

# **LIBF Level 3 Certificate in Retail Banking Conduct of Business (CertRBCB®)**

Qualification Specification



## Table of Contents

<b>PURPOSE OF THE QUALIFICATION</b>	<b>2</b>
<b>WHY STUDY THE CERTIFICATE IN RETAIL BANKING CONDUCT OF BUSINESS (CERTRBCB®)?</b>	<b>2</b>
<b>OBJECTIVES</b>	<b>3</b>
<b>KEY CONTENT AREAS</b>	<b>3</b>
<b>QUALIFICATION LEARNING OUTCOMES</b>	<b>3</b>
<b>KEY SKILLS DEVELOPED</b>	<b>4</b>
<b>ENTRY REQUIREMENTS</b>	<b>4</b>
<b>RECOGNITION OF PRIOR LEARNING (RPL)</b>	<b>4</b>
<b>PROGRESSION AND PREPARATION FOR FURTHER STUDY</b>	<b>4</b>
<b>APPRENTICESHIPS</b>	<b>4</b>
<b>PREPARATION FOR EMPLOYMENT</b>	<b>4</b>
<b>STRUCTURE</b>	<b>5</b>
<b>TOTAL QUALIFICATION TIME (TQT)</b>	<b>5</b>
<b>LEARNING RESOURCES</b>	<b>6</b>
<b>WHAT TO DO BEFORE THE ASSESSMENT</b>	<b>6</b>
<b>ASSESSMENT</b>	<b>6</b>
<b>QUALIFICATION GRADING</b>	<b>7</b>
<b>RESIT ATTEMPTS</b>	<b>7</b>
<b>APPENDICES</b>	<b>8</b>
<b>APPENDIX 1 – REGULATION DETAIL – CERTRBCB®</b>	<b>8</b>

**Please note:** This document is uncontrolled when printed.

Please always review the latest document available through the website.

[Purpose of the qualification](#)

[Why study the LIBF Level 3 Certificate in Retail Banking Conduct of Business \(CertRBCB®\)?](#)

The Certificate in Retail Banking Conduct of Business has been designed to set a new independent standard in customer service excellence and to help UK retail banks embed understanding of the Financial Conduct Authority's (FCA) Retail Banking Conduct of Business and payment services regulations within their organisations.

### Objectives

CertRBCB® 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 aims to 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 retail banking environment.
- The range of retail banking customer needs, wants and aspirations.
- How regulation and legislation affects financial services organisations and their customers.
- The operation and features of key retail 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	Understand the range of retail banking customer needs, wants and aspirations.
LO2	Understand how regulation and legislation affects financial services organisations and their customers.
LO3	Understand the operation and features of key retail financial products and services.
LO4	Understand the need to provide high standards of customer service.
LO5	Assess the needs and aspirations of retail banking customers and identify appropriate financial solutions to meet these needs.

## Key skills developed

The qualification will encourage you to:

- develop an understanding of how and why customers use a range of retail 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 CertRBCB®. 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 retail banking you can progress to the Level 4 Diploma in Retail Banking Conduct of Business. If you wish to develop your skills further in business and commercial banking, you can progress to the Level 3 certificate in Business Banking & Conduct (CertBB&C) or the Level 4 Diploma in Business Banking & Conduct (DipBB&C).

## Apprenticeships

- CertRBCB® forms part of the following Apprenticeship Standards:
- Compliance/Risk Officer
- Senior Customer Services Financial 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

CertRBCB® develops further knowledge and understanding of the retail 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

CertRBCB® is made up of **two mandatory units** which need to be successfully completed to achieve the certificate:

- ii **Unit 1:** Principles of Retail Banking (PORB)
- iii **Unit 2:** Retail Banking Customer Solutions (RBCS)

## 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.

TQT consists of two elements, Guided Learning (GL) and all other hours:

- GL is time spent studying under the immediate guidance of supervision of a teacher.
- All other hours include hours spent unsupervised in research, learning, e-learning, e-assessment, completing coursework, completing homework, exam preparation, and formal assessments.

CertRBCB® 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 as part of the qualification registration fee:

- hard-copy versions of core learning materials;
- online access via **My LIBF** to learning materials;
- end of topic 'test your knowledge' questions;
- access to KnowledgeBank (virtual library);
- unit syllabuses; and
- specimen papers.

## What to do before the assessment

You must be registered for CertRBCB® in order to sit examinations at a centre of your choice . Examinations are sat electronically at a Pearson VUE test centre across the UK, subject to demand / availability. 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 available to you.

## Assessment

All components and units are mandatory and assessed. Each unit is assessed through a one hour multiple-choice examination. A total of 80 marks are available from both units, comprised as follows:

- Unit One: Principles of Retail Banking Conduct of Business: 50 standalone MCQ's
- Unit Two: Retail Banking Customer Solutions: 30 MCQ's connected to three case studies (10 questions per case study).

The unit pass mark is 70%, and you must achieve the minimum pass mark in each unit. 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](http://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 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 – CertRBCB®

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

Qualification title	LIBF Level 3 Certificate in Retail Banking Conduct of Business (CertRBCB®)
Ofqual qualification number	501 / 0846 / 3
Qualification level	3
European Qualifications Framework (EQF) level	4
Qualification type	Vocationally-Related Qualification
Regulation start date	1 September 2010
Operational start date	1 September 2010
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
guided learning hours	2
Total qualification time	130 Hours
Overall grading type	Pass
Assessment methods	Multiple-choice examination
Qualification description	The Certificate in Retail Banking Conduct of Business consists of two mandatory units. A total credit value of 13 must be obtained for achievement of the qualification.