

Professional Qualifications

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This document contains the Terms and Conditions that apply to students studying for a qualification with FINSIA.

General

You acknowledge that these Terms and Conditions may be modified by FINSIA from time to time, including but not limited to terms relating to fees and charges, enrolment and cancellation. FINSIA may review its Terms and Conditions periodically and issue a notice to all Members advising of price rises to Membership or Professional Qualification or program fees. which will take effect from a particular date. A period of 45 days prior to any changes will be notified to the member by your nominated email address

Awarding Body

The Professional Banking Fundamentals and the Chartered Banker by Experience program have been developed from existing programs offered by the Chartered Banking Institute of Scotland. The qualifications are awarded by the Chartered Institute of Bankers in Scotland. The Chartered Banker Institute is a trading name of the Chartered Institute of Bankers in Scotland, a registered charity.

Qualification Frameworks

Scottish Credit and Qualifications Framework (SCQF)

Under the SCQF each module is expressed in terms of a credit level and allocated a number of credit points. The qualification level increases with the complexity of the course, with SCQF Level 1 being the least demanding and SCQF Level 12 (Doctoral Degrees) the most demanding.

One SCQF credit point represents a notional 10 hours of learning. For example, 100 hours of notional learning is needed to complete a module which is worth 10 credits. Notional learning hours include module study, revision, completing practice exams, work-based learning tutorials etc.

This framework of credit levels and points allows comparison of the amount of learning that has been achieved, or is required, to complete a qualification at a given level.

Assessment

To be awarded the relevant qualification, students must pass the assessment activity(s). If available online the assessment can be accessed at any time to cater for those students who feel they have sufficient prior learning and experience. Unless indicated otherwise, online assessments are closed book and conducted under a level of supervision.

Students who fail to pass the assessment are able to attempt it again up to a maximum of three attempts.

Assessment Results

Online assessment results are immediately available on-screen once the assessment is completed. Where enrolment fees have been paid by the student's employer, FINSIA will notify the employer of the student's assessment results unless explicitly instructed otherwise by the student and confirmed by their employer. All other assessment confirmation timeframes will be provided separately.

Examination results for the Professional Banking Fundamentals program are graded as follows:

Fail	59% or less
Pass	60% - 79%
Pass with Merit	80% - 89%
Distinction	90% and above

Qualification Pre-requisites

There are no prior qualifications or experience requirements for entry into the Professional Banking Fundamentals qualification.

FINSIA Membership

All students studying with FINSIA must be members of FINSIA. Prospective students should enrol by clicking on the Enrol now button on the FINSIA website www.finsia.com. Payment of membership fees by monthly subscription is not available for students studying with FINSIA.

Further information on member requirements and benefits can also be accessed on the FINSIA website. Any breach of FINSIA's Code of Conduct may result in the termination of your membership and you will not be eligible for a refund. The Code of Conduct can be found by clicking [here](#).

FINSIA will process your membership or enrolment fees as promptly as possible. Your payment details must be verified and authorized before your Membership or enrolment can be activated. This will occur on the payments page.

We reserve the right to reject or cancel any Membership or enrolment at any time. If your payment method is invalid, or your payment is otherwise rejected, your Membership or enrolment may automatically be cancelled, and access revoked.

Employer Support

Many organisations have their own policies covering the payment of fees for undertaking external education programs. As such, students are advised to check with their employers prior to making an application, to understand if their education funding will be supported.

Refund of Fees

All membership and examination enrolment fees are non-refundable and non-transferable (unless under prior agreement with FINSIA).

Validity of Enrolment

Students must enrol for and complete all assessment activities within 12 months of enrolling. Students who have not passed the assessment requirements within this 12-month period will be required to re-enrol for the program and pay the full program fee in order to complete the assessment.

Issue of Award Certificates

Students who successfully complete their qualification will be sent their award certificates once the Awarding Body has verified the results.

Certificates will be sent to the student's preferred address unless other arrangements have been made (such as sent via an employer). Where fees are outstanding, certificates will be withheld until those fees have been fully paid.

Continuing Professional Development

Undertaking Continuing Professional Development (CPD) activities ensures that members' professional qualifications do not become obsolete and allows them to keep their knowledge up-to-date.

Certain FINSIA members are required to meet specific CPD requirements, as outlined in FINSIA's CPD policy. This can be accessed via the FINSIA website. Members who are currently studying with FINSIA for further qualifications should note these study hours count towards meeting their annual CPD requirements.

Change of Circumstances

Students must inform FINSIA of any relevant change in circumstances such as employer or contact details. These amendments can be made via the members portal.

Misconduct

All students of FINSIA are expected to display the highest standards of professionalism and a commitment to ethical conduct. To help members recognise and maintain these high standards of behaviour, FINSIA has a Code of Conduct. The Code of Conduct can be accessed via the FINSIA website.

All alleged disciplinary breaches are assessed by a Disciplinary Committee Panel. A range of sanctions may apply to members who are subsequently found guilty including:

- being issued with a Warning Letter;
- a reduction in any mark previously awarded in an assessment;
- the requirement to re-sit any assessment; or
- be temporarily or permanently expelled from membership of FINSIA.

Liability of Students

It is each student's personal responsibility to ensure that enrolment fees (and any other applicable fee) are paid by the due date. This applies even when fees are being paid by employers. FINSIA reserves the right to withhold services to students where fees are outstanding. This includes the right to refuse enrolment in qualifications, access to assessments and issue of award certificates.

Customer information

You agree that any errors or incorrect personal information you provide to FINSIA are your responsibility and FINSIA is not liable for any consequences that may arise.

You agree that any errors made in entering your personal information are your responsibility to report to FINSIA within 7 days of becoming aware of the error. No refund will be provided to you in relation to any claim you make because of such an error.

To the extent permitted by law, FINSIA is not liable to you for any loss or damage incurred by you in connection with your Monthly Membership Subscription, whether direct, consequential, special, indirect or other loss or damage.

For further information on how FINSIA deals with personal information please refer to FINSIA's privacy policy which can be found on the website or found [here](#).

Liability of FINSIA

In all circumstances, the liability of FINSIA is limited to a complete refund of any enrolment fees for the Professional Banking Fundamentals qualification or Chartered Banker by Experience program.

Appeals and Extenuating Circumstances

In situations where a student feels there were circumstances which affected their ability to complete the assessment (such as illness, material technical issues, or adverse environmental factors), FINSIA (and your employer if they are paying your enrolment fees) should be contacted within three working days. Any claim must be supported by relevant evidence, such as medical documentation and sent to education@finsia.com.

FINSIA will respond to all appeals claims within 14 days of receiving it. All claims of extenuating circumstances will be reviewed by FINSIA whose decision will be final.

Assessment Conditions

Students are permitted to use calculators which are non-programmable during the assessment. Any calculators which can store text or formulae of any description, or can be pre-programmed, are not permitted.

Use of mobile phones is not permitted. All mobile phones and other communication devices must be switched off or stored in a place that is not able to be accessed.

Assessment Arrangements for Students with a Disability

Further detail on this is available on the FINSIA website.