

Driving Quality
Excellence in the
Financial Services
Industry

FAA Finance
Accreditation
Agency

Design impactful learning
programmes for the financial
services industry that meet
measurable outcomes

CERTIFIED TRAINING PROFESSIONAL

Maximise your impact as a training
professional

Develop effective content
that enhances the learning
experience

Deliver engaging learning
programmes that embrace
and accommodate different
learning styles



BANK NEGARA MALAYSIA
Bank Negara of Malaysia



Suruhanjaya Sekuriti
Securities Commission
Malaysia

Develop effective content that enhances learning

Participants will be equipped with the knowledge and skills to design, develop and deliver quality structured learning programmes in line with the FAA Learning Standards and the FAA Quality Framework.

What skills can participants acquire?

Design impactful learning programmes for the financial services industry that meet measurable outcomes

Develop effective content that enhances the learning experience

Deliver engaging learning programmes that embrace and accommodate different learning styles



Designed for the next generation of training professionals

The Certified Training Professional (CTP) programme provides a holistic view of the training profession through the process of design, development and delivery. The programme enhances the capabilities and knowledge of learning and development professionals by applying proven theories supported by effective practical approaches. Participants are given a solid foundation in instructional design methodologies that will enable them to facilitate and deliver impactful training, and to design and develop comprehensive and outcome-based learning programmes based on internationally benchmarked best practices.

Who Should Attend?

This course has been designed for:



Human Resource, learning and development, as well as training professionals who want to enhance their skills and effectiveness



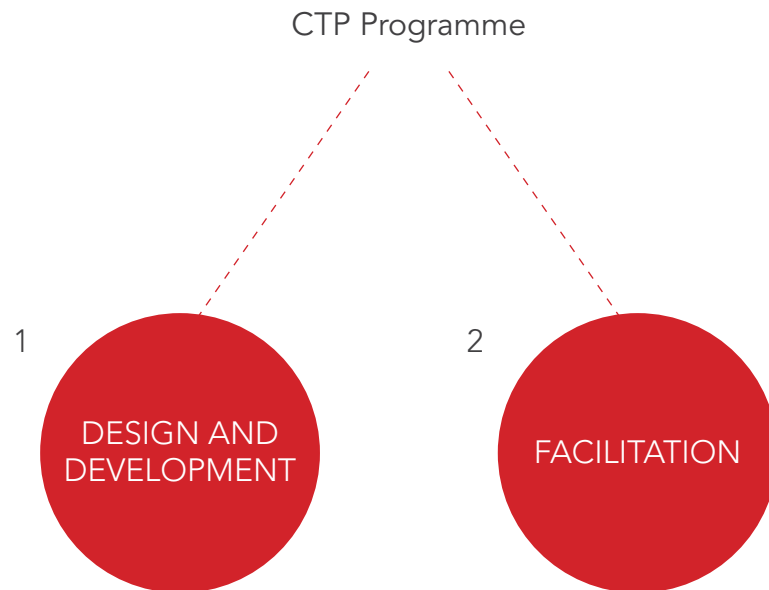
Finance professionals who want to become effective trainers

Certification

Successful participants will be recognised as FAA Certified Training Professionals, and will receive a certificate upon successful completion of the course and assessments.

Addresses learning gaps through intuitive learning methodology

The CTP programme has two areas of emphasis: Design and Development, and Facilitation. The programme is learner-centric, addressing different learning styles and leveraging on participants' strengths and adult-learning principles. The CTP programme uses an approach in which learning is complemented by assessment activities. This is done in small, distinct areas of learning which address learning gaps promptly and effectively.

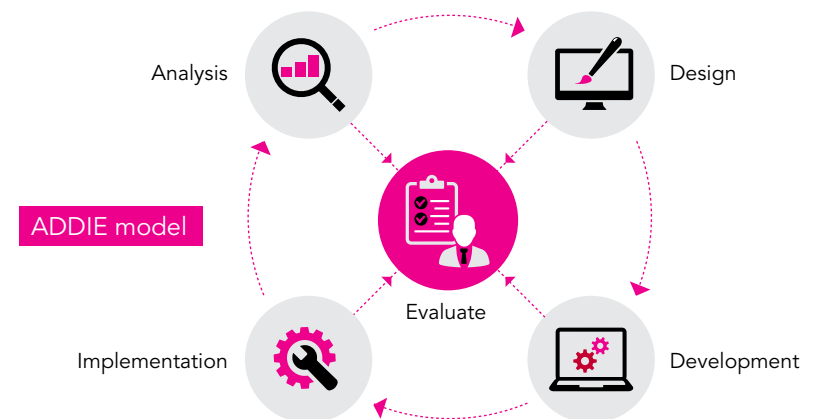


Effective strategies for design and development

CTP equips participants with the knowledge and skills to design, and develop a structured learning programme for the financial services industry in line with the FAA Learning Standards.

Expanding on the ADDIE model (which encompasses the stages of Analysis, Design, Development, Implementation and Evaluation), participants will be guided through practical and applicable steps to design and develop a learning programme, and produce learner-centric training materials. Participants will understand how to measure the effectiveness of the programme and materials they have developed.

CTP incorporates effective strategies to guide participants through the complete process. At the end of the CTP programme, participants will be capable of designing, developing and evaluating learning programmes in accordance with international best practices and financial services industry requirements.



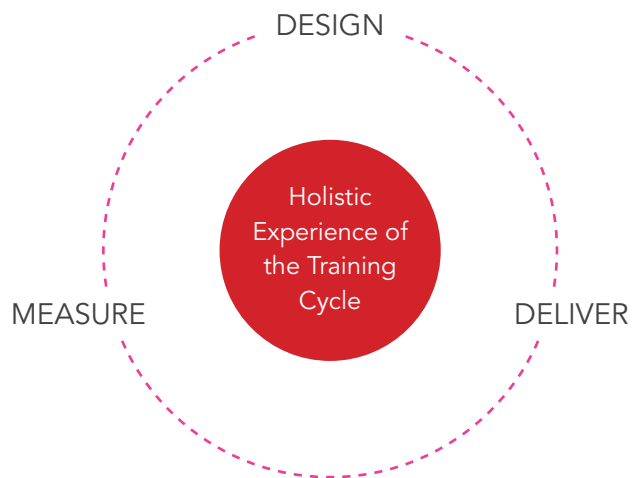
Areas of Learning

- The Basis of Learning Design
- Alignment with the FAA Quality Framework
- Principles of ADDIE model and its application
- Evaluation and Feedback

Deliver exceptional results through facilitation skills

CTP is outcome-based and is designed to develop dynamic and effective facilitators.

Participants will acquire key facilitation skills which are based on proven learning theories. CTP provides a holistic experience of the training cycle - design, deliver and measure - through hands-on activities. At the end of the CTP programme, participants will be capable of applying the right techniques in delivering training sessions in accordance with international best practices and financial services industry requirements.




Areas of Learning

- Fundamentals of Adult Training
- Effective Communication in Facilitation
- The Power of Presence
- Engaging Participants

Assessment of participants

Within 2 weeks, participants must submit:



	a proposal for the final assessment lesson plan
	a self-evaluation form which states 3 areas that need improvement
	peer evaluation and facilitator's assessment of a 10-minute session
	any assigned coursework

Within 3 months, participants must:



	Conduct a facilitation session on a topic of their choice
	Facilitate a session of at least 4 hours
	Score at least 3 on a scale of 4

Testimonials

"It was very dynamic with new insights to enhance training skills."

Casey

Manager, Risk, Compliance and Training,
IME (M) Sdn Bhd

"The programme will lead me to be an effective facilitator."

Jajakhan

CEO, Vital Rate Sdn Bhd

"The learning activities and materials engage participants in active learning."

Lim Poh Hong

Compliance Officer, E-Globex Sdn Bhd

"The facilitators are positive and forever encouraging us to change for the better."

Nik Nuun Asma

Head of Compliance, UAE Malaysia Sdn Bhd

"Now I know how to conduct more structured training preparations."

Mohamad Azizul

Head of Compliance, Mobile Money International Sdn Bhd

"It has been my dream and aspiration to be a qualified and accredited trainer. The opportunity finally presented itself by way of the CTP training. The entire 5 days were an exhilarating experience for me, with good feedback and outcomes. Both the facilitators were awesome in their own way. Dr Mazuki and Dr Preba, no words can describe my appreciation and admiration. You made me realise my weaknesses, and how to overcome them in order to be a better trainer. Truly the FAA training was an eye-opener and I was so happy that I got the opportunity to be a participant."

Casey Kesavan Sathasivam

Former Senior Manager
Risk, Compliance and Training (HOD)
Suria Muhabat

Programme Agenda

Day	Agenda
Day 1	Facilitation Skills <ul style="list-style-type: none"> • Active Learning • Engaging Participants
Day 2	Learning Design <ul style="list-style-type: none"> • Alignment with the FAA Quality Framework • Analysis Strategies
Day 3	Design & Development <ul style="list-style-type: none"> • Design and Development of Content • Design and Development of Assessment
Day 4	Implementation & Evaluation <ul style="list-style-type: none"> • Implementation • Evaluation
Day 5	Action! <ul style="list-style-type: none"> • Assessment • Facilitation

About the Finance Accreditation Agency

The Finance Accreditation Agency (FAA) is responsible for raising the standard and quality of professional learning and development in the financial services industry. As an advocate for the highest quality in internationally benchmarked standards for learning programmes, FAA aims to create highly skilled and internationally mobile professionals for the global financial services industry.

FAA is an independent quality assurance and accreditation body supported by Bank Negara Malaysia (Central Bank of Malaysia) and the Securities Commission Malaysia. The process of quality assurance by FAA is underpinned by the FAA Technical Committee which comprises an international panel of experts and practitioners from academia and financial services industry.



For more information on CTP or to register, please contact FAA at info@faa.org.my or +603 2788 1212

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