



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)

Banking Professional Examinations

REGULATIONS AND SYLLABUS

- > Diploma Level
- > Intermediate Professional Level
- > Chartered Banker Level
- > Experiential Learning Module

the clear
path
to Professional
Banking

Digital Banking

A	Digital Banking Concepts/Innovations
B	Digitalisation of Financial Services
C	Cybercrime
D	Digital Banking Trends



Content Area		Weighting
Digital Banking		
A	Digital Banking Concepts	30%
B	Digitalisation of Financial Services	20%
C	Cybercrime	30%
D	Digital Banking Trends	20%
TOTAL		100%



Digital Banking Concepts/Innovations

Learning Outcome	Topics	Contents
Digital Banking Concepts		
1 Explain Digital Banking, products of Digital Banking and the key features of Digital Banking products	Concept of Digital Banking	<ul style="list-style-type: none"> • Digital Banking overview <ul style="list-style-type: none"> • Development of Digital Banking • Digital Banking ecosystems and trends <ul style="list-style-type: none"> ▪ Need for Digital Banking Products ▪ Digital Banking products/Digital Payments and Remittances. <ul style="list-style-type: none"> • Cards - Types of Cards, Product features of Cards • EMV technology- Features of EMV technology: Tap and Go, NFC, and Profitability of cards • ATMS - Features of ATMs, ATM Network planning, Instant Money Transfer System • Mobile Banking- Features of Mobile Banking, e-wallet • Internet Banking - Features, integration of e-commerce merchant sites • Point-of-Sale (POS) Terminal - Features of POS, Approval processes for POS Terminals • Digital Currencies ▪ Digital and Transformational Strategy ▪ Digital Leadership and Culture ▪ Developing Channel Strategy
2 Explain global payment systems for Digital Banking and payment systems used in Nigeria	Payment Systems	<ul style="list-style-type: none"> • Overview of Global Payment Systems • Overview of Payment Systems in Nigeria <ul style="list-style-type: none"> ▪ Immediate Payment Service (IMPS) ▪ Real-Time Gross Settlement (RTGS) ▪ Nigeria interbank Settlement System Electronic Fund Transfer (NEFT) ▪ Forex settlements ▪ Securities Settlements ▪ Innovative Banking & Payment Systems
3 Discuss branchless banking and its key relationship with financial inclusion	The Branchless Banking Concept	<ul style="list-style-type: none"> • Overview of Branchless Banking - Key objectives and Benefits • Financial Inclusion - Logic and Logistics • Vehicles for Financial Inclusion • Digital Banking Products for Financial Inclusion

I1A: Digital Banking Concepts contd.

Learning Outcome	Topics	Contents
4 Analyse the psychology that shapes customer interactions to implement the knowledge into a wide customer experience strategy	Customer Experience Perspective	<ul style="list-style-type: none">• Introduction to Customer Experience Perspective<ul style="list-style-type: none">▪ Definition of Customer Experience & Framework Introduction▪ Customer Experience implementation models• Discovering Customer's Journey<ul style="list-style-type: none">▪ Introduction to touch-points▪ The breadth of the Customer Experience Life cycle & Third-party interactions▪ Understanding narratives: multichannel linear experiences▪ Determining current customer touchpoints▪ Extending presence in the Customer Experience Life cycle• Understanding Customer Value<ul style="list-style-type: none">▪ Emotional engagement▪ Different levels of customer value, Subconscious values▪ Types of Customer Research▪ The power of positive memories▪ Customer segmentation• Enabling Customer Experience Strategy<ul style="list-style-type: none">▪ Difficulties and challenges: Silos or lack of cross-departmental exchange▪ Organisational alignment and buy-in from the leadership to individual contributors▪ Employee engagement: Communicate the need for a memorable customer experience• Ongoing Customer Experience Management<ul style="list-style-type: none">▪ The Customer Insights Programme▪ Sources of customer insights: internal and external▪ Establishing KPIs▪ Cross-departmental information sharing▪ Unifying point: the Customer Experience Management function

Digitalisation of Financial Services

Learning Outcome	Topics	Contents
Digitalisation of Financial Services		
1 Explain Digitalisation in Financial Services, its main drivers and key application processes	Introduction to Digitalisation of Financial Services	<ul style="list-style-type: none"> • Overview of Digitalisation in Financial Services • Application of Digital technologies in Financial services • Key Drivers of Digitalisation In Financial Services <ul style="list-style-type: none"> ▪ Changes in Regulations ▪ Fintech Investments ▪ The volume of data available
2 Illustrate the Digitalisation of Money	Digitalisation of Money	<ul style="list-style-type: none"> • Overview of the Digitalisation of Money • Cashless Society • Payment instruments • Payment Cards • Electronic fund transfers (EFT) • Mobile Payments
3 Review Digitalisation in Payment Systems and Processes	Digitalisation in Payment Systems	<ul style="list-style-type: none"> • Overview of Digitalisation in Payment Systems • Payment Process <ul style="list-style-type: none"> ▪ Digitalised Payment Process ▪ Bank Payment Systems ▪ Interbank processing • Correspondent Banking
4 Discuss Digitalisation in Lending and Insurance	Digitalisation in Lending and Insurance	<ul style="list-style-type: none"> • Overview of Digitalisation in Lending and Crowdfunding <ul style="list-style-type: none"> ▪ Peer-to-Peer Lending <ul style="list-style-type: none"> ▪ Balance Sheet Lending ▪ Crowdfunding • Digital Invoice Financing • Insurance • Funding InsurTech • Robo-advice and Artificial Intelligence

Cybercrime

Learning Outcome	Topics	Contents
Cybercrime		
1 Illustrate the historical growth of Cybercrime and its classification	The composition of cybercrime	<ul style="list-style-type: none"> • Evolution and Classification of cyber offences <ul style="list-style-type: none"> ▪ Computer Offences ▪ Computer-facilitated offences ▪ Computer-supported offences ▪ Cybercrime Actors
2 Explain the methods and techniques used in committing Cybercrimes	Method and techniques used in the commission of offences	<ul style="list-style-type: none"> • Malicious Software • Hacking • Spamming, phishing and skimming • Botnets
3 Describe the key fundamentals of Cyber-security and Incident Management in the event of a cybercrime	Cybersecurity and Data Protection	<ul style="list-style-type: none"> • Overview on Cybersecurity • Key fundamentals in Cybersecurity – Security Policies and Procedures, Mitigation Methods • Enterprise Architecture and components – Security Architecture, Wireless Network, Security testing • Information System Governance - Security Governance, Risk Management, Information Security Programmes • Incident Management - Digital Forensics, Business Continuity and Disaster Recovery
4 Discuss the approach used in combating Cybercrime in Nigeria	Combating Cybercrime in Nigeria	<ul style="list-style-type: none"> • Nigerian Cybercrime Act 2015 and its burden • The Economic and Financial Crimes Commission (EFCC) • Review of offences and penalties

Digital Banking Trends

Learning Outcome	Topics	Contents
Digital Banking Trends		
<p>1 Identify the role of technology as an enabler and driver of business and identify the digital transformation and journeys to interlock technology with business</p>	<p>Digital Banking Trends</p>	<ul style="list-style-type: none"> • Overview of Digital Banking Trends • Technology trends <ul style="list-style-type: none"> • Accelerating architectural evolution & connected commerce • AI in the bank and Block chain • Steady advance towards public cloud • Increasing interactive dimensions • Business trends <ul style="list-style-type: none"> • Transition towards platform business model will accelerate • Customer journeys will advance to the point of primary intent • Open Banking • Cyber-Defence vs. Hacker Intelligence • Optimising digital-human interplay • Data privacy and ethics
<p>2 Understand the new-age digital banking practice</p>	<p>New-gen Banking</p>	<hr/> <p>Other trends</p> <ul style="list-style-type: none"> • Moving from traditional to new-gen banking • Proliferation of internet, mobile and direct banking concept • Social media in banking • Innovative technologies – artificial intelligence, internet of things, machine learning, block-chain and big data