



**Personnel
Certification**

Swiss Association for Quality

SAQ Swiss Association for Quality
Personnel Certification

Accredited based on SN/EN ISO IEC 17024:2012
Swiss Accreditation Service SAS (SCESe 0016)

Certification Client Advisor Bank

Guidelines for the recognition of recertification measures (RCM)

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Personnel Certification
SAQ Swiss Association for Quality
Ramuzstrasse 15
CH-3027 Bern

T +41 (0)31 330 99 00
banking@saq.ch
www.personnelcertification.ch





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1. Principle

These guidelines are directed towards exam providers (SAQ mandated subcontractors), banks and external providers who wish to have measures (training courses) recognised by SAQ for the recertification.

Principle of the recertification: SAQ certificates "Client Advisor Bank" are valid for three years. To renew the certificate, the certificate holder must complete 24 learning hours with SAQ-recognised recertification measures (RCM) and submit these to SAQ before the certificate expires. SAQ will review the application and issue, if all criteria for recertification are met, a new certificate valid for 3 years.

The following RCMs are available for completing the 24 learning hours:

- Written SAQ recertification examination (conducted by our mandated subcontractors).
- SAQ-recognised training/further education
- Assignments as expert for SAQ oral exams
- Assignments as trainers of SAQ recognised RCMs

These guidelines only cover SAQ-recognised training/further education.

Important: The RCMs completed by certificate holders must be recognised for the currently valid certificate (certification programme) in order for the learning hours to be credited.

2. Recognition of new recertification measures

2.1. Eligibility for submission

The eligible RCMs must be submitted to SAQ by the actual provider. Banks that obtain services from external institutions cannot submit these RCMs themselves. In this case, the external institution would be the effective provider.

2.2. Six certification programmes

The SAQ certification is role-based and accordingly the SAQ certification system "Client Advisor Bank" consists of 6 different [certification programmes](#):

	Certification programme
Wealth Management	Wealth Management Advisor CWMA
	Advisor Affluent Clients
Corporate	Corporate Banker CCoB
	Advisor SME Clients
Retail	Advisor Individual Clients
	Advisor Private Clients

An RCM can be recognised for one certification programme or for several certification programmes. In order for the RCM to be recognised for a certification programme, the content of the RCM must correspond to one or more subtopics of the learning topics catalogue of the respective certification programme. The subtopics of the learning topics catalogue can be found in chapter 3 of the respective [certification programme](#).



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2.3 Requirements for RCM

In order for an RCM to be recognised by SAQ, various requirements must be met.

- As described in chapter 2.2, the content of the RCM must be covered by at least one sub-topic of the learning topics catalogue of the respective certification programme.
- The duration of the RCM is at least 30 minutes. If an RCM lasts longer than 24 hours, it is nevertheless only recognised for 24 hours, as this already covers the required learning hours for the recertification.
- If the RCM is carried out several times, the duration must always remain the same.
- Mandatory pre-/post-processing exercises can also be included in the estimated average duration. It is mandatory that these pre-/post-processing exercises are reviewed by the provider of the RCM.
- Various formats are recognised (e.g. webinar, e-learning, classroom training, etc.).
- In the case of a RCM in which participants work through the content independently (e.g. e-learning), the following must also be taken into account:
 - The time spent and the date of completion must be traceable.
 - A knowledge check (e.g. quiz) must be carried out during or at the end of the RCM.

An completed RCM counts for SAQ if it was attended 100%.

The following RCM cannot be submitted:

- Activities where no learning outcomes can be identified or recorded
- Complete teaching programs (e.g. CAS, DAS, MAS). The individual modules must be submitted in this case
- No relation to the learning topics catalogue (e.g. leadership training)
- Education/training on computer systems/software (e.g. training on CRM tool)
- Activities that are part of the normal day-to-day work of a client advisor
- Social and networking events
- Activities designed as entry qualifications to the industry. These include the time for study, exam preparation, as well as the exam itself.

2.4 Submission RCM to SAQ

When submitting RCM for the first time, the following documents must be included:

- Signed [application form](#)
- Completed Excel list "[Submission RCM](#)"

Submit both documents by e-mail to banking@saq.ch. Presentation slides, brochures regarding the RCM do not have to be submitted.

The Excel list "Submission RCM" must be completed as follows:

- The example line 2 serves as information for the required content in the individual columns.
- The data sheet/tab "Information" contains further useful information on the individual columns.
- Each RCM is reported in a single separate line.
- If the same RCM should be recognised for several certification programmes, then the same RCM must be reported in a separate line for each certification programme individually. The corresponding certification programme is entered in column B "Programme".
- Leave the red columns blank, these will be filled in by SAQ.
- An RCM can be recognised retroactively, but not before the beginning of the current year.

Explanation of the columns P "Technical knowledge" and Q "Rules of conduct": The certificate holders must cover the components "technical knowledge" and "rules of conduct" in the completed 24 learning hours. There is no minimum duration of the two components. Accordingly, all RCMs submitted are categorised as to whether they are "technical knowledge", "rules of conduct" or a combined measure (technical knowledge + rules of conduct).

Technical Knowledge = knowledge and/or skills to develop individual solutions for clients.

(e.g. product knowledge, market behaviour, pension system, calculations of key figures, credit solutions, etc.).

Rules of conduct = rules of conduct according to Fidleg, Title 2, Chapter 2. Training courses are recognised which train knowledge and/or skills on the rules of conduct and their implementation towards the client (e.g. advisory training, compliance topics, investor profile, information/documentation obligations).



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After the completed Excel list "Submission RCM" has been submitted to SAQ, the review takes up to 10 working days. SAQ then confirms the recognition or asks for additional information. In the case of recognition, the completed Excel list is returned. The first column contains the relevant SAQ codes for each recognised RCM.

If in the future new RCMs are submitted by an existing provider again, the existing and most recently created Excel list "Submission RCM" must be used. The new RCM are reported in the next free lines for recognition and the Excel list is sent to SAQ. Thus, the last version of the Excel list "Submission RCM" is always an overview of all already recognised RCM of the respective provider.

2.5 Fee model

No fees are charged for banks that actively certify their client advisors according to SAQ. Here, the recognition fees are included in the certificate price. The following fee model applies to external institutions:

Recognition and verification fee CHF 250.00

If new RCM are submitted to SAQ for recognition, the biggest effort is made. A one-time fee of CHF 250.00 is charged for the verification and approval of each new RCM. The recognition and verification fee will be invoiced at the time of application and recognition by SAQ.

Annual flat fee CHF 250.00

The annual flat fee covers the maintenance (website, coordination, enquiries, etc.) of the certification system and ensures the use of the Client Advisor Bank platform for high-quality RCM. The fee is payable annually and amounts to CHF 250.00 per institution. The fee is due in the 1st quarter of each year and is invoiced by SAQ.

Recurring annual fee for measures CHF 50.00

Existing and recognised RCM must be checked annually for validity. A fee of CHF 50.00 per existing RCM is charged annually for this expense, provided that the RCM is still offered in the new year. The fee is due in the 1st quarter of each year and will be invoiced by SAQ together with the annual flat fee.

Important: If an RCM is recognised for several certification programmes, the recognition and verification fee, as well as the recurring annual measures fee, is only due once and is not charged per certification programme. The costs also remain the same regardless of how often the RCM is offered and carried out by the external institution.

3. Recognised RCM

3.1 SAQ-Codes

With the recognition, SAQ issues one SAQ-Code per RCM. If the RCM is recognised for several certification programmes, there is one SAQ-Code per programme for the same RCM. The SAQ-Code is composed as follows:

Certification programme – Provider abbreviation – Year – 4 digits (Example.: CWMA-BBPP-23-1024)

The last four digits provide the following information:

- «1XXX» = Technical Knowledge
- «2XXX» = Rules of Conduct
- «3XXX» = Combined measure (technical knowledge + rules of conduct)

The provider of the measure must issue a confirmation (PDF) to the participants after completion of the RCM. Either for each completed RCM individually or a list of various completed RCM. The following information must be included on the confirmation:

- First and last name of the participant
- Title of the RCM
- Date of completion of the RCM
- Name/Logo of the provider
- SAQ-Code(s)

If an RCM is recognised for several certification programmes and therefore has several SAQ codes, all SAQ codes must be included on the same confirmation. The participating client advisors need the written confirmations as evidence for the SAQ recertification.



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3.2 SAQ Logo und Terminology

The RCM provider can advertise the recognised RCM accordingly on its own channels. It is important here that the term "recognised" and not "accredited" is used. In addition, the RCM provider can use the SAQ logo for this purpose. The SAQ logo in various formats can be requested at SAQ via banking@saq.ch.

3.3 Annual review RCM

SAQ carries out an annual review of the recognised RCM in the first quarter of the year. Each RCM provider receives the Excel list with all recognised RCM and must inform SAQ which RCM's are still offered. Based on this feedback, SAQ charges the recurring annual measure fee according to chapter 2.5 for external institutions.

3.4 Changes in recognised RCM

If there is a change in a recognised RCM, this must be reported to SAQ with the updated Excel list "Submission RCM". The following changes are affected:

- Change of time duration: The RCM must be reported with the new time duration in the next free rows of the Excel list. SAQ creates new SAQ codes in this case. No costs are charged for the new SAQ codes.
- Change of title: Adjust the title of the RCM in the corresponding line of the Excel list in the column "Title".
- Change on content topics of the RCM: Directly adjust the content of the RCM in the corresponding row of the Excel list in the column "Description Content". If the "Behaviour" / "Expertise" components also change due to the content change, a new SAQ code must be created.
- Extension of certification programme: If an already recognised RCM should be recognised for further certification programmes, this must be entered in new lines below the corresponding RCM for each new certification programme. SAQ then creates the SAQ-Codes for the new certification programmes.

The following changes do not need to be reported to SAQ:

- Update in content, but the topics remain the same (e.g. update on the latest compliance guidelines for the new year).
- Change in form (The RCM as a webinar is now also offered as a classroom training).