

Dear Student

Introduction of Professional Banker Certificate / Diploma

The Institute will be introducing a new qualification at the end of this year to replace the existing Certificate and Diploma programmes.

The purpose of this letter is to give information about these changes and to give you notice that the following existing programmes will be phased out:

- **Diploma in Financial Services**
- **Certificate in Financial Services**
- **Certificate in Sales and Service**
- **Certificate in Credit Union Practice**
- **Certificate in Call Centre Operations.**

If you have already enrolled for all the required subjects to attain one of the above qualifications

If you have already enrolled for all of the required subjects to attain one of the above qualifications and you're nearing completion of that qualification **you should not be affected by these changes.**

However we will be phasing out all of the examinations for the above courses on **28 February 2011.**

As such, if you wish to complete your existing subjects, you **must sit and pass the examinations before that date.**

If you have not enrolled for all the required subjects to attain one of the above qualifications

If you have **not already enrolled for all the required subjects** to attain your chosen qualification you can choose either of the following options.

OPTION A

- Continue with your current qualification.

If you wish to complete your existing qualification you must enrol for any remaining subjects **before 28 February 2010**.

After that date, enrolment to all subjects in the current menu of the Certificate and Diploma awards will close. The Institute will provide examinations in the existing subjects until **28 February 2011**.

OPTION B

- Transfer to the new Professional Banker Certificate / Diploma – full details are noted below.

Professional Banker Certificate

The new Professional Banker Certificate (PBC) is a **single subject award** which is attained by successfully completing the subject **The Professional Banker** – this introduces key ethical, regulatory, economic, legal and credit issues.

The PBC is delivered by distance learning and is assessed by an on-line multiple choice examination.

The cost of undertaking the PBC is £175.

Professional Banker Diploma

The Professional Banker Diploma (PBD) develops the knowledge and understanding gained in the Professional Banker Certificate (PBC).

To gain the PBD, candidates must attain the PBC (by successfully completing the core module The Professional Banker) and take two additional modules from the following list:

- Banking Operations
- Commercial Property
- Call Centre Operations
- Introduction to Credit
- Introduction to Risk
- Financial Crime and Money Laundering
- Sales and Service
- Team Leadership
- Generic Financial Advice (not yet available)
- One or more CIOBS accredited / bespoke module designed to meet employer needs

These modules are delivered on a distance learning basis with on-line assessment and the cost of undertaking each unit is £175.

Transfer and Completion Rules

Professional Banker Certificate (PBC)

Candidates must enrol for the PBC at the cost of £175.

Please note that **it is not possible** for existing enrolments from the Certificate / Diploma in Financial Services to be transferred or switched to the PBC.

Professional Banker Diploma (PBD)

Candidates wishing to complete the PBD must enrol on the Professional Banker Certificate at the cost of £175.

The Institute will count all existing subject passes on the Certificate / Diploma in Financial Services towards the PBD, so if you have already passed 2 or more subjects, we will accept these passes in addition to the Professional Banker Certificate to award the PBD.

Completion of Certificate in Financial Services and other related Certificate qualifications

Candidates who choose to study for the Professional Banker Certificate (PBC) can count this module towards the existing Certificate programmes.

If you complete the PBC and any 2 modules, you will be awarded the Certificate in Financial Services, the Professional Banker Certificate and the Professional Banker Diploma – this will only apply to those students with **existing valid enrolments** on the **existing Certificate and Diploma programmes**.

Completion of Diploma in Financial Services

Candidates who choose to study for the Professional Banker Certificate (PBC) can count this module towards the existing Diploma in Financial Services.

If you complete the PBC and any 5 modules you will be awarded the Diploma in Financial Services and both the Professional Banker Certificate and the Professional Banker Diploma – this will only apply to those students with **existing valid enrolments** on the **existing Certificate and Diploma programmes**.

FREQUENTLY ASKED QUESTIONS

Do I have to transfer to the new PBC / PBD?

No.

You can continue to study the existing Certificate and Diploma programmes but you must complete all subject enrolments by 28 February 2010 and complete and pass the examinations by **28 February 2011**.

I want to study Economic Environment and it is not on the new list of subjects for the Professional Banker Diploma, what do I do?

Certain subjects are not offered in the new Professional Banker programme – these include Economic Environment, Legal Environment, Basic Accounting and Taxation, International Services, Introduction to Marketing and Credit Union Practice.

If you wish to study any of these subjects you must enrol before **28 February 2010** and complete the examination by **28 February 2011**. However we will allow students to count these subjects towards the new Professional Banker Diploma if they choose to transfer.

Can I get more than one qualification?

Yes.

Students already enrolled for the existing qualifications can complete these and if they choose to undertake the Professional Banker Certificate they will be awarded both the old and new qualification.

What is the price of the modules?

The prices of modules for the new Professional Banker programmes are £175.

We will also be reducing the price of the modules in the existing Certificate and Diploma programmes to £175, however you will only have until **28 February 2011** to complete these modules.

Will I still get tutor support?

The new Professional Banker programmes does not include tutor support, however you will be supplied with a study guide and have access to the mock examinations and other website facilities.

What do I do if I have any further questions?

Please contact the Institute Office on 0131 473 7777 and we will be delighted to advise you.

Yours sincerely,



Colin Morrison
Deputy Chief Executive & Director of Education

Although we are closed over the Christmas and New Year period, if you want to progress matters, just email us at info@charteredbanker.com and we'll deal with your enquiry on **5th January 2010** when we return.