



**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)

Bank Client Advisor certification

Guidelines on reactivating an invalid certificate

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Guidelines on reactivating an invalid certificate

As soon as a certified person leaves a role that qualifies them for the certification programme, the certificate is invalid from that moment on in accordance with the examination regulations (there are various reasons why the employee might leave a qualifying role). The certificate can be reactivated if the employee will meet the certification requirements once again by resuming a role that qualifies them for the certification programme.

1. Request for reactivation

- An employee cannot request reactivation until they have resumed their role.
- The certificate holder submits a written request to SAQ as the certification body (by e-mail to banking@saq.ch or by post)
- The “Request to reactivate certificate for Bank Client Advisor certification” form is completed in full (available from the SAQ website).
- SAQ makes a decision about the request and informs the person submitting it by e-mail.

2. Length of suspension

- The length of suspension indicates the time between an employee leaving a role qualifying them for the certification programme and starting another such role. The length of suspension determines the reactivation criteria.
- A distinction is made between:
 - Short suspension = up to 18 months
 - Long suspension = 18 to 48 months

3. Reactivation criteria

- Official confirmation of leaving and starting the role must be enclosed with the request. These must be issued by HR or the staff responsible for the certification at the bank. All certification requirements in accordance with the examination regulations must be fulfilled:
 - be employed by a financial institution
 - have or participate in a client book or work independently as a specialist for clients in direct contact with them
 - occupy a role that is approved and confirmed in the certification system
- The necessary recertification measures must also be submitted together with the request as appropriate. Different criteria apply depending on the length of suspension and whether the employee starts their new role after their most recent certificate has expired. All possible scenarios are explained in detail in the following section.

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3.1. Recertification measures

- To reactivate an invalid certificate, recertification measures must be completed in the corresponding certification programme and the “Professional knowledge” and “Conduct” modules must be covered. A distinction is made between the length of suspension and the expiry date of the most recent certificate. Specifically, either the employee's certificate expired during their suspension, or they started their new role in the same certification cycle as they left their old one. Section 3.2 illustrates the four scenarios in chart form using an example.

The employee leaves their old role and starts their new one before their certificate expires (same certification cycle):

Short suspension (old role left less than 18 months ago), Chart 1:

- Submit recertification measures (24 hours of study) together with the recertification request by the time the certificate expires.

Long suspension (old role left between 18 and 48 months ago), Chart 2:

The following measures must be completed within six months of the candidate starting their new role and submitted together with the reactivation request:

- Recertification measures (24 hours of study) by the time the above-mentioned certificate expires
- Passing the oral examination¹

The employee starts their new role after their certificate has expired: The following measures must be completed within six months of the candidate starting their new role.

Evidence of completed measures is submitted to SAQ together with the “Request for certificate reactivation”.

Short suspension (old role left less than 18 months ago):

- Recertification measures (24 hours of study) for all expired recertification cycles

Long suspension (old role left between 18 and 48 months ago):

- Recertification measures (24 hours of study) for all expired recertification cycles
- Passing the oral examination¹

¹The oral examination must be taken in the corresponding certification programme and at an authorised examination organisation.

3.2. Suspensions illustrated in chart form

Chart 1: The employee leaves their old role and starts their new one before their certificate expires (same certification cycle) – short suspension

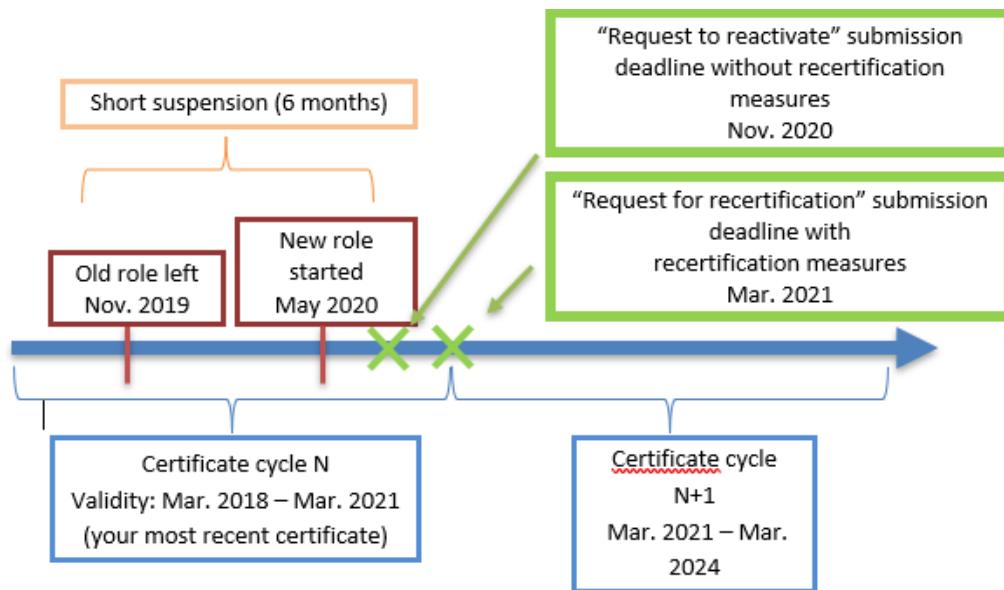


Chart 2: The employee leaves their old role and starts their new one before their certificate expires (same certification cycle) – long suspension

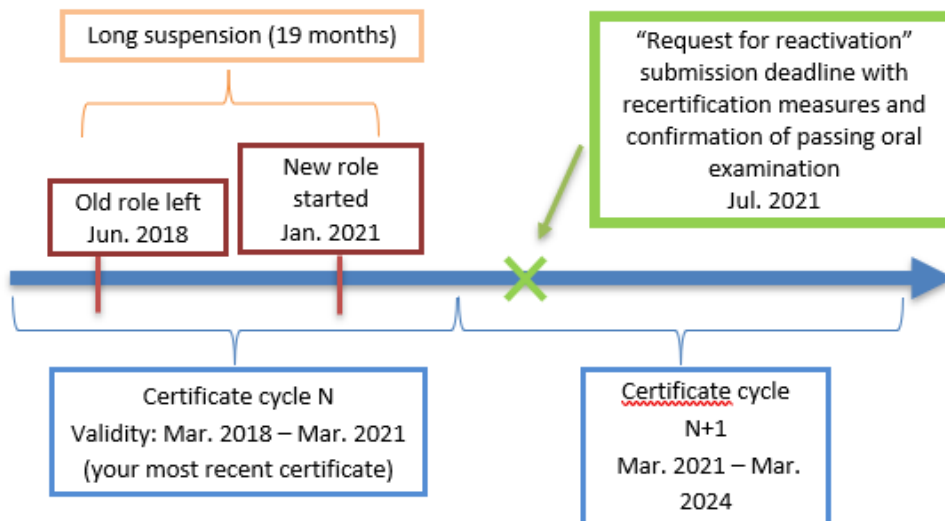


Chart 3: The employee starts their new role after their certificate has expired – short suspension

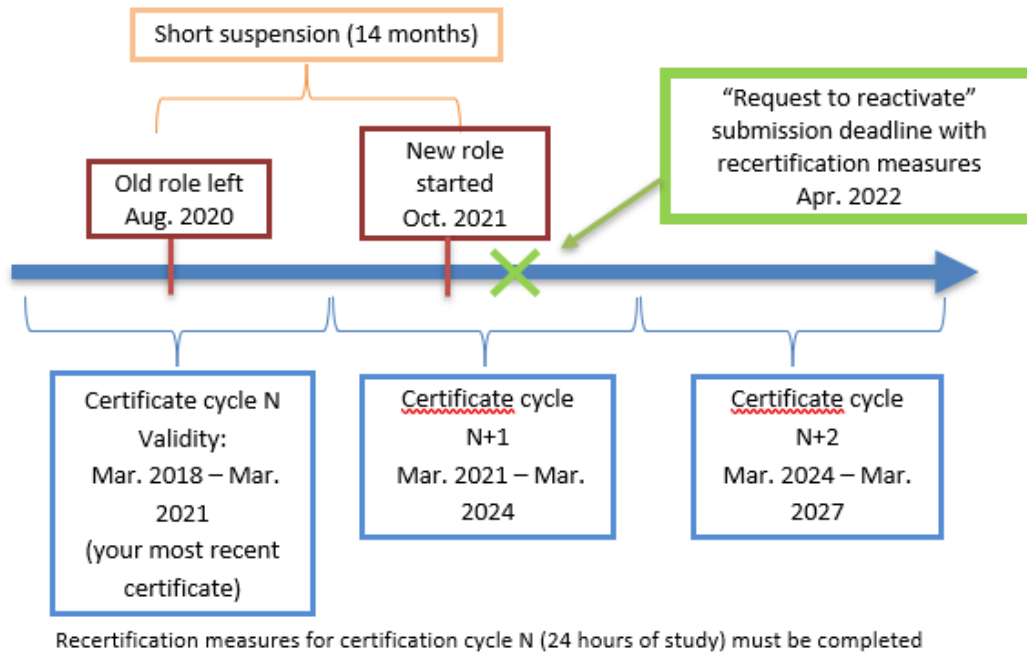


Chart 4: The employee starts their new role after their certificate has expired – long suspension

