

# FINSIA PROFESSIONAL BANKING QUALIFICATIONS FOR EVERY COLLEAGUE FORMS THE CORNERSTONE OF NAB AND BNZ STRATEGY

**10 June 2020**, FINSIA is pleased to announce an agreement with NAB and BNZ to provide internationally recognised professional banking education to every employee.

Commenting on the agreement, FINSIA chief executive Chris Whitehead said: “As a charitable membership organisation we have been working hard to lift the bar of professionalism in financial services.

“This significant commitment from NAB and BNZ has given this work an important boost.

“FINSIA welcomes the decision made by NAB to be the first of the major Australian Banks to make this investment in their people so they can be the best in their jobs.

“Our bespoke professional education and training program will be rolled out to everyone across the bank.

“This has never been more important than during these unprecedented times as banks play a central role as shock absorbers for the economy. It is crucial everyone in the industry has the kind of skills and integrity needed to deliver the best outcomes for customers.”

At a recent FINSIA webinar held for Australian Regulators, all showed support for FINSIA's efforts to promote greater professionalism in financial services: *“I am a long-time member, and a great supporter of FINSIA's efforts to improve professional practice and standards of conduct across the industry” - Wayne Byres, Chairman APRA.*

*“Thank you (also) for your work in raising professional standards in Australia's financial sector. This work is helping restore trust in our financial institutions” - Philip Lowe, Governor RBA.*

*“ASIC is a keen supporter of FINSIA's efforts to promote greater professionalism in the financial services industry.” - James Shipton, Chairman ASIC.*

Mr Whitehead added: “The need for customers to have the utmost trust and confidence in their bank and its employees has never been greater.

“This necessity for customer trust further cements the need for FINSIA's role of professionalism advocacy and as a connector across the industry, government, industry bodies, and the regulators.

“FINSIA has partnered with the UK's Chartered Banker Institute as the awarding body for these qualifications. This provides international recognition and offers membership of a global community of banking professionals.

“As a professional body, FINSIA provides external validation of competency and ethical conduct to employers and their employees through professional education programs, such as the Chartered Banker programs. FINSIA can accredit internal and third-party education programs towards these professional qualifications and also offers Continuing Professional Development (CPD).

“Our education programs are developed with the close involvement of our practitioner members ensuring they are practical and robust. They are regularly reviewed and updated to ensure that they stay current and relevant,” Mr Whitehead added.

“Developing an innovative, trusted, future-focused highly competent and capable workforce in an evolving digital age for our customers and the community is essential.

“FINSIA is a professional community of highly regarded individuals committed to adhere to the highest standards of ethical conduct and competency – something that has never been more important than now.

“Bringing trust levels in banking and financial services up to where they should be will happen when we are regarded as a profession, like accountants, lawyers, doctors and pilots. And when our people display pride in this profession and a commitment to continuously raising standards.

“The investment in professionalism in other jurisdictions such as the UK and Asia has resulted in higher levels of consumer trust and individual practitioner pride. Professional pride is an important driver of good conduct and skills improvement.

“Having professional status hones an individual’s accountability when it comes to compliance and regulatory obligations.

“Across the professional landscape, from accountants to civil engineers, being a qualified member of a Chartered body is an indicator of high standards of competence, knowledge and ethical behaviour.

“A community built on trust, capability and professional ethics is one that FINSIA is committed to building, working with the financial services industry to achieve together.

“We need broad participation from the industry for this to work. That’s why it is a great to have the support from NAB and BNZ.

“I firmly believe an aspirational-driven approach is much better than a compliance-enforced future.”

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[Link to NAB media release](#)

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**FINSIA. The professional excellence pathway.**

FINSIA — the Financial Services Institute of Australasia, is the professional membership body in Australia and New Zealand for the financial services industry. FINSIA has a heritage of over 130 years of connecting members with industry-leading insights and influential networks, we help members to build their capabilities and advance their careers. While strengthening the professional standing of its members, FINSIA is working to deepen consumer trust by raising standards of professionalism across the industry to deliver better outcomes for the community.