

Chartered Banker

PROFESSIONAL BANKER CERTIFICATE 2016 MODULE SPECIFICATION

Title:	Professional Banker
Credit Value:	SCQF Level - 7 SCQF Credit Points - 13
Aim:	To provide those new to banking with an overview of the banking profession and enable them to: <ul style="list-style-type: none">• develop the values, attitudes and behaviours set out in the Chartered Banker Code of Professional Conduct;• demonstrate a general knowledge of banking practice;• relate their banking knowledge to a range of practical banking applications;• use a range of banking skills to serve customers, and address routine issues at work;• apply their banking knowledge and understanding, and practise their skills to enhance customer service, improve work performance, and develop their professional banking practice.
Access Statement:	It is recommended that learners should have previously studied at SCQF Level 5 or above and be working in a bank.
Programme of study to which unit contributes	<ul style="list-style-type: none">• Professional Banker Certificate• Professional Banker Diploma• Associate Chartered Banker Diploma• 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">1. explain the evolution, purpose, influences and functions of banking in the UK ;2. understand how key regulatory and legal requirements influence the way in which banks operate ;3. describe how banking products and services can meet customer needs ;4. understand the key principles of credit and lending and how these are used to provide appropriate outcomes for the consumers and the bank.;5. describe the role of risk management in banking;6. explain the importance of high standards of conduct in banking and the practicalities of applying those standards.
Method of Learning:	Study Text with optional e-learning support.
Assessment:	One summative on-line objective (multiple choice) assessment.

Learning Outcomes, Assessment Criteria and Content

Learning Outcomes	Assessment Criteria	Indicative Content
The Business of Banking and The Economic Environment		
<p>1. Explain the evolution, purpose, influences and functions of banking in the UK.</p>	<p>1.1 Describe types of banking activity.</p> <p>1.2 Explain the evolution, purpose and functions of the banking sector as financial intermediary.</p> <p>1.3 Explain how a bank operates as a business and its requirement for both liquidity and profitability.</p> <p>1.4 Describe how the political, economic and business environment influences bank operations.</p>	<ul style="list-style-type: none"> • What a bank is / types of banking • The range, purpose and functions of a bank • The UK central bank • How banks operate as a business • Development of banking in the UK • Other providers of financial services and their services: <ul style="list-style-type: none"> ○ Building societies ○ Credit unions ○ National Savings & Investments ○ Merchant banks ○ Insurance companies ○ Pension funds investment trusts ○ Unit trusts • The economic environment: <ul style="list-style-type: none"> ○ The role of government ○ Fiscal and monetary policy ○ Inflation and interest rates ○ Gross domestic product • The business environment • Financial markets • The UK as an international financial centre • The influence of the 2008 Global Financial Crisis on banks

Learning Outcomes, Assessment Criteria and Content

Learning Outcomes	Assessment Criteria	Indicative Content
The Regulatory and Legal Environment		
<p>2. Understand how key regulatory and legal requirements influence the way in which banks operate.</p>	<p>2.1 Explain the role of financial services regulators in the UK.</p> <p>2.2 Identify the key regulatory and legal requirements that apply to banking.</p> <p>2.3 Explain how banking regulation and legislation influences culture, products and services</p>	<ul style="list-style-type: none"> • Prudential Regulation Authority / Financial Conduct Authority • How regulatory and legal requirements influence the way a bank operates • Regulatory and legal requirements: <ul style="list-style-type: none"> ○ Senior Managers and Certification Regime ○ Markets in Financial Instruments ○ Capital Requirements ○ Consumer Credit ○ Payment Services ○ Anti-Money Laundering ○ Data Protection ○ Anti-Bribery • Banking Conduct of Business Standards • Treating Customers Fairly (TCF) • Corporate governance • The banker/customer relationship • The role of compliance and risk teams • Law of contract; agency • Negotiable instruments • Sole traders, partnerships and limited companies

Learning Outcomes, Assessment Criteria and Content

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Banking Customers		
<p>3. Describe how banking products and services can meet customer needs.</p>	<p>3.1 Understand the bank customer categories, typical life stage and needs.</p> <p>3.2 Understand banking products and services and how these appropriately meet customer needs.</p>	<ul style="list-style-type: none"> • Types of customer in overview • The common types of retail and business customer. • The customer life cycle • Products and services: <ul style="list-style-type: none"> ○ Deposits ○ Savings ○ Investments ○ Borrowing • Other services: <ul style="list-style-type: none"> ○ Foreign exchange ○ Insurance ○ Pensions • Payment systems: <ul style="list-style-type: none"> ○ Cash ○ Cheques ○ Debit cards ○ Credit cards ○ Automated payments • The evolution of customer channels • The emergence of the Financial Technology (Fintech) sector. • Providing a high quality service • Recognising and adapting services for vulnerable customers, • Recognising a complaint • Handling complaints • Structure/process for dealing with complaints • Financial Ombudsman Service • Financial Services Compensation Scheme • Assisting customers experiencing difficulties

Learning Outcomes, Assessment Criteria and Content

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Credit and Lending		
<p>4. Understand the key principles of credit and lending and how these are used to provide appropriate outcomes for the consumers and the bank.</p>	<ul style="list-style-type: none"> • Outline the scope and key principles of The Lending Code. • Describe the factors that influence the interest rates charged by lenders. • Identify key information required in a lending application. • Explain the key principles of credit and lending and how these can be used to make professional and ethical lending decisions. • Describe the attributes of a good security for lending. • Explain why banks use credit scoring when assessing a lending proposition. 	<ul style="list-style-type: none"> • The Lending Code • Lending rates • Lending documentation • The principles of lending: <ul style="list-style-type: none"> ○ The person ○ Amount and purpose ○ Repayment • Security <ul style="list-style-type: none"> ○ Reward ○ Services • Credit scoring

Learning Outcomes, Assessment Criteria and Content

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Risk Management in Banking		
<p>5. Describe the role of risk management in banking.</p>	<p>5.1 Explain what is meant by 'risk' and 'risk management'.</p> <p>5.2 Explain how risks can be identified, assessed, mitigated and monitored.</p> <p>5.3 Identify the characteristics of key risk types.</p> <p>5.4 Understand the role of regulator in risk management.</p>	<ul style="list-style-type: none"> • Risk and risk management • The risk management lifecycle: <ul style="list-style-type: none"> ○ Risk identification ○ Risk assessment ○ Risk mitigation ○ Risk monitoring • Key risk indicators • Risk register • Types of risk: <ul style="list-style-type: none"> ○ Credit risk ○ Regulatory risk ○ Operational risk ○ Reputational risk • Regulator's approach to risk management

Learning Outcomes, Assessment Criteria and Content

Learning Outcomes	Assessment Criteria	Indicative Content
Conduct and Professionalism in Banking		
<p>6. Explain the importance of high standards of conduct in banking and the practicalities of applying those standards.</p>	<p>6.1 Understand what is meant by ethics and differentiate between a range of ethical theories and approaches.</p> <p>6.2 Explain what is meant by professionalism and differentiate between rules-based and principles-based codes of practice.</p> <p>6.3 Explain the purpose and describe the content of the Chartered Banker Code of Professional Conduct and describe the potential impact of unethical and unprofessional behaviours.</p> <p>6.4 Explain mechanisms for identifying, reporting and resolving ethical dilemmas and conflicts of interest.</p> <p>6.5 Explain what is meant by 'assignment of life policy'.</p>	<ul style="list-style-type: none"> • Regulation and conduct • Ethics and ethical theories • Professionalism • Codes of practice, conduct and ethics; threats and safeguards • The Chartered Banker Professional Standards Board • The Chartered Banker Code of Professional Conduct • Corporate codes • Impact of unethical and unprofessional behaviour • Identifying, reporting and resolving ethical dilemmas and conflicts of interest • Corporate Social Responsibility • The impact of technology and information systems