



25 Countries Represented at the Asian Credit Union Forum in Korea



The forum was a three-day credit union professional development and networking hosted by the National Credit Union Federation of Korea (NACUFOK) on September 7 to 9 in Seoul. The theme of this year's forum was Unveiling the 50 Years Achievement and Innovation of the Korean Credit Union System.

The forum featured resource persons from the best and the brightest in credit union industry across the world. Breakout session presenters were selected from caliber Korean credit union practitioners and international experts in the field. The learning tracks represented high interest issues such as Governance, Products and Services and Organizational Culture. The forum drew 277 credit union leaders and professionals from 25 countries in Asia and other parts of the world. Recommendations emanating from the topics discussed by resource persons were adopted at the closing program. Addressed to all levels, ACCU considers these recommendations as inputs to its programming. The forum is another means for ACCU and its member organizations to assess the current needs and issues faced by credit unions - an input to credit union development programs for Asia.



Management Report - September 2010

F.W. Raiffeisen Award Bestowed to Dr. Supachai Srisupaaksorn



ACCU bestowed the F.W. Raiffeisen Award to Dr. Supachai Srisupaaksorn at the opening of the Asian Credit Union Forum in Korea on September 8. The award represents ACCU recognition of Dr. Supachai's exemplary contributions to credit unions in his country and internationally through leadership, accomplishments, community involvement, and innovation.

Dr. Supachai is an outstanding credit union leader who exemplifies the qualities lived by the founder of credit unions F.W. Raiffeisen. Like Raiffeisen, he has proven evidence that he is a social revolutionist, as credit union pioneer, a helper of humanity and a farseeing organizer of economic forces. The human misery has generated his ideas in supporting helpless individuals through credit union means. Through his initiative, ACCU receives a donation for office facility plus office furniture with an approximate value of 2 million baht.



First CUMI Performance Award Bestowed to Two Credit Unions

Bindhavasini SACCOS from Nepal and Paglaum Multi-Purpose Cooperative from the Philippines received the first CUMI Performance Award from ACCU on September 9. The award was bestowed in recognition of the credit unions' fulfillment of its social responsibility by offering opportunities to low-income and disadvantaged communities through the provision of affordable financial services, education on the value of thrift and generating means to create wealth for 'have less' families.

Bindhavasini SACCOS has an outreach of 6,000 while Paglaum MPC has an outreach of 30,000 people belonging to the poor segment of the community. The CUMI Performance Award is launched by ACCU to recognize credit unions demonstrating their values and fulfilling the original mission of helping people help themselves.



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CONGRATULATIONS:

ACCU Board of Directors, Delegates and CEOs of member organizations and international partners joined NACUFOK in celebrating its 50th Anniversary on September 7 in Seoul. The celebration highlighted the launching of the new Vision of NACUFOK and the congratulatory messages of the Korean government. The President of the Republic of Korea Mr. Lee Myung-bak made a particular mention on the contribution of credit unions in improving the lives of the poor and disadvantaged. Despite their achievements, NACUFOK and its credit union affiliates are still very much grounded.



Bronze ACCESS Brand Awarded to 3 Cooperatives in the Philippines



After three years of preparation, San Jose Koop and Manatal MPC from PFCCO and St. Martin of Tours Credit and Development Cooperative from NATCCO were given Bronze ACCESS accreditation valid until August 31, 2011. These cooperatives have established and applied a management system that can channel the energies, abilities, and specific knowledge held by people in the organization toward achieving long-term strategic goals on the perspectives of Finance, Customer-Member, Internal Business Processes, and Learning and Growth.



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Pre-Forum Workshops Introduce New Credit Union Business Solutions

Prior to the Forum, three pre-forum workshops were organized at the NACUFOK Training Center in Deajeon City on September 4-6:

CEOs: Attended by 22 CEOs and designated delegates of member organizations, the workshop discussed on the Guidelines for Excellence in Management. The workshop provided clear and unqualified guidance regarding how best to practice management.

HRD: 33 technical staff of member organizations in nine countries attended the workshop. The workshop introduced the Trainer Manual on the 360 Degrees Financial Literacy for Credit Union Members as Credit Union Business Solution 16. The training marks the start of the full deployment of the solution to member organizations. ACCU anticipates the change in the way credit union services are anchored - now mostly focused on loans rather than helping members get out of debt and become financially independent.

Youth and Women: 21 youth and women attended this year's joint workshop on Credit Union Leadership. The workshop provided an opportunity to analyze the leadership involvement, issues and future direction of women and youth in credit unions. The recommendation will consequently result in the development of tool for youth and women leadership.



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The 29th General Meeting Elected New Board of Directors of ACCU



BOARD MEMBERS: (L-R) *Ex-Officio* Member Mr. Ranjith Hettiarachchi, Secretary Mr. Reynaldo Gandionco, 2nd Vice-President Mr. Min Raj Kadel, President Mr. Chalermopol Dulsamphant, 1st Vice-President Mr. Walis Pelin and Treasurer Mr. Tae-Jong Zhang

A new Board of Directors serving for two years from September 2010 to September 2012 was elected at the 29th General Meeting held on September 10, 2010 in Korea.

- Mr. Chalermopol Dulsamphant – President, FSCT, Thailand
- Mr. Walis Pelin–1st Vice-President, CULROC, Taiwan ROC
- Mr. Min Raj Kadel – 2nd Vice-President, NEFSCUN, Nepal
- Mr. Tae-jong Zhang – Treasurer, NACUFOK, Korea
- Mr. Reynaldo Gandionco – Secretary, NATCCO, Philippines

Alternate Board of Directors are Mr. Romanus Woga – CUCO, Indonesia and Mr. John F. Rodrigues – CCULB, Bangladesh.

Forum Recommendations Reviewed

The semi-annual planning meeting of ACCU staff on September 15-17 reviewed the recommendations of the pre-conference workshops and forum ensuring that it has been captured in the operational plan for fiscal year 2010-2011. The recommendations were also disseminated to member organizations so that those that are within the context of their operations can be taken into consideration.

(Recommendations attached as annex of this report.)



PRESIDENT VISIT: ACCU President Mr. Chalermopol Dulsamphant, on his first visit to ACCU office, made a commitment to sign an MOU between ACCU & FSCT that will provide access to FSCT & its affiliated to use 16 Business Solutions. He diligently understands his role in order to fulfill his duties and responsibilities to the Asian Credit Union Movement.

Chairpersons' & CEOs' Summit in Thailand



In collaboration with ACCU, MASS-SPECC Cooperative Development Center in the Philippines organized the Chairpersons' and CEOs' Summit in Thailand on September 23-25. First time held outside the Philippines, the summit was aimed at strengthening national and international linkages of cooperatives in Mindanao and enriching learning avenues in a regional credit union experience and setting. Forty two delegates got the chance to visit Klongchan Credit Union, St. Peter Credit Union, Federation of Savings and Credit Cooperatives and the Credit Union League of Thailand. In particular, the delegates were impressed on the development of credit unions in Thailand and their respective federations.



ASSOCIATION OF ASIAN CONFEDERATION OF CREDIT UNIONS

ASIAN CREDIT UNION FORUM 2010 & PRE-FORUM WORKSHOPS

Recommendations

PRE-FORUM WORKSHOPS

1. Women and youth in Leadership: Capacity Building and Empowerment

Areas	CU Level	Federation Level	ACCU Level
YOUTH			
Increase youth membership	Make programs that attracts youth members <ul style="list-style-type: none"> - Savings program - Sports activities - School Base activities 	Develop policies/projects in implementation of youth programs	Develop policies/projects in implementation of youth programs
Areas	CU Level	Federation Level	ACCU Level
Succession Planning for the professional and personal development of youth	Provide youth leadership training Youth representative in the CU Board	Youth representative in the Board Continuous leadership training and seminars Make a manual for youth leaders	Youth representative in the ACCU Board
Give the youth priority	Give the youth the opportunities to be decision makers: <ul style="list-style-type: none"> - promote young leaders - youth marketing Introduce youth programs in Schools Give Pre Membership Seminar Youth coordinator Conduct Youth Assembly	Make a policy <ul style="list-style-type: none"> - On The Job Training - Make a partnership with the government (AFLATOUN CONCEPT) - Youth representative to the board - Youth coordinator 	Sustain leadership training for the youth Manuals for effective youth leaders: Give due attention on youth programs Representation of Youth to the ACCU board .

Areas	CU Level	Federation Level	ACCU Level
Quarterly monitoring of the implementation of youth programs	<p>Assign a Youth coordinator</p> <p>Conduct surveys and questionnaires</p> <p>Review the program for scale-up</p>	<p>Assign a youth coordinator</p> <p>Provide technical support during evaluation</p>	<p>Assign a coordinator</p> <p>Provide technical support during evaluation</p>
WOMEN			
Make gender issues a priority	<ul style="list-style-type: none"> • Mainstream GST (Gender Sensibility Training) • Seminar on gender fairness in the workplace toward formulation of gender sensitive policies on Human Resource • Promotion of GST using publications and websites • Providing and updating gender disaggregated statistical data 	<ul style="list-style-type: none"> • Maintain linkages of with the primary coops on the implementation of gender programs • Conduct seminar on gender fairness in the workplace <p>Include a Gender Lens:</p> <ul style="list-style-type: none"> • Revisit the Vision, Mission and Goals statements of the federation • Review organizational policies and plans on gender 	<ul style="list-style-type: none"> • Provide technical assistance to national federations on Gender manual and trainers training
Increase women representation in governance	<ul style="list-style-type: none"> • Formation of gender committee • Assign Gender Empowerment focal person • At least one woman representative in the Board 	<ul style="list-style-type: none"> • Retain balance representation of men and women in the board • Creation of gender committees 	<ul style="list-style-type: none"> • Formation of gender committee in the Board of ACCU • Revision of policies and bylaws of ACCU to include women representation in the Board • Creation of gender committees
Explore possibility to initiate study visits to countries showing good Gender Empowerment practices (within Philippines, between federations and other Asian countries)		<ul style="list-style-type: none"> • Allocate budget for study visits • In CULT, continue for second batch 	<ul style="list-style-type: none"> • Help to coordinate study visits

Areas	CU Level	Federation Level	ACCU Level
Promote gender sensitive language	<ul style="list-style-type: none"> • Incorporate gender sensitive language in all bylaws and communication s in the bylaws 	<ul style="list-style-type: none"> • Incorporate gender sensitive language in all bylaws and communication s in the bylaws 	<ul style="list-style-type: none"> • Revise ACCU hymn – “nations, sisters and brothers in unity” to be consistent with the chorus. • Instead of chairman - > chairperson
Integration of gender concerns and family enrichment program in education modules	<ul style="list-style-type: none"> • Implement curriculum on gender and family enrichment programs 	<ul style="list-style-type: none"> • Implement curriculum on gender and family enrichment programs 	<ul style="list-style-type: none"> • Revise modules to incorporate gender equality sensitivity concerns in Development Education, Credit Union Directors & CEOs Competency Courses
Review of structures on women involvement	<ul style="list-style-type: none"> • Gender committee to prepare women to assume leadership position 	<ul style="list-style-type: none"> • Formation of women’s committee 	<ul style="list-style-type: none"> • Provide manual on gender in partnership with AWCF
Training and education for women	<ul style="list-style-type: none"> • Provide more training on leadership and GST • Promotion of GST using publications and websites • Develop leadership development programs • Training to enhance thrift and savings skills 	<ul style="list-style-type: none"> • Provide more trainings • Allocate financial support • Make available special fund • Nepal will promote one book from the materials in the workshop 	<ul style="list-style-type: none"> • Provide technical support to federations (manual and Trainers training) • Organize more training
Coordination, collaboration with different groups	<ul style="list-style-type: none"> • Established linkages among other primary coops 	<ul style="list-style-type: none"> • Coordinate with various women’s organizations in each country 	<ul style="list-style-type: none"> • Coordinate with ICA regional program, AWCF for the promotion of gender programs.

2. HRD WORKSHOP on 360 Degrees Financial Literacy for Credit Union Members

Areas	CU Level	Federation Level	ACCU Level
Conduct of master trainers' training on financial literacy	To identify trainers from their primary credit unions	To launch and make financial literacy become a regular education program available to credit unions	
Participants to echo the HRD workshop on financial literacy to Board of Directors and management of their respective credit unions or federations			
To make financial literacy become an education program to members	Credit union include it in the pre-membership education and seminar (PMES) or on-going membership education to substitute PMES	To develop trainers pool on financial literacy and ensure each credit union has trainer/s on financial literacy education	
Translation of the manual		National federation are responsible in the translation	
Development of new savings products	Develop and offer new savings products to members	Assist credit unions	
Monitoring of the growth of savings and reduction of delinquency as a result of financial literacy program	To be done by the primary credit unions on a regular basis	Require report from credit unions	
Review of the credit union mission statement	Should make members aware of their mission statement		
Integrate financial literacy program to CUMI	Should ensure that it is part of the education program to CUMI members	Assist credit unions in revisiting the CUMI training module	Review the CUMI training module to incorporate Financial Literacy
HRD Participants to become trainers on financial literacy and must themselves become financially literate			

Areas	CU Level	Federation Level	ACCU Level
Policy development – General Assembly resolution by ACCU, National federations, and credit unions on Financial Literacy Education program for members	General Assembly resolution adopting the Financial Literacy as education program for members	General Assembly resolution adopting the Financial Literacy as education program for members	General Assembly resolution adopting the Financial Literacy as education program for national federations.

3. CEOs Workshop: Guidelines on Excellence in Management

1. Develop Social Audit tool for credit unions
2. Modify the Guidelines for Excellence in Management to member credit unions and update core competency of CEOs in CUCCC
3. Develop the Meeting Rules of Order
4. Participate and support to organize the 40th Anniversary of ACCU in 2011
5. Declaration of CEOs member organizations' on their role on ACCU governance
6. Formulate action plan in each movement to support the International Year of Cooperatives 2012
7. Develop sample model guidelines for Stabilization Fund
8. Develop templates for Marketing the International Year of Cooperatives 2012
9. Publish the Asian Credit Union Technical Review at least semi-annually

FORUM RECOMMENDATIONS

Areas	CU Level	Federation Level	ACCU Level
Breakout Session 1- Governance Systems			
Topics Discussed: <ul style="list-style-type: none"> • External Regulations • Federations • Ensuring Supportive Internal Regulatory Infrastructure • Governance Framework for Credit Unions 	<ul style="list-style-type: none"> • Adopt the ACCU Solution No. 14 – Governance Framework for Credit Unions • Cooperatives to work for ACCESS branding as the brand already integrates good governance, internal control and others • Strengthen the internal audit system 	<ul style="list-style-type: none"> • Lobby for a credit union law in respective countries • NACUFOK as a model • Role of the federation in the supervision • Deposit guarantee scheme • Promote the ACCU solution No. 14 – Governance Framework • Provide technical assistance in developing audit committees • Use common software to allow real time monitoring of credit unions 	<ul style="list-style-type: none"> • Develop standard training program for audit committee of the credit unions as another business solution • Promote the ACCU solution No. 14 – Good Governance Framework for Credit Unions to national federations

Breakout session 2: Products and Services		
Credit Union Financial Services that Provides Total Convenience and Flexibility	<ul style="list-style-type: none"> • How Directors assess decisions for large investments when they are not experts in technology or finance? • How Directors supervise functions they only generally understand? • How Directors assess the needs of credit union members? • Do you think that credit unions may be so technology-driven that they are unable to serve members' real needs? 	<ul style="list-style-type: none"> • Hire a great CEO • Training and research is required • Talking to members, networking and cooperation with other cooperatives • Credit unions are driven by the needs of their members. Technology is only a tool to serve business needs, and business needs are driven by members.

Continuation ... Breakout session 2: Products and Services

<p>The Credit Union Mutual Insurance Protection at Members Rescue</p>	<ul style="list-style-type: none"> • Insurance as a value added service to members of the federation or primary credit union? • As insurance may not be a solution to all members, credit unions need to assess members’ risk first before delivering the product • Regulatory framework plays an important role for the organizational structure of insurance mutual services • Education and training of staff is key to bring the concept to the final beneficiary and let it work.
<p>Credit Union Social Responsibility: Welfare and Education</p>	<p>Australian credit unions</p> <ul style="list-style-type: none"> • Social responsibility is a concept created by ‘for profit businesses’ • Credit unions have been created to serve the NEEDS of their members • Social capital is a useful tool to examine the value and connectedness • Social capital deviates from other capital • Credit unions creates cultural norms • Australian credit unions only provide financial products and services • Social responsibility is needed by credit unions to protect it • The embezzlement or destruction of social capital can be witnessed through professionalization • CUFA provides program to communities for people to participate and understand credit unions • Australian credit unions have a lot to learn from Asian Credit Unions <hr/> <p>Korean Credit Unions</p> <ul style="list-style-type: none"> • Korean credit union social responsibility focuses on building up a welfare society • There is a credit union law • Korean credit unions allocate a big budget for social activities • There is a competition among credit unions, banks and government programs • NACUFOK has an elaborate future plan for social programs • Develop Social Contribution Activity (SCA) programs • Involvement of top management in implementation of SCA plans and programs • Connect public relations and communications of SCAs • To partner SCAs with NGOs and non-profit organizations

Breakout session 3: People's Culture		
Fostering Leadership and Management Competence in Credit Unions	To improve management and leadership talents, leader should have technical know-how by organizing transformative leadership training	Credit union and federation levels
	Develop tools/indicators in measuring leadership competence	Federation develop template of tools
	Management and skills in managing the 7 vital processes in credit unions should be developed in order to be effective they are: Business Planning, Savings mobilization, Credit administration, liquidity management, IT System, internal control and HR Management	ACCU provides technical assistance to Federation in conducting training
Building Lasting Relationship with Members	To conduct survey regarding membership satisfaction on the products and services offered by the credit unions.	Federation provide guidelines for survey instrument
	Staff training to acquire competence in responding to members' satisfaction	Credit unions and federation level
	Credit union should have a reward scheme in order to retain the loyalty of staff as well as members	ACCU provides template for the scheme
Credit Union Ethics Management	Credit Unions put the code of ethics into practice in order to be effective	Federation to provide training
	Ethical standards of credit unions to be reviewed in order create credit union differentiation	Federation provides tools for the review
	Mechanisms to monitor the implementation of ethical standards	ACCU provides tools for monitoring