

FAQs Introduction to Ethics in Banking

1. When will the Introduction to Ethics in Banking online learning programme be launched?

1st July 2020

2. What is the difference between the online learning version vs the face-to-face classroom version?

The learning objectives are the same with only the delivery platform that is different. One is e-learning plus 1.5 hours webinar with Q&A and the other is classroom instruction.

3. Why choose online learning?

Due to the impact of COVID 19 within our society, ABS has developed the online learning version in order to provide seamless training availability in line with the requirements of social distancing.

Furthermore, participants can learn at their own pace and complete the programme within 7 days via videos, gamification and self-assessments to test their understanding. There are also optional articles for participants to download and read and attend a webinar where the latest cases in business ethics will be discussed.

4. Will classroom training still be offered?

Yes. ABS will continue to offer the classroom training option. However, for in-house training, banks would need to comply with the Ministry of Health guidelines on social distancing and the Conditional Movement Control Order do's and don'ts. Please refer to the MOH website for the latest guidelines available at www.moh.gov.my

5. How long will the course last?

The online programme is equivalent to 8 hours of classroom training. However, participants are now given 7 days to complete the entire online programme training and pass the compulsory assessment. Successful participants are eligible to attend a compulsory 1.5 hour webinar which will be held on a Friday with the trainer. Participant will be prompted to register for webinar upon passing of assessment in LMS. A digital certificate will be automatically generated upon completion of the programme.

6. How do banks enrol / register for this programme?

Banks can liaise with the designated person in charge from ABS on the total numbers of batches that will need to be enrolled in a month. ABS will check on the availability and advise the bank of this. The bank will then provide a name list of participants for ABS to enrol into the Learning Management System (maximum is 40 pax). ***This name list must be forwarded to ABS at least 7 working days in advance.*** ABS will advise the bank on the activation date when their participants can log in and commence learning. They must complete the whole programme within 7 days.

7. What are the technical requirements for participants to attend the online course?

Participants may access the programme using a laptop or mobile phone that has internet connection. For security reasons, the bank's INTRANET will not be able to support the e-learning system. Each participant will be given a login ID and a reminder every 2 days to complete the programme. A reminder will also be sent to the participant on attending the webinar.

8. How will participants be graded?

Upon completion of the online course, participants must complete a compulsory online assessment. They will be graded as PASS, FAILED, INCOMPLETE or DID NOT LOG IN. Participants who fail will be allowed to attempt a second assessment. If a participant is still unsuccessful on the second attempt, the bank will need to enrol them for the next batch. A report will be generated for each bank on a monthly basis based on batches enrolled.

9. Can experienced staff of banks enrol for this programme?

Yes. The programme is extended to Executives (non-managerial) in the banks who wish to learn about Ethical Decision Making and also to those who would like to fulfill their CPD requirements with the Asian Institute of Chartered Bankers (AICB), where 8 CPD hours will be awarded for the classroom training version and 10 CPD hours will be awarded for the online training version.

10. How do I enrol for AICB membership?

Upon completion of the online learning programme and having had attended the webinar, the system will generate a digital certificate to acknowledge that the participant has successfully completed the programme. A link to the AICB registration page will be provided then for the participant to proceed with applying for AICB membership. For enquiries on membership, please contact:

ASIAN INSTITUTE OF CHARTERED BANKERS
Levels 11 & 12, Bangunan AICB
10 Jalan Dato' Onn, 50480 Kuala Lumpur, Malaysia
T (603) 2095 6833
Toll Free Number : 1300 88 6833
Email: enquiries@aicb.org.my
Website: www.aicb.org.my

1. Why do I need to give my personal email address for the login ID instead of my office email address?
Our e-learning runs on a cloud-based platform and this will address strict security and firewall protocols, that block unfamiliar website addresses from being opened, that maybe put into place by banks. If you could not find the log in email in your inbox, please check your JUNK mailbox.
2. I am using an office laptop and connected to my home Wi-Fi but still unable to access TalentLMS.
The programme can only use personal devices and INTERNET access. You will not be able to access the learning using bank's INTRANET or bank's devices.
3. I am not able to view/ access some of the content in TalentLMS using my mobile phone.
The learning is applicable to all devices i.e. laptop/desktop/tablet including mobile phone. If the problem continues to persist while using mobile phone, it is BEST to login using dektop/laptop to the TLMS to complete your e-learning. Please log in using CHROME instead of Internet explorer in all devices to access the TalentLMS.
4. During my first time logging in, I was required to change to my own password to log in to the LMS learning platform. What do I do if I had forgotten my own password and cannot log in?
You can click on 'forgot your password' on the LMS login page to reset your password.
5. After completing my e-learning, I am unable to login and view my courses.
Your login activation period is only valid until midnight of the webinar day (Friday)
6. What if I cannot complete the learning within the given period before the account is deactivated?
You will need to inform your respective HR personnel to enrol you for the next batch.
7. How do I get my e-certificate?
The activation of the learning account will be on every Wednesday. You will need to pass the assessment by the next Wednesday after that. Upon passing the assessment, you are required to register and attend a compulsory 1.5-hour webinar session and proceed to fill in an evaluation form in the LMS for final completion of the programme to generate the e-certificate (from LMS).
For example: If the activation LMS access date is 1st July 2020 (Wed), you must pass the assessment by 8th July 2020 (Wed) and register on the same day for the webinar, which will be held on 10th July 2020. Webinars are held during every Friday morning or afternoon sessions, and on a first come first served basis for registration slots. Upon finishing the webinar, proceed to the LMS to fill up the evaluation questions to complete the process in order to generate your certificate and proceed for AICB membership. Your account will be deactivated at midnight of the same day as your webinar session.
8. What happens if I forget to complete the evaluation questions after the webinar to generate my e-certificate?
Your name will be listed as an 'incomplete participant' and you will need to inform your respective HR personnel to enrol you for the next batch.
9. What do I do if I need technical assistance?
There is a "Message" button in TalentLMS for you to write-in to ABS. Any technical issues covered in this FAQs will not be entertained. Therefore, please ensure to familiarise this FAQs.

***Reminder emails will be sent to you every 2 days to remind you to complete your LMS e-learning and to register for the webinar.**

FAQs Webinar

1. When do I need to attend the webinar?
Upon passing your assessment from TalentLMS. A total of 2 attempts is given for you to pass the assessment.
2. What happens if I failed the 2nd attempt of assessment?
You will not be able to register for the webinar and your HR personnel will need to enrol you for the next batch.
3. How do I register for the webinar?
An auto link for you to register for the webinar will pop up upon passing the assessment. You may proceed with registration for the webinar and set your email calendar as reminder.
4. What happens if I forget to register for the webinar and log off from the LMS?
Upon passing the assessment, an email notification will send to your email to register for the webinar. However, if you forget to register on the spot, a reminder email will be sent to your email for you to proceed with registration for the webinar.
5. When is the webinar?
The webinar is pre-set to be on a FRIDAY. You will be prompted to register for the webinar upon passing the assessment in the TLMS. If Friday is a Public Holiday, the Webinar is auto set on Thursday. Example: 31st July (Friday) is a Public Holiday, Webinar is auto set on 30th July (Thurs).
6. What if I forgot to dial in for the Webinar?
You will be marked as 'incomplete participant' and your HR will need to re-enrol you for the next session to re-do the whole learning.