

A man with short, light-colored hair, a beard, and black-rimmed glasses is sitting at a desk. He is wearing a dark brown V-neck sweater over a collared shirt. He is looking intently at a laptop screen. His hands are resting on the laptop keyboard, and he is holding a pen. The background is a blurred office setting with a window and some office equipment.

# Your Institute

Annual Update  
2019 – 2020

Chartered Banker

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## Comments from Simon



**One of the key strengths of our Institute, the oldest banking institute in the world is that it has, in its near one and a half centuries of existence faced wars, rationing, epidemics and more than a few financial crises, but we have continued throughout to support our members and students, the banking profession, and the customers and communities who depend on us.**

Covid-19 has certainly challenged us all. Initially, our thoughts were – quite rightly – focused on the medical emergency faced by our doctors, nurses, healthcare professionals and many others in the front line. At the time of writing, that focus has shifted to mitigating and recovering from the financial impacts of the pandemic. Banks and bankers will play (and have already played) a key role alongside government to help rebuild businesses, communities and personal finances. Our professionalism and purpose will be just as important as that displayed by our medical colleagues, and many other key workers. As the world's leading professional body for bankers, we have focused our recent efforts on ensuring we provide you, our members, with support and guidance during these difficult and unprecedented times.

This has included developing and sharing learning resources to help you, your organisation and your customers respond to current challenges; and maintaining the delivery of our learning and assessments to our members and students worldwide.

Our Institute was one of the first to move away from traditional exam diets (where large numbers of candidates gather in a room on a set date) more than a decade ago. At the beginning of this year, we introduced a remote invigilation service, allowing candidates to choose a date, time and location that suits them. We didn't foresee the lockdowns around the world. But our early adoption of remote invigilation meant we have been able to continue to deliver our exams with little disruption.

The international influence and collaboration we have been building through our partnerships with professional bodies in Australia, the Bahamas, Hong Kong, India, Ireland, Malaysia, Malta, New Zealand, Pakistan and Taiwan has been a continued focus for our Institute. We are now proud to have both students and professionally qualified members in 108 countries, up from 87 countries last year; all of whom share a common commitment to the Chartered Banker Code of Professional Conduct, and to our growing, global family of members.

We continue to stand full square behind the development of green and sustainable finance. Having launched the Green Finance Certificate, we recently updated it and relaunched it as the Certificate in Green and Sustainable Finance. We were one of the first organisations to endorse the Principles for Responsible Banking and are promoting these to our members and through our international networks. We also led the formation of the Green Finance Education Charter, launched virtually at the end of June 2020.

The Charter is a significant commitment from Chartered and professional bodies in the UK and internationally, to integrating green finance and sustainability into their curricula, new qualifications, and the continued professional development of their members.

Moreover, there is a lot of evidence that young people – the future of our banking profession – will be disproportionately impacted by Covid -19. The impact on ethnic minorities and other disadvantaged groups may be particularly severe. This is why initiatives such as the Chartered Banker 2025 Foundation, supporting young people from disadvantaged backgrounds, are so vital. We need to ensure that the future of banking is one that reflects and celebrates the diversity of our world.

As we look ahead, the key theme running through all we do, from our qualifications and learning, our member benefits and services to our events, will be that of 'responsible banking' as the world economy to be led by professional bankers – by Chartered Bankers, by members of our Institute.

I hope you enjoy finding out more about the opportunities open to you as a Chartered Banker member in this booklet and feel inspired to explore the Chartered Banker website to find out more. And thank you for your contribution to making the Institute such an important and vibrant community.

Simon Thompson FCBI



Chief Executive



## Supporting our members during Covid-19

**With the outbreak of the coronavirus, our members are faced with many new challenges, which is why we have created Lockdown Learning. Here you can find useful resources such as webcasts and thought leadership tools all of which will enhance your knowledge and skills.**

We hope the Lockdown Learning helps members both personally and professionally.

You can find all the resources [here](#).



### Vulnerable Customers E-Learning

To help our members support the customers they serve through Covid-19 we designed a brand new, comprehensive e-learning module on vulnerable customers.

We hope that this free, digital resource helps all banking professionals – please share this with your colleagues and fellow professionals.

*“The broad purpose of banking is to support the economic life and prosperity of customers and communities, many of whom are facing uncertain and unsettling financial futures. Our banking profession is comprised of thoughtful, purposeful individuals who come to work every day wanting to support customers, their families and their businesses. Let us demonstrate our purposeful professionalism, and care for our customers through our thoughts, actions and words as we help them in their hour of need.”*  
Chief Executive Simon Thompson



## Our Global Community

**We work in more than 100 countries worldwide, and have a global community of members in over 108 countries.**

Having invested significantly in the digital delivery of our learning over the last few years, our flexible framework of professional qualifications is now available to study worldwide. The establishment of our partnership with Pearson VUE for the delivery of our exams means that learners can take their exams from anywhere in the world at a time convenient to them.



### Malaysia

During September we hosted online exams in nearly 30 different subjects for the Asian Institute of Chartered Bankers (AICB). Approximately 4,000 exams were taken in the first sittings.



### Working with Universities

In the UK, a number of universities are now recognised as Centres of Excellence. This scheme provides a framework for collaboration with higher education institutions that enables appropriate degrees to be formally accredited by the Institute, offering an accelerated pathway to an Institute qualification or to the award of membership status.

In addition to Centres of Excellence, some other universities have also had degree courses accredited by the Institute, offering routes to Chartered Banker status. It's a great opportunity to gain a University degree and then become a member of the Institute and be able to use Professional Designations after your name.

Find out more about the Universities we work with [here](#).



## Digital Improvement

### Webchat

With Covid-19 becoming the new normal for us all, we are committed more than ever to providing support and guidance to our members and colleagues during these difficult times.

All our Institute staff are working remotely, and our Member Engagement Team are still able to provide support to members. Our online webchat facility has helped us provide consistent and timely support for all our members.

In July 2020 alone, we engaged in live chats to members across 23 different countries.

### Online Examination

We launched our remote proctoring exams with Pearson Vue in February 2020. Remote proctoring means our students can take their exams at a location convenient to them, while being monitored by an offsite proctor. This allows our exams to be delivered globally – anytime, anywhere.

### Register of Banking Professionals

At the end of 2019 we were delighted to announce the **Register of Banking Professionals**. The Register was created in order for the public to have access to basic information regarding a qualified member, their grade of membership, the organisation they currently work for, and whether they have approved status. This reflects our commitment to improving public trust in the sector.

### Chartered Banker Blog

The Chartered Banker Institute Blog is committed to bringing members interesting and relevant content, covering current and topical issues, with blogs from key representative members in the industry. With topics ranging from Covid-19, leadership and strategy, and professionalism and ethics to career development. New posts are released regularly, with topics providing global perspectives and not just restricted to the UK.

Read our latest blog post [here](#).



## Professional Development

**Our Professional development offering was designed with our members in mind and is continually being updated and shifting in response to new Initiatives such as the UN Principles for Responsible Banking. The past year has seen the launch of some exciting new qualifications, all available to complete online, regardless of Covid-19 restrictions. See how you can advance your professional development this year.**

### **Certificate in Green and Sustainable Finance**

As one of the first signatories of the Principles for Responsible Banking in 2019, the Institute is committed to aligning with these values and helping our members develop the green and sustainable skills needed to tackle the collective challenge of climate change. Updated for 2020, the Certificate in Green and Sustainable Finance now encompasses broader aspects of sustainability, aligned with the new UN Sustainable Development Goals.

More than 185 banks have joined in the movement for change leading towards a better and brighter future in the banking and finance community. This global, benchmark qualification will help individuals to develop their understanding of, and apply, green and sustainable finance principles and practice in their roles and within their institutions. Anyone is eligible to enroll for the Green and Sustainable Finance Certificate as there are no formal entry requirements – and it can be completed in as little as twelve weeks, with freedom to also complete at your own pace.

### **Diploma in Green and Sustainable Finance**

The Diploma in Green and Sustainable Finance, also new for 2020, combines core banking principles and practice with those of green and sustainable finance.

By undertaking the Diploma, professionals will build the knowledge and skills needed to tackle the collective challenge of climate-related risks. The Diploma will increase the learner's understanding of the range of green and sustainable products and services in the banking, investment and insurance sectors. Professionals will then be able to integrate these with core banking principles and practices on transforming the way that we bank.

*“More than 185 banks have joined in the movement for change leading towards a better and brighter future in the banking and finance community.”*

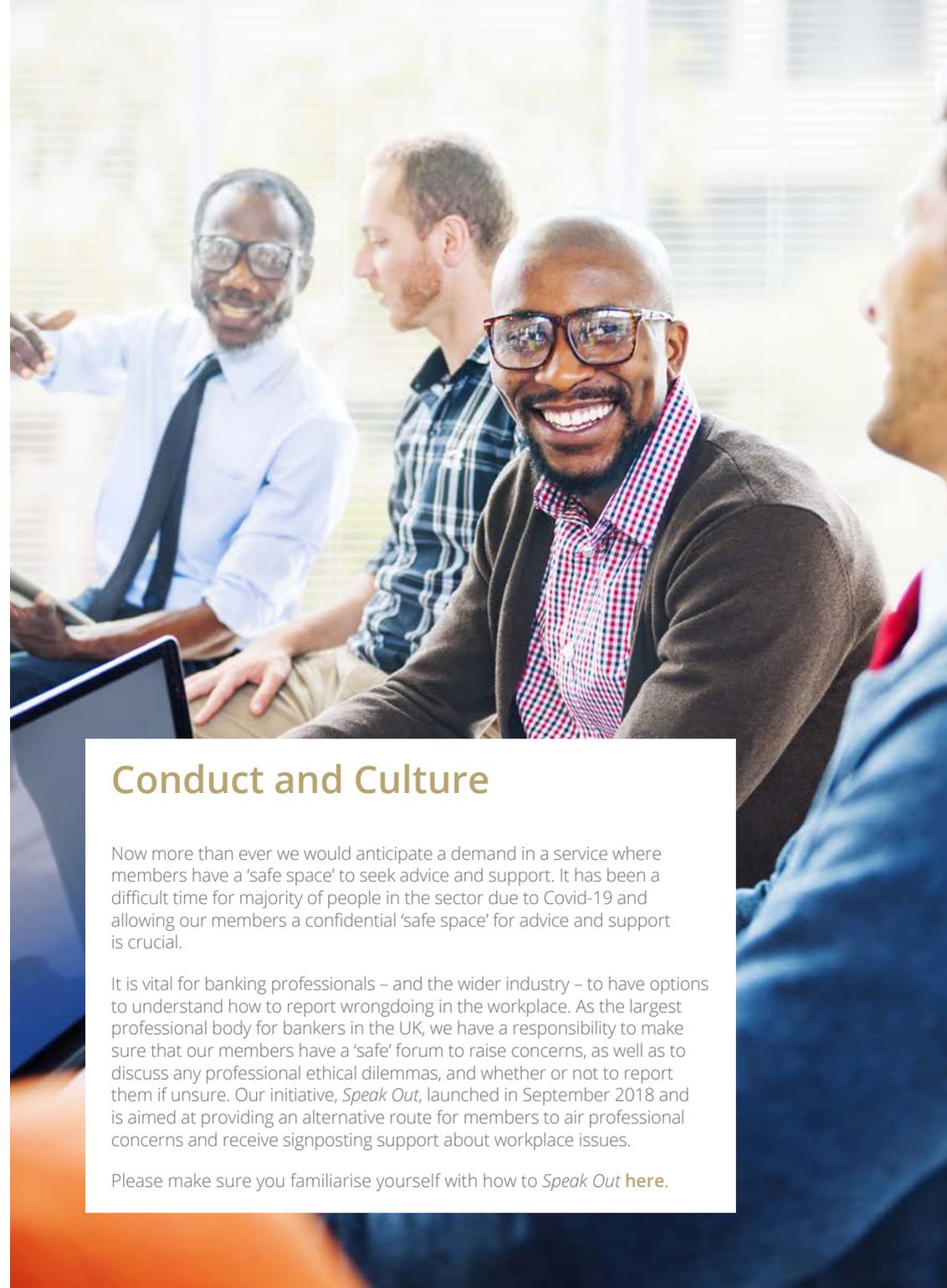
**For the next step in your professional development, view our full list of qualifications [here](#).**

### **Professional Banker Certificate: Professional and Responsible Banking in a Digital Age**

Updated for banking professionals in the digital age, the Professional Banker Certificate builds the foundation of knowledge and skills needed for a rapidly changing banking industry.

The certificate is suitable for individuals new to, or already working, in retail, business and private banking environments, in the UK and internationally. Professional and Responsible Banking in a Digital Age is the program of study that leads to the award of our Professional Banker Certificate, the Institute's flagship introductory banking certificate.

The Professional Banker Certificate is completed through online and interactive learning using our Learning Management System. Assessment for this qualification is by a 1 hour and 15-minute exam comprising of 60 multiple choice questions. This certificate also contributes to the Professional Banker Diploma.



## **Conduct and Culture**

Now more than ever we would anticipate a demand in a service where members have a 'safe space' to seek advice and support. It has been a difficult time for majority of people in the sector due to Covid-19 and allowing our members a confidential 'safe space' for advice and support is crucial.

It is vital for banking professionals – and the wider industry – to have options to understand how to report wrongdoing in the workplace. As the largest professional body for bankers in the UK, we have a responsibility to make sure that our members have a 'safe' forum to raise concerns, as well as to discuss any professional ethical dilemmas, and whether or not to report them if unsure. Our initiative, *Speak Out*, launched in September 2018 and is aimed at providing an alternative route for members to air professional concerns and receive signposting support about workplace issues.

Please make sure you familiarise yourself with how to *Speak Out* [here](#).

# Membership Opportunities

## Chartered Banker 2025 Foundation

### 2025 Foundation Mentors:

We have recently added the option on our mentoring platform to register to become a mentor for the 2025 Foundation. This is a great opportunity for our members to be more involved with the Institute and provide invaluable support to a young person from a disadvantaged background. Formally established at the end of 2016, the 2025 Foundation aims to identify and support talented young people who would benefit from financial and other support to start to pursue a career in banking. This 'other support' includes providing a suitable mentor as we see this as critical to helping the young person navigate the banking industry and build their network. We therefore wish these mentors to be drawn from members of the Chartered Banker Institute and would welcome your involvement.



Emma Dullaghan who is a 2025 Foundation Scholar and is currently a part of the Mentoring programme shared her thoughts on how important it is to have a mentor: *"Having a mentor allows me to*

*receive unbiased, constructive feedback from a different perspective than I would get from anyone else I know. My mentor has a breadth of experience and knowledge on topics that otherwise I would not have access to and they can give me personalised guidance on what I am currently doing and steps I can take to further my career."*



We asked Vincent Jan Cordenio the same question and his reply was: *"Having a mentor is priceless and invaluable and this is particularly evident to me as a student. We*

*often find that we must be focused and careful with how we spend our time, and therefore having a mentor is a unique and amazing opportunity. It's important to me as it allows me to gain quality guidance and support from a trusted Institute member who has a wealth of experience behind them. Whether it be in regard to career advice or life decisions, I consistently learn a great deal from my mentor, and it gives me a definitive advantage as I grow at an accelerated pace as a result."*



### Mentoring:

We are delighted to be able to offer the Chartered Banker Mentoring Programme as a benefit to our members. We have established our Mentoring Programme as a way of demonstrating our commitment to our members' development, both personally and professionally. Our Mentoring Platform is great for gaining invaluable insight from a senior professional who holds a position you are interested in. We hope that everyone will take part, either as a mentee, a mentor, or both.

Check out the [platform](#).



### Membership Forum:

Over the last year, we have been working to establish and develop our new Membership Forum. The Membership Forum is an advisory group responsible for representing members and ensuring their views are appropriately reflected in the directions and activities of the Institute.

Following the recruitment process, we brought together 31 individuals based in the UK and Internationally. They all represent a broad cross-section of the Institute membership. The forum has already discussed a range of issues, including the public interest role of the Institute, future skills requirements and building new employer-based networks for member engagement.

# Young Banker of the Year winner 2019

We interviewed Young Banker of the Year 2019 winner, Sarah Walker, Community Hub Director at Santander; on looking back at her time in the competition and how her career has changed since.



**Did taking part in the competition help your career?**

It has definitely helped in terms of my personal brand within my company. I got to meet with Senior Managers and share my idea with them. I have also been involved in things that I would not normally get an opportunity to do so.

**What skills did you gain from the competition?**

I have learnt and developed many skills throughout the process. The stand outs for me would be building my own self confidence when public speaking and also being able to articulate myself in the right way.

**What was the best experience for you in the competition?**

For me personally it was being able to present my idea to the audience and judges and for my passion to come across and be apparent. I am very passionate about helping people in debt and struggling with their mental health and it was important for me that came across.

**Would you recommend the competition to others?**

Absolutely, it is a great platform for building your own self confidence and also building your brand.

**What advice would you give to future applicants?**

Ensure you do plenty of research and choose an idea that you are truly passionate about as this will hopefully shine through.

*“It has definitely helped in terms of my personal brand within my company. I got to meet with Senior Managers and share my idea with them.”*

Thank you to everyone who joined us for our first ever live Virtual Young Banker of the Year Final 2020. Bringing true innovation to banking, Tippiie Malgwi from Arbuthnot Latham & Co has been named the 2020 UK Young Banker of the Year. To read the full press release, [click here](#). If you were unable to make the Final, you can watch it on demand [here](#). You can also now register your interest for the Young Banker of the Year 2021 competition. Please click [here to register](#).



## Chartered Banker Annual Banker Conference

**Our Annual Banking Conference will be hosted online this year, in a series of short webcasts over three days in November. We will be joined by a panel of experts to discuss technology, the culture of learning and why sustainable finance is the future.**

Join us for the first webinar of the series, on the 3rd November, where our expert panel will be debating 'Technology v the People'. With Bill McCall, President of the Chartered Banker Institute providing a keynote speech to kick off the conference.

Please join us for one or all of the webcasts:

- **Technology V the People Debate**
- **You don't know what you don't know**
- **Why Green and Sustainable Finance is the future of finance**

We are delighted to have **AICB** and **FINSIA** as supporting partners of this Conference.

To book and to find out more, please click on the webcast links above.



## Are your details up to date?

Please take a moment to update your details, if required. As a member you have access to many benefits and we would like to keep you up to date on these, however, we need your correct contact details to ensure this.

Your benefits include:



**Professional insight:** Access to trusted information sources, such as our quarterly magazine and monthly newsletter, helping to keep you informed of important issues in the sector.



**Professional development:** Unlimited access to a wide range of online CPD resources to support you in your professional development, including reference books, articles, videos and e-learning.



**Mentoring Scheme:** Members can request to be mentored by a senior professional who holds a position they are interested in and can share their knowledge and experience.



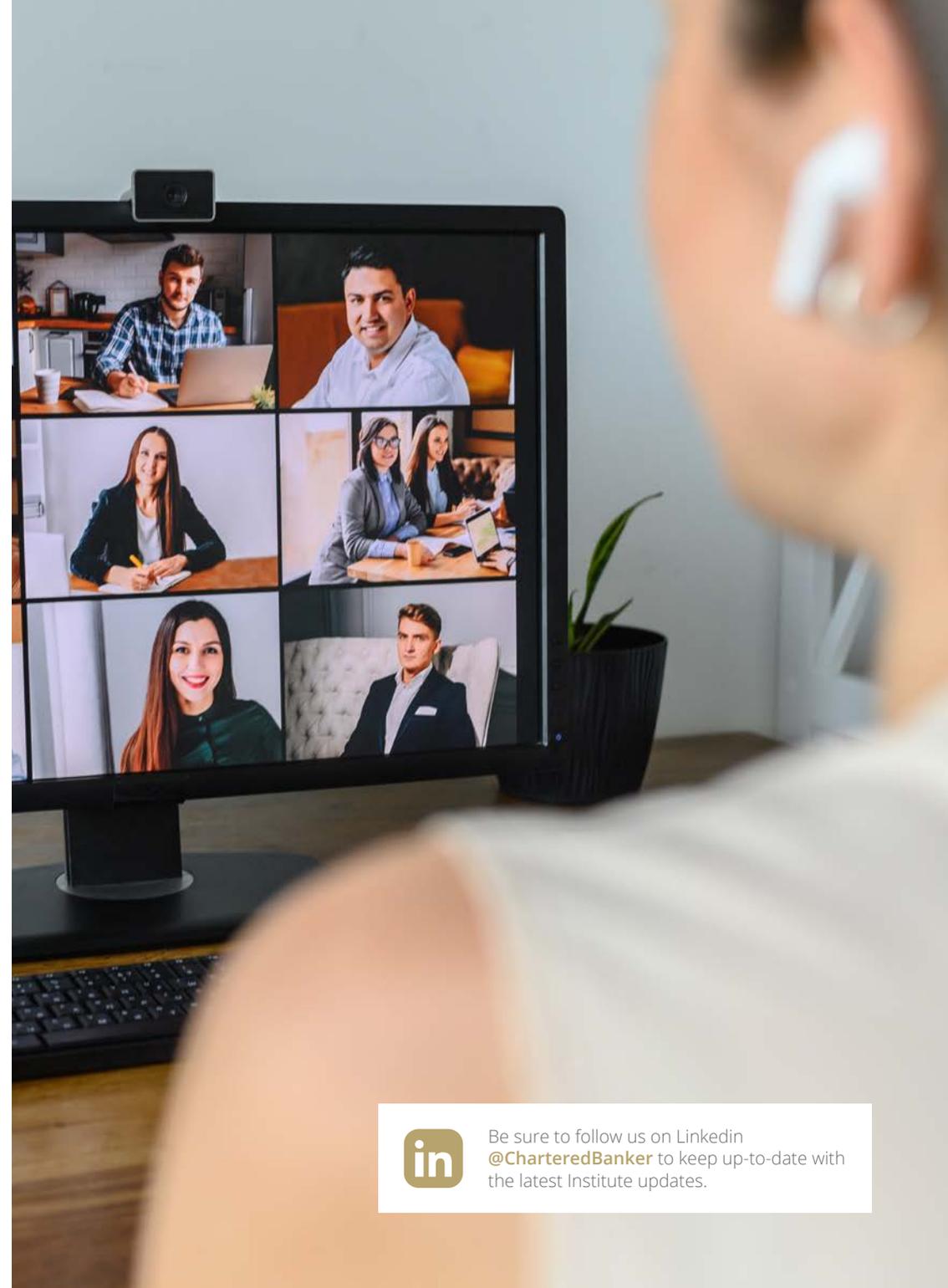
**Webinars:** Access to interactive presentations, covering popular topics and themes.



**Volunteering opportunities:** As a member, you can raise your professional profile and contribute to the work of the Institute to enhance and sustain professional standards in banking, and pride in the banking profession. This includes speaking at Institute events, writing content, joining a committee, volunteering for the Institute's Mentoring Scheme or completing a survey.

To update your details please log on to the member section of our website:

[www.charteredbanker.com/update-your-details](http://www.charteredbanker.com/update-your-details)



Be sure to follow us on LinkedIn  
**@CharteredBanker** to keep up-to-date with  
the latest Institute updates.

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