

Chartered Banker

Leading financial professionalism

The Professional Banker

RULES AND REGULATIONS

This document is designed for students studying the Professional Banker module as part of the Chartered Banker qualification.

October 2011

1 COURSE ENROLMENT & GENERAL INFORMATION

1.1

Introduction

This handbook contains the Rules and Regulations which apply to candidates studying for the Professional Banker module where it is an element of the Chartered Banker qualification.

1.2

The Professional Banker Module

This single module forms one element of the Chartered Banker qualification. No certificate will be issued on successful completion of this module.

1.3

Institute Membership

All candidates studying the Professional Banker module must be affiliate / student members of the Chartered Banker Institute.

1.4

Employer Support

All financial services organisations have their own policies covering the payment of fees for professional qualifications. As such, candidates are advised to check with their employers prior to making an application, to ensure that their education funding request will be supported.

1.5

Subject Enrolment

It is recommended that candidates should enrol and study the Professional Banker module before proceeding to the remaining Chartered Banker modules. Candidates should complete a Chartered Banker enrolment form and return it to the Chartered Banker Institute accompanied by the appropriate fee. Enrolment forms are available for download or can be requested from the Chartered Banker Institute.

Candidates undertaking registration for the first time must submit a form to the Chartered Banker Institute but subsequent enrolments can be undertaken on-line in the 'Qualifications' section of the web site.

The subject enrolment fee covers the following:

- (a) Distance learning workbook
- (b) Access to the member forums and on-line library for the period of one year
- (c) Access to the mock examination site for the period of one year
- (d) Access to the Professional Banker e-learning module*
- (e) One entry fee to the final on-line subject examination valid for six months

* Provided that the appropriate subject registration fee has been paid.

1.6

Refund of Fees

All subject and examination enrolment fees are non-refundable and non-transferable.

1.7

Validity of Examination Entry Fee

The subject enrolment fee includes one entry fee to the final on-line subject examination. Candidates **must enrol** for the examination **within six months** of subject enrolment or their examination fee will lapse. Candidates enrolling for examinations after the initial six month period will additionally be required to pay the appropriate examination fee.

1.8

Validity of Subject Enrolment Fee

Candidates who do not **successfully complete** a subject within a **one year** period will be required to re-enrol for that subject and pay a full subject enrolment fee to continue the course.

1.9

Exemptions / Accreditation

The Chartered Banker Institute will consider other professional qualifications for exemption purposes. A maximum of one exemption credit can be awarded towards the Professional Banker Diploma. Qualification exemptions are not awarded for the compulsory subject, 'The Professional Banker'.

An exemption fee is payable for the subject granted.

To enable a speedy decision to be reached, exemption claims should be accompanied by:

- (a) An attested copy of the relevant qualification certificate (i.e. confirmation by your manager or staff / personnel department over the firm's stamp that they have had sight of the original)
- (b) Syllabuses and reading lists for the relevant subject
- (c) A clear indication on the appropriate form of the exemption being claimed and on what basis.

The Chartered Banker Institute may, in conjunction with employers, accredit in-house training programmes. Where this is undertaken, the maximum number of credits that may be awarded towards the Professional Banker Diploma is two. Where however an exemption based upon a qualification is also claimed by an individual, a maximum of one credit may be claimed via the accreditation route, thus leaving one subject to be undertaken in order to complete.

1.10

Award

No certificate is awarded on successful completion of the module examination and candidates are not be entitled to use the designatory letters which apply to those students enrolling for the Professional Banker Certificate.

1.11

Prizes

A prize for each subject will be awarded on the basis of the highest mark achieved in each individual subject during an academic year. The academic year starts on 1st August and runs through to the 31st July in the following year. Only examinations being taken at the first attempt will be considered for a prize. Prizes will normally be awarded at the annual graduation ceremony in October / November.

1.12

Change of Circumstances

Candidates must inform the Chartered Banker Institute in writing of any change in circumstances such as branch / department, home address, name change due to marriage, etc. Alternatively these can be amended by visiting the members' area on the website at www.charteredbanker.com.

1.13

Misconduct

Candidates must uphold the highest standards of behaviour whilst undertaking any Institute activities. It is incumbent on all candidates to conduct themselves in a professional manner at all times and to show the highest standards of honesty, integrity and commitment.

Candidates must at all times abide by these Rules and the Rules and Regulations of the Royal Charter of the Chartered Banker Institute including the Code of Professional Conduct, which is accessible at www.charteredbanker.com.

Any complaints will be referred to the Chief Executive who may refer the matter to an Investigating Committee. Candidates found guilty of breaching any regulations may be suspended, debarred from membership and / or have previous examinations passes withdrawn.

1.14

The Chartered Banker Magazine

The Chartered Banker magazine is published every two months by the Chartered Banker Institute. The magazine often contains articles of interest and benefit to candidates studying the Professional Banker module.

1.15

Web Services for Student Members

A range of web-based services are available for candidates at www.charteredbanker.com

There is a restricted area for members, where candidates can access personal information, including forums, mock examination site and examination results.

1.16

Liability of Candidates

It is each candidate's **personal responsibility** to ensure that subject fees (and any re-sit fees if applicable) are paid timeously – this applies even when fees are being paid by employers.

1.17

Liability of the Chartered Banker Institute

In all circumstances, the liability of the Chartered Banker Institute is limited to a complete refund of any enrolment fees for the subject concerned.

1.18

Data Protection Policy

The Chartered Banker Institute aims to maintain all personal records accurately and securely to a reasonable standard.

We shall not provide any personal information regarding a member, or non-member to any third parties without the express permission of the person, with the exception of information requested by a company listed on our database as the person's employer in relation to the person's standing with the Chartered Banker Institute unless the member or non-member has specifically requested that the information should not be divulged.

We will under no circumstances sell or provide information about our members or non-members to a third party for any purposes except in the case of authorised agents of the Chartered Banker Institute. Personal details may be provided to other organisations with whom we are organising joint ventures, so long as they used solely for the purpose of that venture.

The Chartered Banker Institute will not send out information directly to members on behalf of other companies, but will endeavour to keep members and non-members informed on matters pertinent to the Chartered Banker Institute and financial services industry.

1.19

Equal Opportunities Policy Statement

The Chartered Banker Institute supports the principle of equal opportunities in employment, education and training and opposes all forms of unlawful direct and indirect discrimination on the grounds of colour, race, religion, ethnic origin, nationality, gender, sexual orientation, age, marital status or disability. To this end, within the framework of the law, we are committed, wherever practicable, to promoting and facilitating access to our qualifications.

In practice this means that every possible step will be taken to ensure that Institute:

- Produce education programmes and qualifications which are accessible to all candidates who are potentially able to achieve them
- Develop methods of teaching, assessment and quality assurance which are sensitive to the needs of all candidates but which do not compromise the overarching aims of fairness and consistency.

To implement our equal opportunities policy Institute will:

- Disseminate our equal opportunities policy in information to candidates
- Ensure that criteria which define required candidate performance to achieve our qualifications are appropriate to purpose, present no unnecessary barriers, and are in the public domain
- Produce checklists to be used by all authors, examiners and verifiers of workbooks, support material and assessment instruments.
- Provide guidance for those candidates who think that they have been treated unfairly or have been discriminated against, within the framework of the Chartered Banker Institute's equal opportunities policy
- Ensure that all our publications and promotional literature are written clearly and are designed to be as inclusive as possible.

2 ASSESSMENT

2.1

Introduction

The Professional Banker module is assessed by a final examination. There are no assignments for this subject.

2.2

Mock Examinations

Accessible through the member and student section of the website, mock exams are an invaluable learning and revision tool, which have been developed especially to support those studying for the Professional Banker module.

The mock exams operate in the same manner as the real on-line exam. The questions are contained in a separate mock bank and are not taken from the actual exam bank. Any one individual test does not contain all the questions in the mock databank and you are free to re-take a test from the same section as often as you like.

When answering a question, you simply click on the button next to the answer you consider correct and then use the arrow keys to move onto the next question. If you want to change an answer then simply click on another button.

When you have finished, you click on the finish button and after a short while your result will appear on the screen. You will also be told which questions you got right (green circle) and which you got wrong (red circle). Clicking on a circle will take you to that question and as you are now out of the mock exam system you can, if you wish, use your study materials to determine the correct answer.

Importantly, no record of your result or the number of attempts you have made will be recorded by the Chartered Banker Institute.

2.3

Final Examination

Examinations are of two hours' duration and are held in various examination centres around the UK at specified times each week. Each examination consists of 100 multiple choice questions and is examined using an on-line testing system.

Examination results are available to candidates immediately after the conclusion of the examination, with those who have been unsuccessful receiving a 'feedback' sheet which indicates the syllabus areas that may require further revision prior to any re-sit.

2.4

Examination Entry

Candidates who register for the Professional Banker module pay an all-inclusive fee, which includes entry to the examination. The examination fee is valid for a period of six months from subject registration. Candidates must book to enter the subject examination within six months of subject enrolment. Candidates who do not book an examination within the six month period will additionally be required to pay the appropriate examination fee in order to sit the examination.

Examinations can be booked by logging onto the Member's area of the Chartered Banker Institute's website www.charteredbanker.com. Examinations bookings are available from two weeks to five weeks in advance. Alternatively, candidates can book by phoning 0131 473 7777 during office hours. Candidates should ensure that they have their Membership Number available before phoning.

The Chartered Banker Institute reserves the right to refuse entry to candidates to the examination whose membership fees, course fees or other debts are unpaid at the date of application. Institute also reserves the right to refuse to enter candidates to the examination where their examination fee has expired or where their subject enrolment fee has expired.

2.5

Re-sits

Candidates who fail to pass an examination will be required to wait five working days before they can book a re-sit examination, following the procedures detailed above. Candidates are required to pay the appropriate examination fee to re-sit the examination. Candidates should note that re-sits should be completed within one year of enrolling for the subject. Candidates who have not passed the examination within the one year subject enrolment time limit will be required to re-enrol for the subject and pay the full enrolment fee. At this point the candidate will be regarded as having re-started the subject.

2.6

Results

Examination results are available to candidates immediately after the conclusion of the examination, with those who have been unsuccessful receiving a 'feedback' sheet which indicates the syllabus areas that may require further revision prior to any re-sit.

As a matter of course, where subject fees have been met by the candidate's employer the Chartered Banker Institute will notify the employer of the candidate's examination results unless explicitly instructed otherwise by the candidate.

Examination results for Professional Banker programmes are graded as follows:

Fail	59% or less
Pass	60% - 79%
Pass with Credit	80% and above
Distinction	90% and above

2.7

Appeals

Multiple choice questions are computer marked and as such no appeals against an individual's examination mark can be considered.

If at the end of an examination a candidate feels that there were circumstances which affected their performance during an examination e.g. illness or excessive noise then this should be intimated to the invigilator at the conclusion of the exam. Candidates should also send an email to the Chartered Banker Institute **within three working days** with the grounds for appeal. The email should be sent to info@charteredbanker.com with the subject line headed 'Examinations Appeal'. The Chartered Banker Institute will respond to all appeals claims within 14 days of receiving the appeal. (See also Section 3.8)

The Chartered Banker Institute is prepared to take into account external factors which may have had a bearing on a student's performance in an examination. Candidates should ensure that evidence is in the hands of the Chartered Banker Institute **prior to the examination taking place**. For example, candidates suffering from dyslexia can be given additional time in the exam.

3 EXAMINATIONS RULES AND REGULATIONS

3.1

Introduction

The assessment of the Professional Banker module is based on a final, closed-book Institute examination. The purpose of this section of the Rules and Regulations is to outline the arrangements and procedures for the Chartered Banker Institute's final examinations which are held in various on-line centres throughout the UK and abroad.

3.2

Entering for the Examination

Examinations can be booked by logging onto the Member's area of the Chartered Banker Institute's website at www.charteredbanker.com. Examination bookings are available from two weeks to five weeks in advance. Alternatively, candidates can book by phoning 0131 473 7777 during office hours. Candidates should ensure that they have their Membership Number available before phoning. Candidates are reminded that they must book an examination within six months of registering for a subject or an additional examination fee becomes payable.

Candidates will receive a confirmation letter of their examination booking 10 days prior to the exam. If this letter is not received at least one week before the exam, candidates must contact the Chartered Banker Institute by telephone or by emailing info@charteredbanker.com.

On receipt of the confirmation letter, candidates must ensure that:

- (a) It is for the correct exam
- (b) It is at the correct examination centre
- (c) The day and time specified is correct.

Any discrepancies must be immediately reported to the Chartered Banker Institute.

The Chartered Banker Institute reserves the right to refuse entry to candidates to the examination whose membership fees, course fees or other debts are unpaid at the date of application. Institute also reserves the right to refuse to enter candidates to the examination where their examination fee has expired or where their subject enrolment fee has expired.

3.3

Amendment / Cancellation of Examination Booking

After an examination booking has been confirmed, any request to cancel / amend that booking will incur a **£25** administration fee, provided that this request is received no less than **10** working days of the original examination date

Any cancellation made within 10 working days of the booked examination date, or where a candidate fails to turn up for the examination, will result in the examination fee being lost and a new examination fee being payable. Candidates should also note that any cancellation that results in the examination booking falling outside the six month free period will also lead to an examination fee becoming payable.

3.4

Attendance at the Examination Centre

In order to allow the procedures required at the test centre to be carried out timeously, candidates should arrive at the test centre **at least** 15 minutes before their examination. Each of the approved exam centres has trained staff to ensure that the exam experience will run as smoothly as possible.

In the first instance, candidates should report to the Centre's Customer Service / Reception desk. They will be responsible for:

- Checking the candidate's name against their list
- Checking that candidates have brought the correct ID with them
- Candidates must be in possession of the following:
 - Their letter of confirmation
 - Some form of photo ID, e.g. passport, driving licence or works card.

Candidates who are unable to provide photo ID, will not be allowed to sit the exam. The Chartered Banker Institute will also deem this to be an examination attempt and so a re-sit fee will be payable.

Candidates will then be directed to the room where the examination is to be held.

3.5

Use of Calculators

Candidates are permitted to use calculators which are **non-programmable** during the examination. Any calculators which can store text or formulae of any description or can be pre-programmed are not permitted. The Invigilator is asked to check all calculators before the examination and to confiscate any machines for the duration of the examination, which conform to the above restriction.

3.6

Mobile Phones

All mobile phones and similar portable electronic devices, should be switched off during the examination and placed in a bag / coat at the front or back of the room away from the candidate's sight / use.

3.7

Late Admittance to the Examination Room

Candidates will not be admitted to the examination room if they are more than **thirty** minutes late from the appointed starting time of the examination.

3.8

During and After the Examination

All Institute final examinations are closed-book and thus candidates on entering the room must place all text books, brief cases, bags and notes out of reach and sight at the front or back of the examination room. **Candidates must not take into the examination room any rough workings or paper to do rough workings** – *if paper is required for rough working, candidates should request this from the Invigilator.*

If during an examination a candidate experiences any circumstances which may affect their performance or their ability to complete the examination, e.g. illness, excessive noise or technical issues, this should be immediately intimated to the invigilator. (See Section 2.7 for information relating to Appeals.)

If a candidate is found with notes, or other items specified above, either in their possession, on their person, on their desk or in the vicinity of their desk, then they will have breached the conditions whether or not they used or referred to these notes or items.

Invigilators will be vigilant throughout the examination to ensure that candidates behave in a professional manner during the examination. Any attempt at collusion or to use notes will be reported to the Chartered Banker Institute. If a candidate is suspected of breaking these rules, they will be removed from the examination room and asked to explain their behaviour.

A full written report will be given by the Invigilator and anyone who may have witnessed the incident and the candidate will also be asked to give a written statement – these reports will be passed to the Chartered Banker Institute immediately.

Students are expressly prohibited from taking any examination-related notes (including unused or partially completed examination answer papers in the case of paper-based examinations) out of the examination room – any student attempting to do so will be subject to the Institute’s disciplinary procedures.

3.9

Institute Disciplinary Action

If any of the conditions stated above are breached, candidates may be subject to disciplinary procedures.

If disciplinary action is initiated against a candidate, the following penalties may be applied:

- Disqualification from Membership of the Chartered Banker Institute
- Suspension from Membership of the Chartered Banker Institute
- All or part of the candidate’s previous examination passes may be removed
- The candidate will be reported to their employer who may also take disciplinary action
- If it is a regulatory examination, the candidate may be reported to the appropriate Regulator.

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