

**Client Advisor Competency Standards (CACs)
Frequently Asked Questions (FAQs)**

CACS FAQs

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SECTION A - REGISTRATION FOR CACS ASSESSMENT

Q1. When is the CACS assessment open for registration?

A1. Online registration will commence from the 1st of September 2011.

Q2. How can I register for the CACS assessment?

A2. All candidates are required to register for the assessment [online](#) .

Q3. Do I need a user name and/or password in order to register for the CACS assessment online?

A3.

For individual registration

There is no need for a user name or password. Registration can be done using your name and NRIC / passport details.

For corporate registration

You will need to [apply](#) for a user name and password to be assigned by IBF. With the corporate account, authorized persons of the company can do group registration for the company's staff. Payment should be made based on the 14 days' credit term given by IBF.

Q4. How do I apply for a corporate account to sign up for the assessment for my colleagues?

A4. Private Banks can download an [application form](#) to apply for a corporate ID and password .The user ID and password will be issued to authorised personnel of the private banks to allow them to register for the CACS assessments on their colleagues' behalf.

Q5. I am an employee of a member company of IBF. Will I be able to enjoy the member rate if I register for my assessment as an individual online?

A5. Yes. To enjoy member's rate, candidates will have to register through their company's corporate account or through individual online registration by providing

- (i) the institution's Corporate User ID and
- (ii) his/her unique corporate email address when registering for the assessment.

Q6. What modes of payment do you accept for online registration?

A6.

- For individuals, you can pay by either VISA or MasterCard.
- For corporate organisations who have applied to IBF for an account, you can opt to pay by either VISA or MasterCard or to have the invoice billed to your respective organisations. The credit term is 14 days from the confirmation of assessment registration.

(Please note that Debit Cards and American Express credit cards are not accepted.)

Q7. For individual registration, will I receive any form of acknowledgement/notification for my online registration?

A7. Once your online registration is accepted by us, a tax invoice will be displayed (print a copy for your record). If you have indicated your email address, an email confirmation will also be sent to you.

Q8. How can I check if my registration is successful?

A8. A tax invoice will be displayed if your online registration is successful. You can also check your confirmation of registration at our [website](#) .

Q9. Is group booking available to private banks for the CACS assessment?

A9. Group booking is only available to Private Banks that are IBF Members. If you have a minimum of 10 candidates from the same FI signing up for the same assessment date and time, Group Booking will save you hassle of signing up for multiple candidates several times for the same assessment slot.

Q10. Do I have to confirm the names of the candidates during online registration for group booking?

A10. When you first register for group booking, you will have to select the number of candidates your company plan to send for the assessment on a particular assessment date and time. You do not need to submit the candidates' names and assessment papers to be attempted at this point.

You can use the [CACs Group Booking Candidate Form](#) to fill in your candidates' names and assessment papers. This form must be returned to IBF no less than 2 weeks before the assessment date. After the submission of this form, you will not be allowed to make changes to the names of candidates and their assessment papers to be attempted.

Your candidates will each receive an e-mail with instructions on downloading the e-Book version of the study guide only AFTER IBF has received your completed CACS Group Booking Candidate Form.

Q11. Do I have to confirm the names of the candidates during online registration for private booking?

A11. When you first register for private booking, you will have to select "private booking" and choice of assessment date and time. You do not need to submit the candidates' names and assessment papers to be attempted at this point.

You can use the [CACs Group Booking Candidate Form](#) to fill in your candidates' names and assessment papers. This form must be returned to IBF no less than 2 weeks before the assessment date. After the submission of this form, you will not be allowed to make changes to the names of candidates and their assessment papers to be attempted.

Your candidates will each receive an e-mail with instructions on downloading the e-Book version of the study guide only AFTER IBF has received your completed CACS Group Booking Candidate Form.

Q12. Can I reserve a date / seat for the CACS over the phone?

A12. IBF will not entertain any reservation requests over the phone. All registration should be done online via the IBF website.

Q13. What are the available assessment dates that I can register for the CACS Assessment?

A13. Only assessment dates that are shown on IBF's web page are open for registration.

Q14. How often will new CACS assessment dates be released on the IBF website?

A14. New CACS assessment dates will be released on the IBF website on a monthly basis.

Q15. When can I register to re-sit for an assessment?

A15. A candidate who did not pass the assessment may register for a re-sit immediately by registering for the next available assessment date.

Q16. If I am unable to make it for my assessment, is there any way that I could defer my assessment date/session and how long is the notification period to IBF?

A16. You may transfer to another assessment date/session at least 2 working days (before 5pm) in advance of the original assessment date. However, there will be a transfer charge of \$50+GST for each transfer. You may do the [transfer online](#) and pay via VISA/MASTER Card.

Q17. If I am unable to make it for my assessment, can I transfer the assessment session to another person?

A17. No, you will NOT be allowed to do so. You are only allowed to transfer to another assessment date/session in your own name. The transfer must be done at least 2 working days (before 5pm) in advance of the original assessment date. A transfer charge of \$50+GST applies for each transfer. You may do the [transfer online](#) and pay via VISA/MASTER Card.

Q18. I have signed up for CACS Paper 1 Assessment, but would like to change it to Paper 2. Am I allowed to do so?

A18. No, you will NOT be allowed to do so. You are only allowed to transfer to another assessment date/session of the SAME paper in your own name. The transfer must be done at least 2 working days (before 5pm) in advance of the original assessment date. A transfer charge of \$50+GST applies for each transfer. You may do the [transfer online](#) and pay via VISA/MASTER Card.

Q19. What should I do when I am directed to an "access denied" page when I click on the date for registration?

A19. Your page time limit could have expired. Try to refresh your page to continue with your registration.

SECTION B - STUDY GUIDE

Q20. Will IBF provide study guides upon registration of the CACS?

A20. Upon successful registration of the CACS, candidates will be sent an e-mail with instructions to access an electronic copy of the study guide (e-book) or to download a pdf copy of the guide from the website. You may also choose to purchase a hardcopy of the study guide [online](#) at \$50.00 + GST. Courier fee applies if you require the hardcopy of the study guide to be despatched to you.

Q21. If I have purchased the study guide online, can someone collect the study guide on my behalf?

A21. Yes. The person collecting the study guide must bring along a letter of authorisation from the candidate.

Q22. I have requested for the study guide to be delivered to me. How soon can I receive it?

A22. The study guide will be delivered to you via courier by the next working day (Mon to Fri), between 2pm to 6pm.

Q23. What happens if I am not available when the study guide is delivered?

A23. The courier staff will leave a contact number for you to call them if the delivery is unsuccessful. You will have to call them to arrange for another delivery date/time.

Q24. Is it possible to deliver the study guide overseas?

A24. Yes. Upon your successful registration, send us an email (cacs@ibf.org.sg) to confirm your request for the study guide to be sent to you. Please provide your full registered name, NRIC/Passport number, paper registered for together with your contact number and the full mailing address for shipping. A URL will be created to indicate the shipping cost. Upon receipt of payment, the study guide will be sent out on the next working day. Do allow 3 to 5 working days for delivery (depending on the country of destination) subject to custom clearance.

Please note that the delivery charges indicated on the IBF website is for delivery within Singapore only.

Q25. How do I login to access the e-Book version of the study guide?

A25. Users can access the e-Book version of the study guide via the [IBF website](#) after they have successfully registered for an assessment. Users will need to enter their ID (NRIC/Passport) to access the e-Book.

Q26. Is there an expiry date for access to the e-book version of the study guide?

A26. You will be given access to the e-Book/ PDF versions till the date of registered assessment(s).

Q27. Will there be a change in the expiry date for access to the e-book version of the study guide if I re-schedule my assessment date?

A27. Yes, the expiry date will automatically be changed to your revised assessment date.

Q28. What are the system requirements for using the e-Book version of the study guide?

A28.

The recommended System Requirements for **Windows** are:

- Intel Core 2 Dual 2GHz processor and above
- 1GB RAM
- 1024 x 768 pixels screen area
- Windows Vista, XP, 2000

The Recommended System Requirements for **Macintosh** are:

- PowerPC G5 1.8Ghz, Intel Core Duo™ 1.33 GHz or Faster Processor
- 1GB RAM
- 1024 x 768 pixels screen area
- Mac OS X 10.2, 10.3, 10.4, 10.5

Q29. What browsers can I use to view the e-book version of the study guide?

A29. The Recommended Browsers are:

Windows platform:

Microsoft Internet Explorer 7.0 or above, Firefox 2.0 or above

Adobe Flash 9.0 or above

Macintosh platform:

Safari 2.0 or above, Firefox 2.0 or above





Adobe Flash 9.0 or above















Linux (Ubuntu, KUbuntu) platform:






Firefox 2.0 or above (with Adobe Flash 9.0 or above)

Q30. What are the features and functions of the e-Book version of the study guide?

A30. The features and functions of the e-Book are as follows:

Buttons	Description
 Flip to Front Cover	Flip to the front cover
 Flip to Back Cover	Flip to the back cover
 Flip Left	Flip the left page or previous page
 Flip Right	Flip the right page or next page

 <p>Page Navigation Box</p>	Shows the page number of the current page. Enter a page number to jump to the corresponding page
 <p>Help Tips</p>	Provide the help tips of using FlipViewer Xpress
 <p>Information</p>	Provide information about the publisher or the FlipBook
 <p>Zoom</p>	Enlarge the page in a detailed view
 <p>Search</p>	Search text within the publication
 <p>Bookmark</p>	Add bookmark to left or right page and view bookmark list
 <p>Notes</p>	Add Note to anywhere on the page and view Notes list
 <p>Highlight On</p>	Enter into Highlight mode to start adding highlights to mark important area on pages
 <p>Highlight Off</p>	Exit from Highlight mode to stop adding highlights
 <p>Full Screen</p>	View FlipBook in full screen mode
 <p>Exit Full Screen</p>	Enable FlipBook to exit full screen mode
 <p>Start Auto-flip</p>	Enable FlipBook to start auto-flipping, i.e. flipping by its own, at an interval pre-defined by publisher
 <p>Stop Auto-flip</p>	Stop the FlipBook from auto-flipping
 <p>Table Of Contents</p>	Provide the Table Of Contents of the FlipBook

 Thumbnail View	Provide the thumbnails of every page in the FlipBook
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 Settings	Change to your preferred settings, i.e. whether to turn on/off the flipping sound, audio and switch the language of your interface to your preferred language
 About Us	Provide the information about the company, the FlipBook and E-Book Systems, Inc

Q31. Can mobile devices be used to access the e-book version of the study guide?

A31. Yes, the following mobile devices are supported:

- Android with OS 2.2 and above, with Adobe Flash plug-ins enabled
- iPhone / iPad (PDF version only)

SECTION C - ASSESSMENT DAY

Q32. I am on medical leave (MC), how do I re-schedule the CACS assessment date?

A32. You will be allowed a free transfer to another assessment date/session of your choice subject to availability and IBF's approval. However, you must inform IBF (via phone: 6220 8566) of your medical leave on the day of your assessment before 4pm and thereafter submit your original Medical Certificate to IBF office (before 2pm) on the next working day from the last day of your MC, otherwise your registration will be void and you need to re-register for your next assessment.

Q33. Are MCs from Traditional Chinese Medicine (TCM) practitioners recognised by IBF?

A33. Please note that only medical certificate (MC) issued by Singapore registered doctors are recognised. MCs issued by TCM practitioners are **not acceptable**.

Q34. What identification documents are required when one turns up for the CACS assessment?

Q34. Candidates are required to bring with them 2 pieces of identification documents (ID cards/passports/driving licenses)

The identification documents (with photograph) will be used to exchange for a security pass to access the MAS building and for identity check and verification during the CACS assessments.

Q35. What happens if I forget to bring my identification document for the CACS assessment?

A35. You will not be allowed to sit for the registered assessment. No one is allowed to sit for the assessment without proper identification. This is to ensure that IBF fulfils the obligations of safeguarding the integrity of the assessment.

Q36. What happens if I arrive late for the assessment?

A36. Candidates who arrive more than 15 minutes after the commencement of assessment WILL NOT BE ALLOWED to sit for the assessment and will be considered as being absent from the assessment. Please note that the assessment centre is open for admission 15 minutes before the assessment time and candidates are expected to reach the assessment centre by the scheduled commencement time. The grace period of 15 minutes is to provide for extenuating circumstances.