		
Skill Areas	Core Technical Competencies in Banking & Finance	Management and Personal Development Skills	Communication Skills
Diploma in Banking & Finance (DBF)	 Provide information to develop assets and liabilities products. Mobilize deposits. Perform credit function. Assist to facilitate payments and settlements. Execute the marketing plan and review the progress. 	 Manage workplace information. Plan work to be performed in the workplace. Take responsibility for the quality of his / her own work. 	 Manage workplace communication. Presentation skills.
Higher National Diploma in Banking & Finance (HDBF)	 Manage credit function. Facilitate payments and settlements. Conduct treasury functions/operations. Facilitate international trade. Conduct internal audit function. 	 Solve problems – make decisions. Provide leadership and facilitate work teams. Facilitate the establishment and maintenance of a learning culture at the workplace. Take responsibility for the quality of his / her own work. 	 Manage workplace communication. Presentation skills.

4. Details of the skill areas of the PTR

4.1 Core Technical Competencies in Banking and Finance

This is one of the core objectives of the practical training programme which assists students to gain exposure and enhance the competencies essential to practice as an efficient and effective professional in banking and financial services industry. Core technical competencies include the subject-specific knowledge and skills relevant to the operations of banking and financial services industry developed through active participation in actual work environments.

4.2 Management and personal development skills

The objective of this area of training is to develop personality traits of students essential to become a successful professional in the banking and financial services industry which may include, teamwork, interpersonal skills, negotiation skills, leadership skills, analytical and creative thinking, ethical and professional conduct at the workplace, conflict resolution, time management, work-life balance and, so on.

These skills are expected to be developed through teamwork, projects, meetings with peers and superiors, attending workshops and other activities during the training period.

4.3 Communication skills

The main objective of this area of training is to improve the verbal and written communication skills in English of students to excel in the dynamic business environment of banking and financial services industry. This may include the following:

- Comprehension of verbal and written communication.
- Verbal presentation skills.
- Business correspondence through different communication channels.
- Dissemination of information to various customers from top to bottom and bottom to top.
- Business and communication etiquette.

5. Practical Training Logbook and how to record the practical training acquired.

To record the practical training acquired during the training period, Trainees are provided with the 'Practical Training Logbook'. Based on the instructions given in the Practical Training Logbook, Trainees are required to document the training acquired during the training period and get it authenticated with the signature from the Supervisor on a weekly basis.

Practical Training Logbook contains the following:

- Practical Training Application Form.
- Details of the training acquired on a weekly and monthly basis.
- Monthly performance evaluation by the Supervisor.
- Internship Completion Certification.

6. The role and responsibilities of the Supervisor

To provide guidance and assistance to fulfill the PTR successfully, each Trainee will be assigned a Supervisor from the respective bank/financial institution and non-banking institutes. The Supervisor will mainly guide and mentor the Trainee to acquire the core technical competencies, and employability competencies along with interpersonal and personal skills and ethics which are vital to become a successful professional in banking and financial services industry.

The Supervisor would be an Associate or Fellow Member of IBSL (AIB / FIB) or a senior professional holding similar qualifications (academic and/or professional) with sound knowledge in the operations of banking and financial services industry. He/she should preferably be the assigned Manager or the officer to whom the Trainee directly reports to and works closely with and aware of the scope of the work of the Trainee to assess his/her performance during the training period.

Main responsibilities of the Supervisor

- Assign work to the Trainee to acquire core technical competencies.
- Guide and advise the Trainee on improving personal and interpersonal skills.
- Review the Trainee's experience and progress regularly.
- Sign the Practical Training Logbook of the Trainees on a weekly basis to authenticate the fulfillment of the PTR as per the guidelines of IBSL.
- Evaluate the performance of the Trainee on the achievement of the PTR on monthly basis.
- Provide continuous supervision, mentoring, counseling, evaluation, and feedback on the PTR of the Trainee.

- Liaise with the IBSL representatives on the progress of the Training Programme of the Trainee as and when required.

7. Submission of the Practical Training Logbook

As per the IBSL Professional Programme 2023, six (06) months of practical training is required for students to obtain the certificate with NVQ recognition after completion of the Professional Programme 2023. Hence, to obtain the certificate at the end of the training period, students are required to submit the **duly completed Practical Training Logbook with the signature of the Supervisor along with the updated curriculum vitae to:**

Practical Training Coordinator
Institute of Bankers of Sri Lanka
80A, Elvitigala Mawatha,
Colombo – 08

8. Evaluation of the Practical Training Requirement

As practical training is a mandatory requirement for obtaining certificates with NVQ recognition after successful completion of course work, students have the following options to fulfill the Practical Training Requirement (PTR) and exit from the professional programme.

(i) Exit after DBF

Students who wish to exit the professional programme after completing the DBF without progressing to HDBF must complete the DBF coursework together with six (06) months of practical training in order to apply for NVQ 5 recognition.

(ii) Exit after DBF and HDBF (Full Professional Programme)

Students who wish to exit after completing the full professional programme must complete the DBF and HDBF coursework along with six (06) months of practical training to be eligible to apply for NVQ 6 recognition.

(iii) Progression after obtaining NVQ Level 5 Certificate

Students who exit with the NVQ Level 5 Certificate and later decide to continue their studies by progressing to the HDBF are required to complete the HDBF coursework along with an additional six (06) months of practical training in order to apply for NVQ 6 recognition.

(iv) Students already employed in the banking/financial services sector

Students who are already employed are exempted from undergoing practical training. Instead, they must submit a detailed service letter from their employer confirming relevant employment in the banking and financial services sector, together with evidence of completing the coursework of DBF/HDBF, to apply for NVQ recognition.

Once the students complete the examinations of the DBF / HDBF they are required to submit the duly completed Practical Training Logbook to IBSL for evaluation purposes. The evaluation will be carried out using two methods.

- **Practical Training Logbook:** The performance of the Trainee will be authenticated by the Supervisor and an Internship Completion Certification from the Employer will be obtained to authenticate that the Trainee has successfully completed the training period as per the Practical Training Guidelines issued by the IBSL.
- **Viva-voce Interview:** An in-person interview will be conducted with a panel of resource persons in the banking and financial services sector in collaboration with the TVEC based on the experience gained by the Trainee during the training period as well as the knowledge gained from the course work.

9. Frequently Asked Questions (FAQs)

(i) Is it compulsory to undergo the practical training programme?

Yes, if you wish to obtain the certificates for the DBF and HDBF endorsed with the NVQ Level recognition, it is mandatory to fulfill the PTR as per the IBSL guidelines.

No, If you do not wish to get the NVQ recognition certificate for the Professional Programme, it is <u>not</u> mandatory to comply with the PTR and you will only be eligible to receive the certificates issued by the IBSL.

(ii) I am already employed in the banking and finance sector. How should I comply with the PTR?

Those who are already employed in the banking and financial services sector are not required to undergo the practical training programme and submit the Practical Training Logbook. Instead, they are required to submit a detailed service letter from the employer indicating the designation, tenure, and brief summary work carried out on a company letterhead with the company seal.

(iii) When should I start the practical training programme?

Students are advised to start the practical training programme, preferably after completion of three (03) subjects of the Diploma Level (DBF) except Business Communication to complete the PTR in time.

(iv) I am a GCE A/L passed-out student who is not employed at present. How can I find a training place to fulfill the PTR?

Those who are not employed at present are required to send their updated CV along with application for the practical training programme to reach:

Practical Training Coordinator
Institute of Bankers of Sri Lanka
80A, Elvitigala Mawatha
Colombo – 08

internships@ibsl.lk

IBSL officers will inform you of the training opportunities available in the IBSL job bank and you will be required to face the interviews conducted by the respective organizations to secure a training placement.

(v) Who can be my Supervisor?

The Supervisor should preferably be your immediate manager/relevant officer assigned by the Employer to whom you directly report to, and your Supervisor should be able to authenticate the practical training acquired by you as and when required.

(vi) Is it mandatory for the Supervisor to be a member of the IBSL?

It is preferable for the Supervisor to be a member of the IBSL (AIB/FIB).

However, if the Supervisor is not a member of the IBSL, persons with academic qualifications (Graduates from a state university or UGC recognized private/foreign degree holders) or professional qualifications from a recognized professional body (CASL, CMA, CIMA-UK, ACCA-UK, CIM-UK, SLIM, CIPM, or any other qualification accepted by IBSL) are also considered.

(vii) When should I submit my Practical Training Logbook?

- If you wish to exit from the professional programme at the Diploma Level (DBF), you are required to submit the duly completed Practical Training Logbook after successfully completing the course work of the DBF.
- If you wish to complete the full professional programme, you are required to successfully complete the coursework of both DBF and HDBF levels and submit the Practical Training Logbook for evaluation.

(viii) When should I face the viva-voce interview of the PTR?

Once the Practical Training Logbook and other relevant documents have been checked and evaluated by the relevant officers of the IBSL, you will be informed on the date and time for the viva-voce interview along with required prior preparations.

(ix) When will I be able to obtain the NVQ endorsed certificate?

Once the two-stage evaluation process is completed with IBSL and the TVEC, and after the approval of the IBSL Governing Board, the results will be issued to students formally via official email and written communication.

10. Inquiries

Students are required to contact the Practical Training Coordinator for all the inquiries regarding the PTR and the practical training programme on the contact details given below.

Practical Training Coordinator
Institute of Bankers of Sri Lanka,
80A, Elvitigala Mawatha,
Colombo – 08
internships@ibsl.lk

