

Delegate Information Pack

Please refer to this guide as your central reference for the event programme, optional activities and important venue and facilities information

Part of the
Edinburgh Finance Festival 2026



WCBI 2026
25th World Conference
of Banking Institutes

Chartered Banker
150 Years

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CONTENTS

(Click on a section below to jump to that page)

- 2 Welcome and Orientation
- 3 Host University & Community
- 4 Detailed Programme
- 6 Speakers
- 8 Venue & Facilities
- 11 Registration & Badging
- 11 Sponsorship & Partners
- 12 Meet the WCBI Team
- 13 Networking & Staying Connected
- 14 Food & Refreshments
- 15 Activities & Experiences
- 16 Travel Guidance
- 17 Support & Emergency Information
- 18 FAQs

How to use this guide



Read first

Start with the overview before you arrive.



Plan your conference days

Use the programme to plan sessions.



Plan beyond the conference

Check activities and the social programme.



Navigate easily

Use maps and location details throughout.



Connect

Join the LinkedIn group chat to network and share updates.



Get support

Refer to key contacts for help.



Watch for updates

Look out for important notes and reminders.



Click for more

Use links for live information.

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WELCOME AND ORIENTATION

World Conference of Banking Institutes 2026, St Andrews, Scotland

"I am delighted to welcome you to this year's conference. I hope you enjoy the programme, find the discussions engaging, and take the opportunity to connect, share ideas and learn from one another. I wish you a productive and rewarding time with us during the conference."

Tanya Retter

Chief Executive Officer
Chartered Banker Institute



WCBI brings together a global community of banking institutes, professional bodies, regulators, academics, and practitioners. At its core, it is a forum built on **shared insight, collaboration and a collective commitment to strengthening the profession**. We are delighted to welcome you as part of that community.

We come together at a **pivotal moment**. As the pace of change across banking accelerates, drive by **digital transformation, AI and shifting global dynamics**, the role of **banking professionalism and ethical leadership** has been more important. It is through communities such as this that we **share learning, challenge our thinking and build the capabilities needed to progress**.

This conference also highlights the important role of **professional bodies in supporting this evolution**, equipping individuals with the **skills, critical thinking, and ethical foundations** needed to navigate complexity, respond to emerging risks, and innovate responsibly.

Throughout the programme, we invite you to **contribute to a shared dialogue about the future of professional banking**, and how, together, we ensure it continues to serve society effectively.

This conference is a space for you to **connect, exchange ideas, and learn from peers across jurisdictions and disciplines**. We encourage you to **engage actively, share your perspectives, and build relationships** that will continue well beyond your time in St Andrews.

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HOST UNIVERSITY & COMMUNITY

"Welcome to the University of St Andrews, Scotland's oldest university and one of the UK's leading learning institutions, with a proud history of education dating back to 1413. My colleagues and I are delighted to welcome you to our St Andrews home for the 25th World Conference of Banking Institutes 2026.

We are proud of our long and well-established relationship with the Chartered Banker Institute and are absolutely thrilled to welcome WCBI delegates from across the globe to St Andrews this year.

We wish you an insightful, engaging and enjoyable week and hope you will leave St Andrews with new connections, fresh ideas, and a strong desire to return again soon."

Timothy Ringrose

Head of Executive Education
The University of St Andrews



This year's World Conference of Banking Institutes brings together representatives from the following institutes and organisations.

- ABIServizi SpA
- Acetop Global Markets Limited
- Acwila
- Aesara Partner
- Afghanistan Institute of Banking and Finance (AIBF)
- AICB (Asian Institute of Chartered Bankers)
- ARB Apex Bank PLC
- Access Bank Ghana PLC
- Asian Banking School
- Association of Banks in Jordan
- Association of Serbian Banks
- Bank of Africa Ghana Ltd
- Bank of Ghana
- Bankers Association of Zimbabwe
- Bankers Institute of the Philippines
- Bangor University, The Albert Gubay Business School
- Chartered Banker Institute
- Consolidated Bank Ghana Limited
- Chartered Institute of Bankers, Ghana
- Egyptian Banking Institute
- Febelfin Academy
- Financial Services Skills Commission
- GBESTB
- Ghana Export-Import Bank
- HSBC
- Indian Institute of Banking & Finance
- Institute of Bankers Ireland
- Institute of Financial Services Malta
- Bankárképző - The International Training Center for Bankers
- Jamaica Institute of Financial Services
- Latvia Finance Association
- London Foundation for Banking & Finance
- Machhapuchchhre Bank Limited
- National Banking College
- National Investment Bank PLC
- NatWest Group
- Okomfo Anokye Community Bank PLC
- Otuasekan Community Bank PLC
- First Ukrainian International Bank
- Republic Bank (Ghana) PLC
- Scottish Building Society
- Skipton Building Society
- Taiwan Academy of Banking and Finance
- Tanzania Institute of Bankers
- The Chartered Institute of Bankers of Nigeria
- The Hong Kong Institute of Bankers
- UN EPFI
- UnionBank of the Philippines
- University of St Andrews
- University of Surrey
- Združenje Bank Slovenije

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DETAILED PROGRAMME

16 June (Arrival & Orientation)

Time	Details
14:00 – 18:00	Registration Hub opens • A flexible arrival window with light-touch guided orientation. • <u>Social programme activities</u> and masterclass taster sessions
18:00 – 20:00	Welcome reception with short speeches and informal networking – St Andrews University Medical School Sponsored by Pearson Professional Assessments

17 June Core Technical Programme – Booth Lecture Theatre

The day focuses on how global pressures are reshaping the banking profession, and how institutes respond through coherent standards that build future skills, professional judgement, employer capability and public trust. **Registration opens at 9:00am in the Medical Building.**

Time	Details
09:30 - 10:10	Welcome & Opening Remarks
10:10 - 11:00	Global Panel 1 The CEO Agenda: Technology, Trust & Transforming Business Models Topics: AI disruption, disintermediation, private credit, evolving business models, skills gaps, safe growth, cross-border regulation.
11:00 - 11:35	Coffee & Networking
11:45 - 12:35	Concurrent Panels (Gateway Building) Strand A — Global Pressures, Local Realities Changing bank business models, non-bank entrants, tech-enabled redesign, customer behaviour shifts, regulatory divergence. Strand B — Shaping the Global Banking Workforce Consistent global standards, capability, judgement, integrity, future-skills (AI literacy, risk thinking, customer-centred professionalism).
12:45 - 13:45	Lunch - for more information, click <u>HERE</u>

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Time

Details

13:55 - 14:45

Afternoon Plenary

AI Energiser: "AI, Accountability & Judgement: The Professional's Edge" – Dr Marcel Lukas
Followed by panel Q&A

14:55 - 15:45

Concurrent Panels (Gateway Building)

Strand A — Risk, Regulation & Business-Model Change

AI/model risk, governance, judgement-led conduct, enterprise-wide risk competence, implications for standards.

Strand B — Learning in the Flow of Work

Digital, quality-assured learning systems; real-time learning nudges; digital credentials as trust mechanisms.

15:45 - 16:25

Coffee & Corridor Conversations

16:30 - 16:45

Closing Keynote - Synthesis of the day

What Financial Stability Requires of Banking Professionals in 2030

18:30 - 22:00

Reception & Celebratory Dinner (Lower College Hall). For more information, click [HERE](#)

18 June (Discussion and Closing Reflections)

A structured morning, with adaptable framework to support deeper knowledge exchange, consider alignment on future standards, and enable peer-group reflection following the Core Technical Day. **Registration opens at 9:00am in the Medical Building.**

Time

09:30 - 10:45

Thematic Roundtables

10:45 - 11:00

Coffee & Corridor Conversations

11:00 - 11:45

Fireside Chat – Consistency without uniformity: A global compact for professional banking

11:45 - 12:00

Final thoughts and reflections

12:00

Conference Closes

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SPEAKERS



Paul Denton



John Last



Tanya Retter



Uldis Cerps



Fatma Dirkes



Rob Garlick



Stuart Haire



Darlene Jones



Dr Manivanan Saman

In Partnership with:



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Dr Paul C. D. Lei



Dr Abdel Aziz Nossier



Dr Eleonora Sfrappini



Professor Brad MacKay



Mary O'Dea



Professor John Wilson



Professor Phillip O'Brien
FRSE



Dr Marcel Lukas



Ken O'Sullivan

For further details on our speakers, including biographies and the latest updates, please visit the conference website. Additional speakers will be announced shortly - please check for updates [**HERE**](#)

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VENUE AND FACILITIES

Locations and Venue Information

Following on from the programme provided, please see below for details of where each part of the programme will take place:

Tuesday 16th

Arrival and registration - The Medical Building Foyer

Welcome reception - The Medical Building Foyer, Café and Courtyard

Wednesday 17th

- **All plenary sessions** - Booth Lecture Theatre, The Medical Building
- **All Concurrent Sessions** - The Gateway Building

Please note: The Gateway Building is a short walk from The Medical Building and the conference rooms are down a small flight of stairs.

- **All refreshments** - Medical Building Foyer
- **Dinner and entertainment** - Lower College Halls

Please note: this is a mainly flat 15 minute walk from the main conference venues. You may wish to enjoy the scenic coastal route along the way. A taxi rank is also located outside the conference buildings, offering direct transport to Lower College Hall.

Thursday 18th

- **Thematic Roundtables:** The Gateway Building.
- **Rest of the day:** The Medical Building

If you have booked onto any of our optional events for the social programme, please make your way to the reception area in the medical building where we will be there to help.

All venues are within walking distance across the University of St Andrews campus.

Safety Information

Please familiarise yourself with the venue layout and follow any instructions provided by venue staff.

- Emergency exits are clearly marked throughout all buildings
- In the event of an evacuation, please follow instructions from staff and move calmly to the nearest exit
- If you require assistance, speak to a member of the event team or visit the on-site helpdesk

Emergency contact details can be found in the **Support & Emergency Information** section of this guide.



Cloakroom

A cloakroom is available for you and is located **to the left of the café area in the Medical Building.**



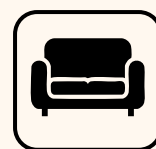
Toilets

Toilet facilities are available in **each building** across the conference venues.



Prayer Room

A dedicated prayer room is available and is located **to the left of the café area in the Medical Building.**
Spare prayer mats available.



Quiet Room

A quiet room is available for those who require a calm or private space. This is located **to the left of the café area in the Medical Building.**

Venue Addresses



- **The Medical Building:**

School of Medicine, Medical and Biological Sciences Building, North Haugh, St Andrews, Fife, KY16 9TF
[View on Google Maps](#)



- **The Gateway Building:**

The Gateway building, North Haugh, St Andrews, Fife, KY18 9RJ
[View on Google Maps](#)



- **Lower College Hall:**

St Salvator's Quadrangle, North Street, St Andrews, Fife, KY16 9AL
[View on Google Maps](#)

PARKING

All delegates can park for free at:



Agnes Blackadder Hall:

North Haugh, St Andrews KY16 9XW



Petharum Bridge car park:

A91 Saint Andrews, Fife KY16 9JJ

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Town Map

Please use this map to help **navigate your way around St Andrews**. It highlights key locations, including conference venues, recommended restaurants, and local attractions you may wish to explore during your stay.

Things to See & Do

While in St Andrews, you may wish to explore:

- The historic **St Andrews Cathedral and Castle**
- The world-famous **Old Course** and coastal walks
- A variety of **independent shops, cafés, and restaurants**
- Beautiful **beaches and scenic coastal paths**

st andrews
conferences • holidays • groups

UNIVERSITY	HISTORY	ATTRACTIONS	ACTIVITIES	GOLF	OTHER INFORMATION
01 Parliament Hall	12 The Castle	23 Byre Theatre	31 West Sands	40 The Old Course	44 Town Hall
02 David Russell Apartments	13 Cathedral	24 St Andrews Botanic Garden	32 East Sands	41 Swilcan Bridge	45 Bus Station
03 Lower College Hall	14 St Rule's Tower	25 Craigtoun Country Park	33 Harbour and Old Pier	42 St Andrews Links Clubhouse	46 Police Station
04 Medical & Biological Science Building	15 Blackfriars Chapel	26 St Andrews Museum, Kinburn Park	34 Tennis	43 British Golf Museum	47 Post Office
05 Younger Hall	16 Holy Trinity Church	27 Preservation Trust Museum	35 Bowling		
06 University Library	17 Queen Mary's House	28 St Andrews Aquarium	36 Putting		
07 Agnes Blackadder Hall (New Hall)	18 Mary's Monument	29 Cinema	37 Fire Coastal Path		
08 McIntosh Hall	19 St Mary on the Rock Chapel (ruins)	30 Museum of the	38 East Sands Leisure Centre		
09 St Salvador's Chapel	20 West Port				
10 Albany Park	21 The Pends				
11 Conference & Group Services/Student	22 Mill Port				

Visitor Information Centre
 Public Toilets
 Parking
 Gateway Building
 Community Hospital

Getting Around

St Andrews is a compact and walkable town, with most locations within a short walking distance of one another. Taxis are also available if needed, particularly in the evenings.

During Your Free Time

We encourage you to use the map to make the most of your time outside the conference programme—whether that's exploring the town, meeting fellow delegates, or enjoying the local area.

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REGISTRATION & BADGING

The registration hub, located in the **Foyer of the Medical Building**, is open from **14:00 - 18:00 on Tuesday 16th of June, and from 8:45am on Wednesday 17th and Thursday 18th**. This is a flexible arrival window with the opportunity for early arrivals to participate in a range of optional activities. For more information, click [HERE](#).

You will be provided with a **conference name badge and lanyard**, which will be prepared in advance using the details supplied during registration.

Badge Details

Your name badge will include:

- Your name
- Organisation
- Any relevant designation or role



Changes or Issues

If any details on your name badge are incorrect, or if you lose your badge or lanyard during the event, please visit the registration desk or on-site helpdesk and a replacement will be arranged.

Badge Collection

Name badges and lanyards can be collected at the **registration desk** on arrival. Please wear your badge at all times while attending the conference and social events.

SPONSORSHIP & PARTNERS

With thanks to our sponsor

**Pearson - sponsor of the
welcome reception**



Pearson is proud to work in partnership with professional bodies such as the Chartered Banker Institute, supporting their role in upholding professional standards, safeguarding the value of qualifications, and widening access to professional recognition worldwide. Guided by our purpose - we help people realise the life they imagine through learning - through Pearson Professional assessments, we enable organisations to deliver secure, trusted assessments with global reach, whilst continually enhancing the candidate experience. Together, we support lifelong professional learning, and the future of the banking profession.

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MEET THE WCBI TEAM

The WCBI team is made up of colleagues from the Chartered Banker Institute and the University of St Andrews, working together to support you throughout the conference.

Chartered Banker Institute



Matt Rawlings

VIP Liaison



Shona Matthews

VIP Liaison



Chris Heyes

VIP Liaison



Tracy Bannister

VIP Liaison



Mollie Retter

Support



Joseph Layzell

Support



Frankie Potts

Media / Comms



Jennifer Prew

Ambassador



Christy Francis

Operations



Valerie Bauckham

Ambassador

We will also be supported by a friendly team from the University of St Andrews, who will be available throughout the conference to assist you.

If you need assistance at any time during the conference, please feel free to approach any member of the team.

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NETWORKING & STAYING CONNECTED

WCBI offers a range of opportunities to connect with fellow delegates throughout the conference, both in person and online.

LinkedIn Delegate Group



Join the WCBI Conference Network Group on LinkedIn [HERE](#)

We have created a LinkedIn group for those attending the WCBI, which you are welcome to join before, during and after the event. The group provides a space to:

- Introduce yourself and connect with those attending
- Continue conversations beyond sessions
- Share reflections and key takeaways

Joining the group is optional.

In-Person Networking

There will be informal networking opportunities throughout the event, including during coffee breaks, activities and evening social moments — with a few surprises along the way.

Making Connections On Site

Members of the event team and ambassadors will be available throughout the conference and are happy to help facilitate introductions.

We kindly ask delegates to use all networking channels in a respectful and professional manner.

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FOOD & REFRESHMENTS

Dietary Requirements & Allergens

All dietary requirements submitted in advance will be catered for.

If you have any questions regarding allergens or require assistance during the event, please speak to a member of the catering team or visit the on-site helpdesk located in the foyer of the Medical Building.

Water Refill Points

You'll find a reusable, eco-friendly water bottle in your delegate pack. Water refill points are available throughout the venue, and we encourage you to use your bottle during the conference.

Locations

- **Lunch & daytime refreshments:**
Foyer, Medical Building
Complimentary tea and coffee are available throughout the conference.
- **Welcome reception:** Foyer and outdoor area, Medical building
- **Gala Dinner:** Lower College Hall
There are a short flight of stairs when making your way up to the evening entertainment after your meal.

Catering Schedule

Please see below for details of the food and refreshments provided during the conference. Breakfast is not included.

Tuesday

Welcome Reception

18:00–20:00

- Drinks, including cocktails and mocktails
- BBQ food

Wednesday

Registration

8:45–9:30

- Light refreshments

Coffee & Networking

11:00–11:35

Lunch

12:45–13:45

Coffee & Corridor Conversations

15:50–16:20

Gala Dinner

18:30–22:00

- Reception drinks
- Four-course Taste of Scotland menu
- Dinner seating will be pre-allocated
- Wine served with dinner
- Cash bar available after dinner

Thursday

Coffee & Corridor Conversations

10:45–11:00

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ACTIVITIES & EXPERIENCES

Alongside the conference programme, we have planned a range of social moments and experiences to help you relax, connect and enjoy your time in St Andrews.

Evening Social Moments

There will be informal social elements woven into the conference programme, including during the **Tuesday evening reception** and following the **Gala Dinner on Wednesday**.

Expect a relaxed atmosphere, local character and a touch of fun — **comfortable footwear is recommended**.

Delegate-Only Local Discounts

You will receive **exclusive discounts** at a selection of local shops and restaurants in St Andrews.

- Discounts are **valid from Tuesday 16 June to Friday 19 June**
- Details will be included in your **delegate conference bag**
- Conference bags can be collected from the **foyer area of the Medical Building**
- Let us know if you are arriving early and we can arrange to share codes with you

Social Programme Activities

A range of optional activities are included in the WCBI social programme. While bookings are now closed, the Golf Simulator and Darts are still available for walk-in—please see the leaflet in your conference bag for details.

This social programme has been made possible with the valued support of Fife Council.



Exploring Beyond St Andrews (Optional)

If you are planning to explore beyond St Andrews during your stay, we have highlighted a small number of nearby attractions you may enjoy. These experiences are **not part of the conference programme**.

Please note:

- Activities are **not included**
- You are responsible for arranging their own transport
- St Andrews is well connected by **train**, making day trips straightforward

Discovery Point – RRS Discovery (Dundee)

Step aboard Captain Scott's Antarctic research vessel on a guided tour of the ship, with additional time to explore the surrounding museum.

- Guided tour: approx. **45 minutes**
- Recommended visit time: **around 1.5 hours**

V&A Dundee (Free Entry – No Booking Required)

Explore the museum at your own pace with a range of self-guided audio tours and printed trails. By downloading the **Smartify app**, you can access the following tours:

- Stories from the Building (45 mins)
- *Lavender Labels* (1 hour)
- *Scottish Design Galleries Highlights* (45 mins)
- *Dundee Tapestry Highlights* (30 mins)
- *Garden Futures: Highlights from the Garden* (50 mins)

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TRAVEL GUIDANCE

Travel from UK airports

Edinburgh Airport

Recommended option: Taxi direct to St Andrews for groups of **three or more**. This is often the most convenient choice, particularly with luggage.

For smaller groups, we recommend travelling by **train to Leuchars**, followed by a short taxi journey to St Andrews, as direct taxi fares can be high.

Glasgow Airport

Recommended option: Train to **Leuchars**, then taxi to St Andrews. This generally offers the best balance of **cost and convenience** compared with a full taxi journey.

Dundee Airport

Recommended option: Taxi direct to St Andrews. As Dundee is located close to St Andrews, a direct taxi is the **most practical and efficient** option.

Aberdeen Airport

Recommended option: Train to **Leuchars**, then taxi to St Andrews. This provides a good balance between **travel time and cost**.

Recommended Taxi & Transfer Services

The following transport suppliers have been recommended for local travel and airport or city transfers:

- St Andrews Shuttle / HM Taxis St Andrews – St Andrews and Edinburgh transfers
- Dundee Taxis – Dundee transfers
- Executive Cabs Glasgow – Glasgow transfers

Arrival Timing

We recommend allowing sufficient time for onward travel and potential delays, particularly during peak travel periods.

Getting Around Locally

St Andrews is compact and easily walkable. Local taxis are available for short journeys if required.

Luggage

If you arrive before hotel check-in, most hotels and venues are able to assist with luggage storage.

Accessibility & Assistance

If you require accessible transport or additional travel support, please contact the event team in advance.

Transport Disclaimer

Transport providers listed are for guidance only. Delegates are welcome to make their own travel arrangements.

For more information, please visit our travel page on our website [**HERE**](#)

SUPPORT & EMERGENCY INFORMATION

On-Site Support

An on-site helpdesk will be available throughout the conference.

Location: Foyer of Medical Building

The helpdesk can assist with general enquiries, directions, accessibility support and lost property.

Event Support Contact

For non-urgent queries before or during the event, please contact:

WCBI@charteredbanker.com

Technical Support for This Guide

If you experience any technical issues accessing or using the digital delegate guide, please contact the on-site helpdesk or email the support address above.

Emergency & Non-Emergency Services

Emergency services (police, fire, ambulance):

- From a mobile phone: dial **999**
- From a University of St Andrews phone: dial **9-999**

Police or medical non-emergency:

From a mobile phone: dial **101**

NHS 111: For medical advice when it is not an emergency, call **111**

For urgent medical or safety concerns, please contact emergency services immediately or alert a member of staff.

Local Hospitals & Medical Care

- **St Andrews Community Hospital** – local medical services
- **Ninewells Hospital, Dundee** – major hospital with Accident & Emergency services

If you require medical assistance, please contact emergency services or speak to the on-site helpdesk, who can provide guidance.

FAQs

What is the dress code?

- **Tuesday 16 June:** Business casual
- **Wednesday 17 & Thursday 18 June (Conference):** Business attire
- **Gala Dinner:** Business smart; with national dress welcome

We recommend comfortable footwear, particularly for networking breaks and evening social events.

What weather can I expect in St Andrews and what should I wear?

June in St Andrews is generally mild, but the weather can be **changeable and cooler than expected**, particularly for those travelling from warmer climates.

- **Typical temperatures** range from **12°C to 18°C**, although it can feel cooler due to coastal winds.
- Conditions can vary throughout the day, with a mix of **sunshine, cloud, wind, and occasional rain**.

We recommend bringing:

- Layers (e.g. light sweaters, jackets, or cardigans)
- A **waterproof jacket or umbrella**
- Comfortable **walking shoes** (the town is best explored on foot)
- Smart-casual attire for conference sessions and evening events
- A **warmer layer for evenings**, which can be noticeably cooler

Even on warmer days, **sea breezes make it feel cooler**, so dressing in layers is key.

Will there be a seating plan for the conference dinners?

Yes, seating will be arranged to create a good mix of delegates. If you have any specific requests, please contact wcbi@charteredbanker.com.

Will photography or filming take place?

Photography and filming may take place during the event for communications and promotional purposes.

If you prefer not to appear in photographs, please speak to a member of the event team or notify us at the helpdesk.

What should I do if I lose something?

If you lose an item during the conference, please visit the **on-site helpdesk** located in the Foyer of the Medical Building. Lost property will be held there for the duration of the event.

For more FAQs, please click [HERE](#) for our website.