The professional
excellence pathway

# Professional Qualifications

# Terms and Conditions

Incorporating:

- Professional Banking Fundamentals (PBF)
- Certified Professional Banker (CPB)

As at 1 November 2019
Version 3.0

## Table of Contents

**Table of Contents** ..... 2
General ..... 3
Awarding Body ..... 3
Qualification Design ..... 3
Assessment ..... 3
Assessment Results ..... 3
Qualification Pre-requisites ..... 4
FINSIA Membership ..... 4
Employer Support ..... 4
Refund of Fees ..... 4
Validity of Enrolment ..... 4
Issue of Award Certificates ..... 4
Continuing Professional Development ..... 5
Change of Circumstances ..... 5
Misconduct ..... 5
Liability of Students ..... 5
Customer information ..... 5
Liability of FINSIA ..... 5
Appeals and Extenuating Circumstances ..... 6
Assessment Conditions ..... 6
Assessment Arrangements for Students with a Disability ..... 6
Professional Banking Qualifications Addendums ..... 7

This document contains the Terms and Conditions that apply to students studying for a Chartered Banker Institute (The Institute) awarded qualification and/or certificate 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 (PBF) and the Certified Professional Banker (CPB) 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 Design

**Professional Banking Fundamentals (PBF)**
PBF has been designed as a standalone program and the compulsory module for students completing Certified Professional banker (CPB)

**Certified Professional Banker (CPB)**
This qualification has been designed to include one compulsory module and two elective modules.

**Compulsory Module**

- Professional banking Fundamentals

**Elective Modules (Two of the following)**

- Introduction to Business Banking, and/or
- Consumer Credit, and/or
- Risk and Risk Management.

## Assessment

To be awarded the relevant qualification and/or certificate, students must pass the assessment activity(s). Assessments are available online and can be accessed at any time by students to cater for their individual progression and industry knowledge. 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 re-attempt up to a maximum of three attempts without reapplication and confirmation from FINSIA.

## Assessment Results

Online assessment results for PBF are immediately available on-screen once the assessment is completed. CBP assessments are marked by assessors with results notified to students within 20 working days, which allows sufficient time for the CBI Awarding Body to validate results.
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.

Examination results for the Professional Banking Fundamentals and Certified Professional Banker modules 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 or Certified Professional Banker qualifications. However, industry experience for the CPB modules is recommended.

## FINSIA Membership

All students studying with FINSIA must be members of FINSIA. Prospective students should enroll by clicking on the "Enroll 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.

In some instances, FINSIA may include complimentary or subsidised membership as part of the qualification enrolment. Details of these terms and conditions are supplied within the qualification addendum to this document.

## 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 enroll 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-enroll 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. For qualifications such as CPB that require successful completion of multiple modules individual "certificates of completion" will be supplied for each module.

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 modules(s) concerned.

## 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 conditions specific to a qualification or module are supplied within the instructions and guidelines associated to that particular program.

## Assessment Arrangements for Students with a Disability

Further detail on this is available on the FINSIA website.

## Professional Banking Fundamentals

| TITLE | PROFESSIONAL BANKING FUNDAMENTALS |
|---|---|
| AQF LEVEL: | Please note this is a professional qualification and while broadly comparable to the AQF at Cert IV level in complexity and volume it does not result in a Vocational Certificate of completion. |
| AIM: | Become professionally qualified within the banking industry to enable you to:<br>• Develop the values, attitudes and behaviours set out in the FINSIA Code of Professional Conduct;<br>• Demonstrate a general knowledge of banking practice;<br>• Relate their banking knowledge to a range of practical banking applications;<br>• Use a range of banking skills to serve customers, and address routine issues at work;<br>• 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: | No prior formal studies or qualifications are required however it is designed for employees currently working or seeking to work in the banking and financial services industry of Australia.<br><br>Estimated time of study – 120 hours (includes study review for examination) |
| PATHWAY OF STUDY: | • Professional Banking Fundamentals<br>• Certified Professional Banker<br>• Chartered Banker |
| LEARNING OUTCOMES: | Knowledge, Understanding and Skills<br><br>On successful completion of this module, students will be able to:<br><br>1. Explain the purpose, influences and functions of banking in Australia;<br>2. Understand how key regulatory and legal requirements influence the way in which banks operate;<br>3. Describe how banking products and services can meet customer needs;<br>4. Understand the key principles of credit and consumer lending and how these are used to provide appropriate outcomes for the customers and the bank;<br>5. Describe the role of risk and risk management in banking;<br>6. Explain the importance of high standards of ethical conduct in banking and the practicalities of applying those standards. |
| METHOD OF LEARNING: | Digital solutions offered via an externally hosted learning management system. |
| ASSESSMENT: | One summative on-line objective (multiple choice) assessment comprising 100 questions conducted under supervisory conditions. |
| OTHER: | Membership of FINSIA is a pre-requisite of participating in this professional qualification and must be current at time of qualification issuance. Currently non-members who enrol for the PBF qualification will be offered affiliate light membership for 12 months from commencement of payment. |

# Certified Professional Banker - Introduction to Business Banking Module

| TITLE | Certified Professional Banker - Business Banking |
|---|---|
| COMPLEXITY OF LEARNING: | Please note this is a professional qualification and whilst broadly comparable to the Australian Qualifications Framework at Diploma level in complexity and volume it does not result in a Vocational Certificate of completion.<br><br>Estimated time of study – 120 hours (includes study review for examination) |
| AIM: | **Become professionally qualified within the banking industry to enable you to:**<br><br>• Develop the values, attitudes and behaviours set out in the FINSIA Code of Professional Conduct;<br>•<br><br>• Gain a comprehensive understanding of business banking customers together with the key features and principles of the products and services offered by banks to business customers |
| ENTRY REQUIREMENTS | While there are no entry requirements for the module, it is recommended that the Professional Banking Fundamentals module is completed prior to undertaking study for the Certified Professional Banker qualification unless 9 to 12 months exposure to business banking clients is held.. |
| QUALIFICATION PATHWAY | This is an elective module within the Certified Professional Banker qualification.<br>To obtain the CPB qualification the core modules of Ethical Decision Making and Risk Management must also be completed.<br>Holders of the Certified Professional Banker qualification may proceed to Chartered Banker. |
| LEARNING OUTCOMES: | **Knowledge, Understanding and Skills**<br><br>On successful completion of this module, students will be able to:<br><br>1. Understand the Australian Business Banking environment, products and services offered and associated legislative and regulatory framework.<br>2. Explain the principles of business lending and understand the services that banks provide to support key business sectors.<br>3. Understand financial statements, their structure and analysis.<br>4. Understand the principles and types of security.<br>5. Understand the process of credit assessment and management of credit risk.<br>6. Explain how banks can build customer advocacy through relationship management and help meet the financial needs and goals of business banking customers. |
| METHOD OF LEARNING DELIVERY: | Digital solutions offered via an externally hosted learning management system offering 24/7 flexibility.<br><br>Chapters within this module are supported by case studies to enhance learning application and engagement. |
| ASSESSMENT: | Two-hour online examination, consisting of multiple-choice questions (including application of knowledge via case studies) conducted under supervisory conditions. |
| OTHER: | Membership of FINSIA is a pre-requisite of participating in this professional qualification and must be current at time of qualification issuance.<br>Currently non-members who enrol and pay for a CBP module will be offered affiliate light membership through to 30 June 2019. |

# Certified Professional Banker - Introduction to Consumer Credit Module

| TITLE | Certified Professional Banker - Consumer Credit |
|---|---|
| COMPLEXITY OF LEARNING: | Please note this is a professional qualification and whilst broadly comparable to the Australian Qualifications Framework at Diploma level in complexity and volume it does not result in a Vocational Certificate of completion.<br><br>Estimated time of study – 120 hours (includes study review for examination) |
| AIM: | **Become professionally qualified within the banking industry to enable you to:**<br><br>• Develop the values, attitudes and behaviours set out in the FINSIA Code of Professional Conduct;<br><br>• Demonstrate a comprehensive understanding of the key features and principles of complex consumer lending offered by banks to help customers meet their financial goals and needs. |
| ENTRY REQUIREMENTS | While there are no entry requirements for the module, it is recommended that the Professional Banking Fundamentals module is completed prior to undertaking study for the Certified Professional Banker qualification unless 9 to 12 months exposure to business banking clients is held.. |
| QUALIFICATION PATHWAY | This is an elective module within the Certified Professional Banker qualification.<br>To obtain the CPB qualification the core modules of Ethical Decision Making and Risk Management must also be completed.<br>Holders of the Certified Professional Banker qualification may proceed to Chartered Banker. |
| LEARNING OUTCOMES: | **Knowledge, Understanding and Skills**<br><br>On successful completion of this module, students will be able to:<br><br>1. Understand the nature and characteristics of consumer credit products and services.<br>2. Investigate and understand how income and revenue streams can support consumer lending together with the regulatory and legislative frameworks relating to consumer lending.<br>3. Understand securities for consumer lending.<br>4. Understand the importance of providing clear and appropriate communication in delivering professional sales and service to customers.<br>5. Understand how to provide support and options to customers experiencing financial change and potential servicing difficulties with their loans.<br>6. Describe and apply the principles of lending. |
| METHOD OF LEARNING DELIVERY: | Digital solutions offered via an externally hosted learning management system offering 24/7 flexibility.<br><br>Chapters within this module are supported by case studies to enhance learning application and engagement. |
| ASSESSMENT: | Two-hour online examination, consisting of multiple-choice questions (including application of knowledge via case studies) conducted under supervisory conditions. |
| OTHER: | Membership of FINSIA is a pre-requisite of participating in this professional qualification and must be current at time of qualification issuance.<br>Currently non-members who enrol and pay for a CBP module will be offered affiliate light membership through to 30 June 2019. |

# Certified Professional Banker - Risk & Risk Management

| TITLE | Certified Professional Banker - Risk and Risk Management |
|---|---|
| COMPLEXITY OF LEARNING | **Please note this is a professional qualification and whilst broadly comparable to the Australian Qualifications Framework at Diploma level in complexity and volume it does not result in a Vocational Certificate of completion.**<br>Estimated time of study – 120 hours (includes study review for examination) |
| AIM: | **Become professionally qualified within the banking industry to enable you to:**<br>To develop knowledge, understanding and skills relating to risk and risk management in banking. Gain an understanding of an individual's role in contributing to an effective risk culture that supports the bank's strategy and values and the importance of decisions made in line with the bank's risk appetite. |
| ENTRY REQUIREMENTS: | Whilst there are no entry requirements for the module, unless sound banking experience is held (3 to 5 years) it is strongly recommended that the Professional Banking Fundamentals is completed prior to undertaking study for the Certified Professional Banker. |
| QUALIFICATION PATHWAY: | This is a core module within the Certified Professional Banker qualification.<br>To obtain the CPB qualification the other core module Ethics in Practice must also be completed along with an elective subject.<br>Holders of the Certified Professional Banker qualification may proceed to Chartered Banker. |
| LEARNING OUTCOMES: | **Knowledge, Understanding and Skills**<br>On successful completion of this module, students will be able to:<br>1. Have a broad understanding of the general principles of risk & risk management in banking and the types of risks that arise in the industry.<br>2. Explain the role regulators play in banking and their alignment to risk management.<br>3. Identify risk in the workplace and explain the choices available regarding the level of mitigation of specific banking risks.<br>4. Understand the purpose, benefits and limitations of risk models and other analysis techniques within banking.<br>5. Understand the process and tools used to monitor and control. risk.<br>6. Understand the importance of culture, communication and behaviour in an effective risk management structure. |
| METHOD OF LEARNING DELIVERY: | Risk & Risk Management in banking has six chapters, supplied via digital learning solutions through an externally hosted learning management system offering 24/7 flexibility. |
| ASSESSMENT: | Two-hour on-line assessment consisting of 90 multiple choice questions selected from a bank of questions assessing understanding and knowledge covered across the six chapters. Assessment is conducted under supervisory conditions. |