

**The London Institute
of Banking & Finance**

LIBF Level 4 Diploma in Retail Banking Conduct of Business (DipRBCB[®])

Qualification Specification



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Please always review the latest document available through our website.

Purpose of the qualification

Why study the LIBF Level 4 Diploma in Retail Banking Conduct of Business (DipRBCB®)?

The Level 4 DipRBCB® qualification has been designed to extend your learning in CertRDB® and provides the key management and leadership skills required for professionals who have line management responsibilities in Retail Banking or are aspiring into a management role.

Objectives

Your studies will cover the rules, practices and guidelines in retail banking and its related products, as well as the different types of risks and how to manage these.

Key content areas

- The retail banking industry and the interaction between clients, products and the financial services market place.
- The regulation of the UK retail banking environment.
- The importance of customer service and relationship management.
- The different types of risk in retail bank and how to manage them successfully
- Performance management techniques.

Qualification learning outcomes

The learning outcomes for DipRBCB[®] have been developed so that you will be able to:

Aims	Unit 1	Unit 2	Unit 3
Develop skills as a retail banking manager or supervisor		✓	✓
Examine issues relating to retail banking conduct of business	✓	✓	✓
Apply specialised, current knowledge of finance concepts and theories		✓	✓
Analyse the different banking products and management theories			✓
Evaluate the impact of the changing regulatory and operating environment, technical changes, and risk management on issues relating to retail banking conduct of business			✓
Explore recent developments in banking services products	✓	✓	✓
Explore the relationship between financial services products and the range of economic, legal, regulatory and social factors	✓	✓	✓
Familiarisation with the links between theory and practice	✓	✓	✓
Make informed and confident decisions		✓	✓
Understand ethics and wider environmental issues	✓	✓	✓
Become autonomous and self-directed and enable them to manage their own professional development			✓

Key skills developed

The qualification will encourage you to:

- develop an understanding of how retail banking products respond to the drivers and implications of changes in the wider environment and how changes in the customers' life cycle can affect their decision-making;
- 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 DipRBCB[®]. However you need to be satisfied of your ability to study in English and perform basic mathematical calculations.

Registration

The DipRBCB[®] qualification has a registration period of 12 months.

Resit attempts

There are no restrictions on the number of times you can resit the different units within the DipRBCB[®] qualification, although each resit will require a new registration.

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 financial advice you can progress to the Level 4 Diploma in Business and Commercial Banking & Conduct qualification.

Apprenticeships

Within the DipRBCB[®] qualification, CertRDB[®] forms part of the Relationship Manager - Banking, Compliance/ Risk Officer and Senior Customer Services Financial Advisor Trailblazer Apprenticeships. Further details can be found on the [Gov website](#).

Preparation for employment

The DipRBCB[®] 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

The DipRBCB[®] is made up of three mandatory units which must be successfully completed to achieve the qualification. It incorporates the Certificate in Retail and Digital Banking (CertRDB[®]) which can be taken as a standalone qualification in its own right and you can then progress

to the third unit to achieve the diploma qualification. If you are new to studying this qualification, you can take all three units in one programme of study to achieve the DipRBCB[®] qualification.

Unit Name	Credits	Qualification
Unit 1: The Delivery of Retail and Digital Banking (DRDB)	10 credits	LIBF Level 3 Certificate in Retail and Digital Banking (CertRDB[®])
Unit 2: Assessing Customer Needs and Providing Solutions (ACNS)	3 credits	
Unit 3: Advanced Retail Banking Conduct of Business (ARCB)	30 credits	LIBF Level 4 Diploma in Retail Banking Conduct of Business (DipRBCB[®])

The detailed unit specifications are available through our website.

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.

The DipRBCB[®] is primarily considered a distance learning qualification with on-demand examination sessions.

Guided Learning Hours	2 hours
Other hours	428 hours
Total Qualification Time	430 hours

Learning resources

The following learning resources are provided:

Included within the qualification registration fee

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

What to do before the assessment

MCQ assessments are sat electronically at any one of the circa 150 Pearson VUE test centres across the UK. Examinations can be booked over the phone or via the [Pearson VUE website](#). You are responsible for arranging your MCQ assessment.

Full details of the MCQ examination booking procedures can be found in your Student Handbook.

Assessment

All components and units are mandatory and assessed. Each unit is assessed through multiple-choice questions at the same examination. A total of 150 marks are available from all 3 units comprising 50 marks in Unit 1, 30 marks in Unit 2 and 70 marks in Unit 3. The pass mark is 70% for each of Unit 1 and 2, and Unit 3 is 60%. 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 DipRBCB[®] qualification will be graded Pass/Merit/Distinction. The grading is based on your performance at level 4 in Unit 3 (ARCB) as follows:

Qualification Grade	Percentage Mark
Pass	60-74
Merit	75-89
Distinction	90-100

Appendices

Appendix 1 – Regulation detail –LIBF Level 4 Diploma in Retail banking Conduct of Business (DipRBCB®)

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

Qualification title	LIBF Level 4 Diploma in Retail Banking Conduct of Business (DipRBCB®)
Ofqual qualification number	601/636/X
Qualification level	4
European Qualifications Framework (EQF) level	5
Qualification type	Vocationally-Related Qualification
Regulation start date	1 October 2015
Operational start date	1 October 2015
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	43
Minimum credits at / above level	30
Guided learning hours	2
Total qualification time	430 hours
Overall grading type	Pass/Merit/Distinction
Assessment methods	Multiple-choice examination
Qualification description	The DipRBCB® consists of three mandatory units. A total credit value of 43 must be obtained for achievement of the qualification