



# 2018 TRAINING PLAN

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## Message from Chairman

It is evident to each and every one of us the leading role that human resources perform for the success of today's institutions and achieving their objectives. This is practiced professionally & practically in CAC BANK as well. It is the most important resource that we have. For this reason, we are in charge of achieving our human resources performance effectiveness, as well as building & developing their capacity. We have therefore taken careful steps and became more aware of the gaps in the human resources performance & deal with them effectively & professionally through training and continuous education, which will bridge those gaps. In this connection, we turned the gaps in performance into training's staged plan, as well as we will be able to enhance the system of training planning on which the success of training and continuous education is based. In order to accomplish the bank's vision & become a leading financial institution, the implementation of this plan should lead to a strong building to the Cadre's Capacities who will participate professionally & effectively in presenting high quality and specific service that our customers are satisfied with and make us in positions of leadership to lead by banking good example.

**Allah is the arbiter of success.**



Chairman  
Mohammed Saleh Allaa'i





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## Preface

The CAC Bank's Senior Management is concerned with the continuous human resources development through its support for the implementation of the human resources strategy, which basically concentrates on the importance of raising the level of thinking & achieving of the bank's staff in order to reach the mastery stage in the implementation of tasks and overcome all obstacles that occur at work. So, the current training needs matrix has been updated by recognizing and supporting the training needs assessment project in 2017, thus satisfying the need for the bank's requirements in the various banking fields professionally and through recruiting a consultant and a specialized team to achieve the following fundamental objectives:

1. Identifying areas of weaknesses in the staff's skills and knowledge in order to overcome them.
2. Improving the productivity of staff by building the topics and major focus areas of training that will work effectively and lead to enhancing knowledge and developing positive skills, abilities and behaviors.
3. Reducing the problems of quality and raising the staff's satisfaction & awareness.
4. Building a solid foundation for the programs of development and career growth.

The project resulted in identifying a requirement matrix for three years. The year 2018 is considered as an important key to implement the training matrix that will reflect the expected results in order to raise the efficiency of performance in the bank.



**Abdullah Aldailami**

Deputy CEO, Support Services



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**Najeeb Alsammaat**

Assistant Deputy CEO, Support  
Operations Sector



## "A Continuous Development of Human Cadre"

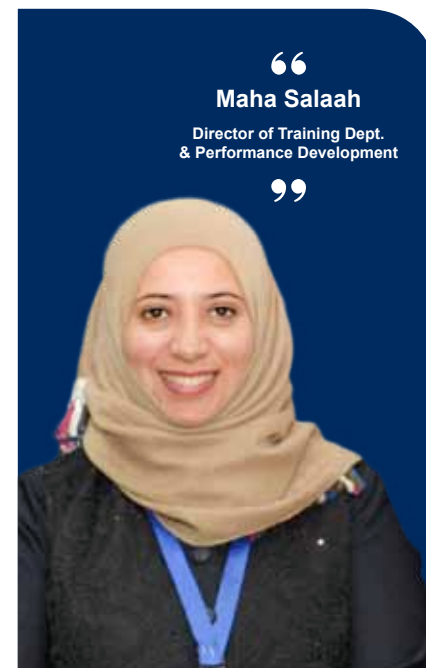
The Cooperative and Agricultural Credit Bank "CAC BANK" has achieved a paradigm shift & a significant development in the performance and delivery of services and products, which enabled it to move forward in achieving the vision planned to be the leading financial institution. CAC Bank achieved success & a distinguished presence at the regional level. One of the most significant reasons behind CAC's excellence and success is that the bank has different and multiple kinds of human capital skills, expertise and competencies. Because moving up the efficiency and experience curve continuously is one of our objectives in leading the Supporting Sector, providing a continuous support to the Bank's staff at all levels of management and providing them with the qualitative skills required to achieve their ambitious projects is our priority, so we worked hard to support training and development of performance management in order to straighten and improve the quality of training programs offered, putting professional international certificates in a number of areas, the most important of them are those concerning governance, systems governance, internal auditing and Anti-Money Laundering "AML".

We are pleased to launch, this year, the new training plan for 2018. So, we expect the results of 2018 plan will make a real difference in the overall performance of the Bank at the end of the year, mainly at the branch level in the Capital Secretariat and the Governorates.



## The starting point

The Training Department and Performance Development has set priorities last year aiming at updating the training programs through the project of identifying the training needs. Supported by the leadership of the bank & the sector, the project was implemented according to three levels: Institutional, Functional and Individual, through dealing with the Training Needs as a system consisting of inputs, processes & outputs, leading to the integration of these elements together, in order for the training process to play the role required to continuously raise the efficiency of the human resource and at least to ensure the minimum of keeping pace with the new and newer banking market that is considered as dynamic and changing fast, especially in light of the difficult and exceptional conditions experienced in our country which are strongly characterized by instabilities and rapid changes.



We can sum up the project's output in a chart showing the distribution of training needs according to administrative levels, divided into Managerial and Specialized Programs, as follows:

Type of Needs	Deputies & Their Assistants		Depts. Directors		Branches Directors		Sections Heads		Units Heads		Officers		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Managerial	6	14.6	9	22	4	9.8	10	24.4	6	14.6	6	14.6	41	15
Specialized	22	10	48	21	5	2	72	31	5	2	77	34	229	100
<b>Total</b>	<b>28</b>	<b>11</b>	<b>57</b>	<b>21</b>	<b>9</b>	<b>3</b>	<b>82</b>	<b>30</b>	<b>11</b>	<b>4</b>	<b>83</b>	<b>31</b>	<b>270</b>	<b>100</b>

Our efforts will be focused on the implementation of the training programs from 2018-2020, especially 2018's program which is the factual starting point for this ambitious project. In this connection, we were aware of a professional & special preparation of the training programs' plan better than the previous years, where the CAC's branches in the Capital Secretariat & in the other governorates they will have the largest share of training.

So, we invite all of our partners to contribute hand-in-hand with us in making ideas & plans come true to reach success, delivering the best quality of human resources efficiency continuously.



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# TRAINING

DEPARTMENT  
& PERFORMANCE  
DEVELOPMENT "TDPD"

## OUR VISION:

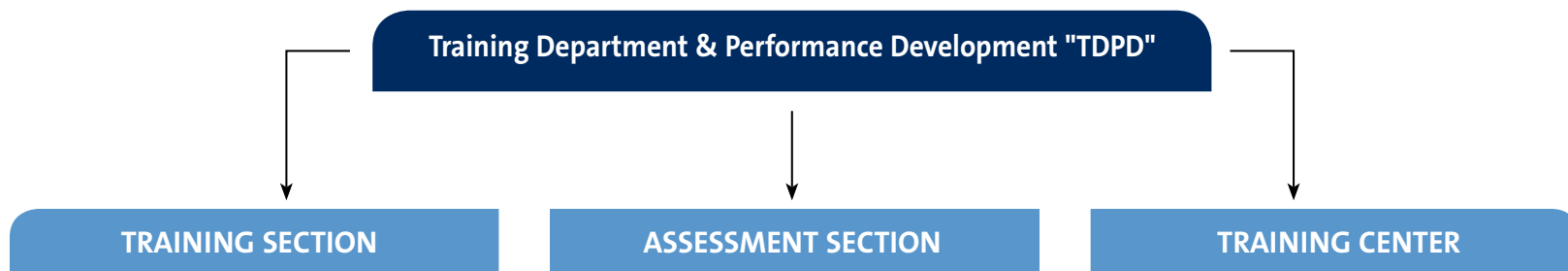
We take care of our staff so that they take care of our customers.

## OUR MISSION:

is basically the contribution to the development of performance by conducting effective training and adequate performance assessment based on generally accepted standards and in line with the latest administrative and international practices, ensuring the continuity of leadership and customer satisfaction.

 **"The Training Department  
Organizational Chart"** 

# RESTRUCTURING







## TRAINING PROGRAMS IN THE BANK

1

### (Specific Programs for Support Operations Sector "SOS")

1	The Role of Leadership in Strengthening the Job Loyalty
2	The Role of the Intangible Incentive System in Promoting Loyalty and Improving Performance with Limited Access
3	Managing and Assessing Performance from a Senior Leadership's Perspective
4	Performance assessment and identification of training needs
5	Career Planning "CP"
6	Human Resources Management Skills "HRMS"
7	Human Resources Management "HRM"
8	Advanced Programs in Human Resources Systems "APHRS"
9	Advanced Programs in Planning & Developing Human Resources "APPDHR"
10	Managing the Credit, Financial & Investment Policies
11	Evaluating & Enhancing the Institutional Reputation & Facing the Negative News
12	Modern Methods in Evaluating the Systems of Internal Control
13	Methods and Procedures of E-Control
14	Modern Trends in Financial Control
15	Assessing the Banks' Performance Using Balanced Scorecard
16	Fundamentals of Cost Management in Banks
17	Preparing Balance Sheets
18	Fundamentals of Financial Accounting
19	Preparing Operational Financial Statements Reports
20	Preparing & Developing the Financial Performance Indicators



## TRAINING PROGRAMS IN THE BANK

### 2

### (Specific Programs for Risks Sector "RS")

1	Policy of Managing the Financial & Banking Risks
2	Monitoring & Predicting the Banking Credit Risks
3	Managing the Credit Risks
4	Managing the Risks of Securities Investment
5	Managing the Risks of Foreign Exchange
6	Work Continuity
7	Disasters Recovery
8	Managing & Assessing the Risks of Banking Cards
9	Methods of Market Study & Predicting the Potential Risks
10	Basel III
11	Advanced Programs in Assessing & Managing Operations Risks
12	Managing & Collecting the Non-Performing Loans "NPLs"
13	Financial Markets Risks
14	Advanced Programs in Anti-Money Laundering and Countering Financing of Terrorism "AML/CFT"
15	Commercial Arbitration
16	International Arbitration
17	Banking Arbitration



**TRAINING PROGRAMS IN THE BANK**

**3**

**(Specific Programs for Individuals Sector "InS")**

1	Strategy for Customer Attraction
2	Customer Relations Management "CRM"
3	Excellence in Customer Service
4	Advanced Programs in Customer Service
5	Skills of Senior Customer Service (VIP Customer Service)
6	Skills of Customer Service
7	Customer Service (Fundamentals)
8	Effective Communication Skills & Dealing with Others
9	Certified Loaner
10	Marketing & Selling the Banking Products
11	Service Marketing, Art of Dealing with Others & Etiquette
12	Economic Feasibility Study for Small and Medium Enterprises "EFS/SMEs"
13	Director of Certified Banking Branch
14	Professional Diploma in the Fundamentals of Branches "PDFB"



## TRAINING PROGRAMS IN THE BANK

### 4

### (Specific Programs for Banking Operations Sector "BOS")

1	E-Systems Governance
2	ISO 27001 Foundation
3	Crisis Management
4	Work/Employment Continuity
5	Disaster Recovery
6	Managing & Evaluating the Risks of Issuing Banking Cards
7	Evaluating the Electronic Banking Products & Services
8	Advanced Programs in Electronic Products Development
9	Operational Planning
10	Programs of Security Systems & Information Protection
11	Bank's Electronic Programs and Systems



**TRAINING PROGRAMS IN THE BANK**

**5**

**(Specific Programs for Corporate Sector "CS")**

- |    |   |
|----|---|
| 1  | Managing the Credit Portfolios  |
| 2  | Advanced Credit Analysis  |
| 3  | Credit Analysis   |
| 4  | Managing the Credit, Financial & Investment Policies                      |
| 5  | Procedures for Granting Facilities to the Industrial & Agricultural Firms |
| 6  | Marketing & Selling the Banking Products                                  |
| 7  | Monitoring & Predicting the Risks of Institutions Banking Credit          |
| 8  | Managing the Credit Risks   |
| 9  | Banking Credit Risks for Institutions                                     |
| 10 | Fundamentals of Anti-Money Laundering                                     |
| 11 | Evaluating the Conventional Banking Products & Services                   |
| 12 | Evaluating the Electronic Banking Products & Services                     |
| 13 | Economic Feasibility Study  |
| 14 | The Knowledge of Banking Services & Products in Bank                      |



## TRAINING PROGRAMS IN THE BANK

### 6 Specific Programs for Agricultural and Fishing Sector "AFSs")

1	Managing the Credit, Financial & Investment Policies
2	Value Chains
3	Assessment and Feasibility Study of the Agricultural Projects
4	Economic Feasibility Study
5	Fundamentals of Agricultural Funds
6	Advanced Programs in Agricultural Funds
7	Managing & Collecting the Agricultural Non-Performing Loans "ANPLs"
8	Curricula & Methods of Preparing the Researches of Developing Banking Products & Services
9	Islamic Financing Patterns Focusing on Agricultural Patterns
10	Procedures of Granting Facilities for Fishing Companies and Establishments
11	Marketing & Selling the Agricultural Banking Products



## TRAINING PROGRAMS IN THE BANK

7

### (Specific Programs for Islamic Sector "IsS")

- |    |  |
|----|--|
| 1  | Facilities & Credit Finances in Commercial & Islamic Banks   |
| 2  | Islamic Financing Patterns Focusing on Agricultural Patterns |
| 3  | Managing the Credit, Financial & Investment Policies         |
| 4  | Credit Analysis  |
| 5  | Advanced Credit Analysis                                     |
| 6  | Financial Markets Risks                                      |
| 7  | Advanced Programs in Assessing & Managing Operations Risks   |
| 8  | Managing & Collecting the Non-Performing Loans "NPLs"        |
| 9  | Methods and Procedures of E-Control                          |
| 10 | Modern Methods in Evaluating the Systems of Internal Control |
| 11 | Advanced Programs in Document Checking                       |
| 12 | Auditing & Legal Control in Islamic Banks                    |
| 13 | Director of Certified Islamic Bank                           |



## TRAINING PROGRAMS IN THE BANK

### 8 (Specific Programs for Business Development Sector "BDS")

1	Policies & Banking Procedures
2	Methods & Procedures of Market Study & Predicting the Potential Risks
3	Basel III
4	Fundamentals of Anti-Money Laundering
5	Evaluating the Conventional Banking Products & Services
6	Evaluating the Electronic Banking Products & Services
7	Advanced Programs in Products Development
8	Research Methodology
9	Curricula & Methods of Preparing the Researches of Developing Banking Products & Services
10	Systems of Managing the Modern Quality (Six Systems/6 Sigma)
11	Advanced Statistical Analysis for Banking Purposes "SPSS"
12	Economic Feasibility Study
13	The Knowledge of Banking & Electronic Services & Products in Bank
14	Methods of Developing Banking Products & Services
15	E-Banking Service
16	Total Quality Management
17	Six Sigma





**TRAINING PROGRAMS IN THE BANK**

**9**

**(Specific Programs for Investment Sector "IS")**

1	Managing the Financial & Investment Policies
2	Managing the Risks of Securities Investment
3	Financial Markets Risks
4	Managing the Risks of Foreign Exchange Dealing
5	Methods & Procedures of Market Study
6	Managing the Credit Portfolios
7	Applications of Technical Analysis in Financial Markets
8	Certified Financial Analyst "CFA"

# Banking Training "Center "BTC



**CAC Bank's training center was established in 2009 during the restructuring project to be in line with the great need to train the bank's staff. Each year, the training center implements more than 100 programs benefiting more than 1000 employees.**



### The Center's Vision



is leadership, pioneering training and financial & banking qualification.

### The Center's Mission



is to support and raise the skills and expertise of CAC Bank's staff by providing the latest financial and banking training programs with high quality and efficiency, as well as seeking to provide training and consulting services to all staff in the local banking sector.



### Training Body

The center hires specialized and professional trainees in various training programs in order to benefit from their practical experiences in all fields of training..

### Training Methods

The center provides the most modern administrative & technological means used in training to achieve the various training objectives.



# ” EQUIPMENT Management Training



The center contains the best & modern equipment, latest technologies and the necessary facilities & services that enrich the educational & training environment and make them look appropriate and comfortable to all learners. They are represented as follows:



## MAIN TRAINING HALL



The training programs in managerial & banking fields are conducted in it. It is well-equipped with furniture & modern training aids/tools, such as Data Show, Mobile Magnetic Board, Flip Charts, Laptop & Internal Network.



## A HALL for Implementing Workshops



All activities and workshops are organized supporting the training courses implemented in it. It is well-equipped with round tables, kits & other requirements..



**A HALL for  
Conducting  
Practical  
Training  
"Computer"**



It was well-equipped to meet the staff's training needs, in addition to the activities that need computers. It contains a computational network with 20 excellent desktop computers, internal network & Internet.



## An E-Library & Interactive Forum



It was established in 2009 in order to documentize & publish the training materials of programs conducted, as well as thesis and research papers, books, periodicals, banking/ administrative/ technological references written by the staff of the bank. The library offers an interactive forum service that aims at guiding the educational & training situation and creates a better learning environment between all the cadres in the bank, as well as enriching the activities and topics discussed and exchange the experiences of all the staff in all the branches in order to raise the level of awareness and knowledge.





## A Lab for Training Kits/ Materials Preparation



The lab provides the service of photocopying, printing, covering the training handouts, copying the CDs/DVDs, preparing the kits and training materials for the participants in the sessions & training courses.

# 1

## The Implementation Map, In-house Training Programs- 2018

Programs, Courses & Workshops during 2018

In-house Training

### "Banking & Managerial Programs"

No.	Training Program	Total	No. of Groups (Weeks)	Duration/ Month
1	Workshop on "Strategic Planning-Balanced Scorecard", Group 2, Departments' Managers	32	1	February
2	SAS Anti-Money Laundry System	15	1	February
3	General Framework of Anti-Money Laundering and Combating the Financing of Terrorism "AML/CFT"	90	4	Mars
4	Anti-Money Laundering and Combating the Financing of Terrorism "AML/CFT" for Senior Management	61	3	April
5	Financial Statements Analysis "FSA"	138	2	April & May
				From 15-31 May
				From 1-14 June
				From 15-28 June
6	Financial Statements Analysis "FSA"		3	July
7	Operational Planning	101	4	July/August
				From 17-30 August
8	Advanced Programs in Planning & Strategic Management "PSM"	159	3	September
9	Advanced Programs in Planning & Strategic Management "PSM"		4	October
10	Financial Analysis	100	4	November
<b>Total</b>		<b>696</b>	<b>29</b>	



# 2

## The Implementation Map, In-house Training Programs- 2018

Programs, Courses & Workshops during 2018

In-house Training

### "Computer Programs"

No.	Training Program	Total	No. of Groups (Weeks)	Duration/ Month
11	Financial Analysis Using MS EXCEL	138	7	April
				November
12	Effective Investment of Time Using MS OUTLOOK	110	7	Mars
				September
Total		248	14	
Overall Total		944	43	

# 1

## The Implementation Map, External Training Programs- 2018

Programs, Courses & Workshops during 2018

Outside the Bank

No.	TRAINING COURSE	Deputies & Their Assistants	Depts. Directors	Branches Directors	Off. & Oper. Directors	Sections Heads	Units Heads	Officers	Total	Duration
1	Fundamentals of Marketing Skills	-	10	-	-	4	-	15	29	Jan.
2	Managing & Collecting the Non-Performing Loans "NPLs"	10	-	-	-	10	-	17	37	Jan.
3	TOT	-	10	-	-	10	-	10	30	Jan.
4	Customers Attraction Strategy	16	15	-	-	-	-	-	31	Feb.
5	Six Sigma	-	5	-	-	15	-	28	48	Feb.
6	Value Chains	2	3	8	8	4	-	12	37	Feb.
7	MCITP	-	-	-	-	-	3	5	8	Feb.
8	Disaster Recovery	-	-	-	-	4	-	12	16	Mars
9	Measuring the Return on Training	-	2	-	-	3	1	8	14	Mars
10	Assessment and Feasibility Study of the Agricultural Projects	2	3	8	8	4	-	12	37	Mars
11	Career Planning	-	2	-	-	5	-	15	22	April
12	Customer Relations Management	8	15	50	71	11	-	-	155	April
13	Crisis Management (Emergency Team)	-	-	-	-	7	-	12	19	April
14	Evaluating & Enhancing the Institutional Reputation & Facing the Negative News	-	4	-	-	9	-	-	13	May



# The Implementation Map, External Training Programs- 2018

Programs, Courses & Workshops during 2018

Outside the Bank

No.	TRAINING COURSE	Deputies & Their Assistants	Depts. Directors	Branches Directors	Off. & Oper. Directors	Sections Heads	Units Heads	Officers	Total	Duration
15	Fundamentals of Agricultural Funds	2	3	8	8	4	-	12	37	May
16	CCNP Security + CCIE	-	-	-	-	1	-	6	7	May
17	Property Finance	-	-	-	-	1	-	-	1	May
18	Managing & Collecting the Agricultural Non-Performing Loans "ANPLs"	2	3	8	8	4	-	12	37	June
19	Advanced Programs in Products Development	-	4	-	-	-	-	-	4	June
20	Modern Trends in Financial Control	-	3	-	-	5	-	9	17	July
21	Monitoring & Predicting the Risks of Institutions Banking Credit	6	3	-	-	-	-	8	17	July
22	Work Continuity (Emergency Team)	16	2	-	-	3	-	15	36	July
23	Marketing Banking & Financial Service	-	10	-	-	4	-	15	29	August
24	Assessment of Training Materials	-	2	-	-	3	1	8	14	August
25	Commercial Arbitration	2	2	-	-	5	-	10	19	August
26	Methods of Coordination & Follow-Up	-	43	50	-	-	-	-	93	Sept.
27	Goal-Based Management	18	43	-	-	-	-	-	61	Sept.
28	Advanced Programs in Marketing Skills	-	10	-	-	4	-	15	29	Sept.

# 3

# The Implementation Map, External Training Programs- 2018

Programs, Courses & Workshops during **2018**

**Outside the Bank**

No.	TRAINING COURSE	Deputies & Their Assistants	Depts. Directors	Branches Directors	Off. & Oper. Directors	Sections Heads	Units Heads	Officers	Total	Duration
29	Linux System Set Up	-	-	-	-	-	3	5	8	Sept.
30	Excellence in Customer Service	-	-	50	71	18	-	198	337	Oct.
31	Skills of Senior Customer Service	-	-	-	-	-	-	239	239	Oct.
32	Certified Penetration Tester (CPT)	2	-	-	-	1	-	3	6	Oct.
33	Managing the Credit, Financial & Investment Policies	-	11	-	-	-	-	-	11	Nov.
34	Procedures for Granting Facilities to the Firms & Fishing Facilities	-	-	-	-	1	-	-	1	Nov.
35	XenDesktop	-	-	-	-	-	3	5	8	Nov.
36	Advanced Programs in Agricultural Funds	2	3	8	8	4	-	12	37	Dec.
37	Policy of Managing the Financial & Banking Risks	4	2	-	-	5	-	-	11	Dec.
38	English Language	-	-	-	-	-	-	-	50	Feb-Dec
39	Advanced Word + Advanced Excel	-	-	-	-	-	-	-	50	Feb-Dec
40	Adobe Photoshop + Adobe Illustrator	-	-	-	-	-	-	-	25	Feb-Dec
41	ICDL + Sep. Programs	-	-	-	-	-	-	-	50	Feb-Dec
42	Work Policy Management	-	50	-	-	-	-	-	50	Mars.

## PROFESSIONAL DIPLOMA IN THE FUNDAMENTALS OF BRANCHES



### Professional Diploma in the Fundamentals of Branches "PDFB"

It is the best training diploma that prepares the front desk staff in the bank's branches. It aims to: Enhance the knowledge and skills of the front desk staff in providing outstanding customer service to maintain the existing customers and attract new customers. It combines knowledge, skills and behavior training as well. This diploma consists of six specialized training courses, offered in 80 training hours. The program is designed based on a set of indicators resulting from the project of training needs identification in the bank.

#### **The Professional Diploma in the Fundamentals of the Branches "PDFB" consists of the following:**

1. Communication Skills "CS".
2. Anti-Money Laundering and Countering Financing of Terrorism "AML/CFT".
3. Guide of w. procedures.
4. Guide of Customer Service Procedures "GCSP".
5. Identity Papers Verification "IPV".
6. Laws, Regulations and Procedures relevant to Rights.
7. The Bank's Approved Duties.

#### **The Required Conditions for Obtaining the Diploma:**

The Professional Diploma in the Fundamentals of the Branches "PDFB" certificate is awarded to each participant in the training program in the branches, according to the following points:

1. The candidate should be working in one of the following positions: Customer Service Officer – Overall Customer Service Officer - Senior Customer Service - Customer Service Supervisor - Senior Analyst - Cashier - Chief Cashier.
2. The candidate should have participated in the six courses that constitute the diploma, and has passed all the training hours and the other related tests.
3. If the total number of candidate training hours reaches 5% of the total number of hours of the program, the trainee's relationship with the program will end and notify the relevant parties.

#### **A Certified Anti-Money Laundering Specialist "CAMS"**

It is considered as the highest international

professional certificate in the field of Anti-Money Laundering and Countering Financing of Terrorism "AML/CFT". It is a good addition that gives the person the status of specialized holder in all aspects of Anti-Money Laundering "AML", as well as it provides him/her with the strategies & practices required for meeting the international standards of AML/CFT. In addition, it provides the holder with the required tools to develop his/her skills & professional expertise. It is an excellent qualification that helps a person to work in a wide range of different professional sectors that require "Compliance Officers", i.e., banks, public control bodies, law enforcement agencies, financial & non-financial institutions.

#### **Certification Authorities of CAMS:**

Association of Certified Anti-Money Laundering Specialist "ACAMS" in the United States of America, which is the world's leading entity in terms of providing individuals who have high qualification & competence



## Professional Diploma in the Fundamentals of Branches "PDFB"

with professional training in the field of Anti-Money Laundering to obtain the certificate of ( Certified Anti-Money Laundering Specialist "CAMS" ), which is considered as the top certificate in this field.

### The Value of Obtaining the Certified Anti-Money Laundering Specialist "CAMS" Certificate is as follows:

**On the Institutional Level:** Risks-reduction by providing teamwork that holds the certificate of (Certified Anti-Money Laundering Specialist "CAMS"), which ensures holding the banking institution staff the same knowledge level in Anti-Money Laundering.

**On the Personal Level:** Increasing the promotion opportunities of supervisory compliance & Anti-Money Laundering.

### Certified Internal Auditor "CIA":

This professional certificate depends on the measurement of the corporate financial performance effectiveness, in addition to the confirmation of financial reports reliability prepared & followed up the process of implementing the laws & the policies that govern the scope of performance. For this reason, this certificate was designed by the Institute of Certified Internal Auditors "ICIA" in the US in order to enhance the excellence of performance for the professionals working in

the field of internal auditing.

This certificate is linked to the availability of several features that the internal auditor has, including evaluation's integrity & objectivity for the privacy of information, as well as having wide knowledge that enable him/her to perform his/her duties in an excellent way.

- Obtaining an educational qualification, bachelor degree in the same area of study.
- Practical experience for more than two years in the field of internal auditing or relevant to or confirming quality or internal auditing.
- The Master Degree is equivalent to a one year of experience

## Implementation Chart

No.	Course	Area	Duration
1	Professional Diploma in the Fundamentals of Branches "PDFB"	Hodeidah	January-November
2	Professional Diploma in the Fundamentals of Branches "PDFB"	Aden	January-November
3	Professional Diploma in the Fundamentals of Branches "PDFB"	Ibb	January-November
4	Professional Diploma in the Fundamentals of Branches "PDFB"	Sana'a	January-November





■ **Najeeb Alsammat**  
Assistant Deputy CEO, Support Operations Sector



■ **Abdullah Aldailami**  
Deputy CEO, Support Services

# RESTRUCTURING



■ **Maha Salaah**  
Director of Training Dept  
Performance Development &



■ **Moh'd Ameen Alqirbi**  
Perf. Train. Officer



■ **Moh'd Alosta**  
Head of Assess. Section



■ **Mohammed Yahya Althaari**  
Head of Train. Section



■ **Adham Othman Abu Maaher**  
Head of Train. Center



■ **Moh'd Qasim Alisaa'i**  
Train. Officer



■ **A'hd Jamaal Alsurmi**  
Train. Center Officer



■ **Abdulmajeed Salaah**  
Train. Center Officer



■ **Ansaam Omar Alabsi**  
Perf. Assess. Officer





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