

Chartered Banker

PROFESSIONAL BANKER DIPLOMA

2016 MODULE SPECIFICATION

Title:	Banking Operations
Credit Value:	SCQF Level - 8 SCQF Credit Points - 10
Aim:	To develop an understanding of the main operations of banks, including products and services, types of customers, operating accounts, lending and securities.
Access Statement:	There are no entry requirements for the module, although it is strongly recommended that the Professional Banker Certificate is completed prior to undertaking study for the Professional Banker Diploma.
Programme of study to which unit contributes	<ul style="list-style-type: none">Professional Banker Diploma Holders of the Professional Banker Diploma may proceed to Associate Chartered Banker Diploma.
Learning Outcomes:	Knowledge, Understanding and Skills On successful completion of this module, students will be able to: <ol style="list-style-type: none">describe the primary functions of a bank and the role banks play in society;outline the main products and services available to UK banking customers;understand the processes involved in operating different types of customer accounts;understand how banks operate customer accounts during the life span of the account;explain how changes in technology influence the way that customers interact with their banks;understand the importance of lending and securities.
Method of Learning:	Distance Learning Study Text.
Assessment:	Two hour online examination, consisting of 100 multiple choice questions.

Learning Outcomes, Assessment Criteria and Content

Learning Outcomes	Assessment Criteria	Indicative Content
The functions of a Bank		
<p>1. Describe the primary functions of a bank and the role banks play in society.</p>	<p>1.1 Describe the purpose and function of a bank.</p> <p>1.2 Understand the relationship between banks and their customers.</p> <p>1.3 Understand the purpose of;</p> <p style="margin-left: 20px;">a. Banking Conduct of Business Sourcebook</p> <p style="margin-left: 20px;">b. Lending Code</p> <p style="margin-left: 20px;">c. Treating Customers Fairly</p>	<ul style="list-style-type: none"> • Purpose and functions of banking • The relationship between banks and their customers • The Banking Conduct of Business Sourcebook (BCOBS) • The Lending Code • Treating Customers Fairly (TCF)

Learning Outcomes	Assessment Criteria	Indicative Content
Bank Services		
<p>2. Outline the main products and services available to UK banking customers.</p>	<p>2.1 Understand the different financial products and services available to banking customers in the UK.</p> <p>2.2 Differentiate between account types and associated services.</p> <p>2.3 Explain the difference between insurance and assurance.</p>	<p>Knowledge of banking products</p> <ul style="list-style-type: none"> • Savings Accounts • Lending facilities (mortgages and credit facilities) • Current accounts • Money transmission and payment services • Share dealing advice and services • Investment and portfolio management • Executor and trustee services • Insurance and assurance • Safe custody services • Travel facilities • Financial protection • Retirement planning

Learning Outcomes	Assessment Criteria	Indicative Content
Banking Customers		
<p>3. Understand the processes involved in operating different types of customer accounts.</p>	<p>3.1 Understand the different types of banking customers.</p> <p>3.2 Distinguish between the services offered to personal and business customers.</p> <p>3.3 Differentiate between sole traders and partnerships.</p> <p>3.4 Explain the documents that banks require before opening a business partnership account.</p> <p>3.5 Describe the steps required to close a business bank accounts.</p>	<p>Understanding of the needs of different customers.</p> <ul style="list-style-type: none"> • Personal Customers • Business Customers • Sole Traders and Partnerships • Limited Companies • Clubs, associations and societies • Trustees

Learning Outcomes	Assessment Criteria	Indicative Content
Operating Customer Accounts		
<p>4. Understand how banks operate customer accounts during the life span of the account.</p>	<p>4.1 Explain the detailed information required from customers before opening new accounts.</p> <p>4.2 Describe and explain the steps that should be taken when closing an unsatisfactory account.</p> <p>4.3 Outline the steps that the bank should take after being notified of a customer's death.</p> <p>4.4 Describe some of the actions taken by banks to monitor and control accounts.</p> <p>4.5 Understand the purpose of collection and recovery departments.</p>	<ul style="list-style-type: none"> • Opening Accounts • Operations on customers' accounts • Closing Accounts • Death of Customers • Control of Accounts • Collections and recoveries departments

Learning Outcomes	Assessment Criteria	Indicative Content
Technology and Banking		
<p>5. Explain how changes in technology influence the way that customers interact with their banks.</p>	<p>5.1 Identify the different financial products and services used by customers to facilitate transactions.</p> <p>5.2 Explain how telephone and electronic banking has changed the relationship between the bank and the customer.</p> <p>5.3 Describe the system for clearing cheques.</p> <p>5.4 Describe the process used to facilitate electric funds transfers.</p> <p>5.5 Differentiate between a charge card and a credit card.</p>	<ul style="list-style-type: none"> • Cheques • Crossed cheques • Truncation • The role of the paying banker and collecting banker • System for clearing cheques • Attachment of funds • Telephone Banking • Online banking • Electronic Funds Transfer at Point of Sale • Electric Funds Transfer- CHAPS • Credit Cards • Charge Cards

Learning Outcomes	Assessment Criteria	Indicative Content
Lending And Securities		
<p>6. Understand the importance of lending and securities.</p>	<p>6.1 Explain why banks lend money and describe the main principles of lending money.</p> <p>6.2 Describe banks assess credit worthiness.</p> <p>6.3 Explain why banks require good financial security.</p> <p>6.4 Briefly describe the different types of security used by banks.</p> <p>6.5 Explain what is meant by 'assignment of life policy'.</p>	<ul style="list-style-type: none"> • Introduction to lending • Principles of lending • Credit Scoring • Lending products offered by banks • The Consumer Credit Acts • The Consumer Rights Act 2015 • Introduction to bank security • Direct security and third part security • Attributes of good security • Types of security • Guarantee • Legal charge • Standard Security • Assignment of life policy • Pledge of marketable securities • Discharge of Security