

LIBF Level 3 Certificate in Business Banking and Conduct (CertBB&C®)

Qualification Specification



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Purpose of the qualification

Why study the LIBF Level 3 Certificate in Business Banking and Conduct?

The LIBF Level 3 Certificate in Business Banking & Conduct has been designed to develop and enhance understanding of the FCA's conduct of business regime in relation to business banking customers, and to set an independent standard in customer service excellence. It provides the essential knowledge of the UK business banking environment, a thorough grounding in the workings of the sector and a detailed understanding of the regulatory landscape. Completion enables you to demonstrate high standards of professionalism and enhance your credentials for a successful career in business banking.

Objectives

The LIBF Level 3 Certificate in Business Banking & Conduct has been specifically designed to assist banks in implementing regulation within the context of providing a high quality customer experience. This qualification has been developed for customer-facing staff and will equip them with essential knowledge of the financial services environment, regulatory requirements and the key principles of providing customer service excellence.

Key content areas

- The business banking environment.
- The range of business banking customer needs, wants and aspirations.
- How regulation and legislation affects financial services organisations and their customers.
- The operation and features of key business banking financial products and services.
- The need to provide high standards of customer service.

Qualification learning outcomes

On completing this qualification, you will be able to:

LO1	distinguish between the different parties in the business banking environment and understand the products and services provided by them.
LO2	the role of the business banking relationship manager.
LO3	evaluate and offer solutions to business banking customers.

Key skills developed

The qualification will encourage you to:

- develop an understanding of how and why customers use a range of business banking products and the legislation relating to them;
- demonstrate numeracy skills, including the ability to manipulate financial and other numerical data;
- use appropriate data and information from a range of sources to make financial decisions and recommendations; and
- increase your ability to work and learn independently.

Entry requirements

There are no entry requirements for the LIBF Level 3 Certificate in Business Banking & Conduct.

However you need to be satisfied of your ability to study in English.

Recognition of prior learning (RPL)

The London Institute of Banking & Finance recognises prior learning in different forms. Potentially this means that you may not be required to register for every unit. Details of how to apply for recognition of prior learning are available on our [website](#).

Progression and preparation for further study

If you wish to develop your skills further in business banking you can progress to the Level 4 Diploma in Business and Commercial Banking & Conduct. If you wish to develop your skills further in retail banking, you can progress to the Level 3 Certificate in Retail Banking Conduct of Business or the Level 4 Diploma in Retail Banking Conduct of Business.

Apprenticeships

LIBF Level 3 Certificate in Business Banking & Conduct forms part of the following Apprenticeship Standards:

Compliance/Risk Officer

Senior Financial Services Customer Adviser

Relationship Manager - Banking (must be completed within the first 3-6 months for those new to the Banking Sector).

Further details can be found on the [Gov website](#).

Preparation for employment

LIBF Level 3 Certificate in Business Banking & Conduct develops further knowledge and understanding of the business banking industry and enhances skills that are valued within that sector and others, but it does not qualify you for direct entry to a particular occupational role.

Structure

LIBF Level 3 Certificate in Business Banking & Conduct is made up of **two mandatory units** which need to be successfully completed to achieve the certificate:

- ii **Unit 1:** Principles of Business Banking (POBB)
- iii **Unit 2:** Provide Solutions to Business Banking Customers (PSBB)

Total Qualification Time (TQT)

Total Qualification Time (TQT) is a prediction of the total time a student with no prior knowledge might need to complete the course.

LIBF Level 3 Certificate in Business Banking & Conduct is primarily considered a distance learning qualification with on-demand and coursework examination sessions.

Guided Learning Hours	2 hours
Other hours	128 hours
Total Qualification Time	130 hours

Learning resources

The following learning resources are provided:

Included within the qualification registration fee

- hard-copy versions of learning materials;
- online access via **My LIBF** to learning materials, including activities to help consolidate learning, and to KnowledgeBank (virtual library);
- unit syllabuses; and
- specimen papers.

What to do before the assessment

You must be registered to sit examinations at a centre of your choice (subject to demand / availability); managed by you. Examinations are sat electronically at any one of the 150 Pearson VUE test centres across the UK. It is recommended that examinations are booked two months in advance of the date you wish to sit. However, subject to availability, an examination can be booked as little as two working days in advance. Examinations can be booked over the [phone](#) or via the [Pearson VUE website](#).

To prepare for each assessment, you should make use of all learning resources.

Assessment

All components and units are mandatory and assessed. Each unit is assessed through multiple-choice questions at the same examination. A total of 80 marks are available from both units comprising 50 marks in Unit 1 and 30 marks in Unit 2. The unit pass mark is 70%; to pass a unit you must achieve the minimum pass mark. The structure of the assessment ensures that all aspects of the course content are subject to external examination.

Feedback for MCQ assessments is provided in your analysis sheets (available on www.mylibf.ac.uk) for the qualification to see your assessment performance.

Qualification grading

The overall qualification is graded pass only. To achieve a pass, you must achieve a mark of 70% in each unit. Each unit is graded pass but higher level passes are identified as pass at merit/distinction level.

Grade	Pass mark
Pass	70%
Pass (at merit level)	80%
Pass (at distinction level)	90%

Resit attempts

The qualification has a 12 month registration period. If you have been unsuccessful in an examination, you will only resit the unit you were unsuccessful in. There are no restrictions on the number of times you can resit a unit although each resit will require a new registration.

Appendices

Appendix 1 – Regulation detail – LIBF Level 3 Certificate in Business Banking & Conduct

This document describes the regulation detail that is applicable to the qualification.

Qualification title	LIBF Level 3 Certificate in Business Banking & Conduct
Ofqual qualification number	600/4271/0
Qualification level	3
European Qualifications Framework (EQF) level	4
Qualification Type	Vocationally-Related Qualification
Regulation start date	13 December 2011
Operational start date	1 February 2012
Offered in	England, Wales and Northern Ireland
Assessment available in English	Yes
Assessment available in Welsh	No
Assessment available in Irish	No
Sector subject area	15.1 Accounting and Finance
Total credits	13
Minimum credits at / above level	13
Minimum guided learning hours	2
Total Qualification Time	130
Overall grading type	Pass
Assessment methods	Multiple-choice examination
Qualification description	The Certificate in Business Banking & Conduct consists of two mandatory units. A total credit value of 13 must be obtained for achievement of the qualification.