

Chartered Banker

Leading financial professionalism

CHARTERED BANKER PROGRAMME

RULES AND REGULATIONS

August 2008

1 COURSE ENROLMENT & GENERAL INFORMATION

1.1

Introduction

This handbook contains the Rules and Regulations which apply to students studying on the Chartered Banker Programme or Advanced Diploma Programme at CIOBS.

These Rules and Regulations also apply to students studying on bespoke Certificate and Diploma Programmes which are awarded on completion of a group of appropriate Chartered Banker subjects.

1.2

Chartered Banker Course Structure

The Chartered Banker Programme has a core and options structure. To complete the award candidates must pass **11 credits** including the compulsory subject and the required core subjects in **Section A** and **Section B**.

COMPULSORY SUBJECT

	CREDIT VALUE
Professionalism and Ethics	1.0

SECTION A - CORE SUBJECTS

(Candidates must complete at least one credit from this section)

	CREDIT VALUE
Retail Banking	1.0
Business Banking	1.0
UK Financial Services	1.0
Building Society Operations	1.0

SECTION B - CORE SUBJECTS

(Candidates must complete at least three credits from this section)

	CREDIT VALUE
Financial Management	1.0
Business Law	1.0
Financial Economics	1.0
Management Strategy and Leadership	1.0

In addition to the compulsory subject and the four credits from Sections A & B, candidates must complete a further six credits which can be drawn from Sections A, B or C.

SECTION C - ELECTIVE SUBJECTS

	CREDIT VALUE
The Compliant Person and Regulatory Risk	0.5
Credit Risk Practice	0.5
Private Banking & Wealth Management	0.5
International Business	0.5
Corporate Finance	1.0
Managing People	1.0
Customer Relationship Management	0.5
Marketing and Selling Financial Services	1.0
Operational Risk Management	0.5
Call Centre Management	1.0
Project Management	0.5
Money Laundering	0.5
Financial Crime	0.5
Investment	1.0

Please note that students who enrolled for the Chartered Banker programme prior to 1st August 2008 are NOT be required to complete the compulsory subject of Professionalism and Ethics. However they are encouraged to take this subject as part of their study programme.

1.3

Entry Qualifications

To gain entry to the Chartered Banker Programme applicants must satisfy at least one of the following criteria:

- (a) Have successfully completed an Advanced Diploma Programme
- (b) Have successfully completed the Mortgage Advice and Practice Certificate, Certificate in Investment Planning or Lifetime Mortgage Advice and Practice Certificate **and** have the support of their sponsoring employer to study at this level
- (c) Have successfully completed the Certificate in Financial Services, Certificate in Telephone Banking, Certificate in Sales and Service or Certificate in Credit Union Practice **and** have the support of their sponsoring employer to study at this level
- (d) Hold any degree from a European Economic Area (EEA) University
- (e) Hold an SQA Higher National Certificate / Diploma or equivalent
- (f) Holders of any bespoke Diploma qualifications, e.g. the Diploma in Corporate Banking, **and** have the support of their sponsoring employer to study at this level
- (g) Holders of other professional qualifications
- (h) ACIB / Diploma in Financial Services Management.

1.4

Student Membership

All students studying on the Chartered Banker Programme must be student members of the Chartered Institute of Bankers in Scotland.

Payment of the annual student membership fee entitles the student to receive the Scottish Banker magazine, to attend District Centre meetings and have access to the Members' section of the CIOBS website.

Student membership fees are paid in addition to any course registration fees and a direct debit mandate must be completed when applying for the course for future collection.

1.5

Exemptions

All graduates holding a degree from an EEA university will automatically be granted 3 non-specific credits in recognition of their degree. The 3 non-specific credits will be granted regardless of the degree subject matter. An exemption fee is payable for the granting of non-specific exemptions. All claims for non-specific exemption must be accompanied by an attested copy of the candidate's degree certificate.

Graduates with relevant degrees **may** be entitled to a total of 4 credits with specific exemptions being awarded from Section B Core Units, i.e. Financial Management, Business Law, Financial Economics and Management Strategy and Leadership. Once any specific exemptions have been awarded the balance of the 4 credits will be made up of non-specific credits.

Exemptions are **not** awarded for the compulsory subject or in respect of subjects in **Section C** Elective Subjects. An exemption fee is payable for the subject granted.

To enable a speedy decision to be reached, exemption claims should be accompanied by:

- (a) An attested copy of your degree certificate (i.e. confirmation by your manager or staff / personnel department over the bank's stamp that they have had sight of the original)
- (b) Evidence that the candidate has passed the relevant subjects as part of the degree programme
- (c) Syllabuses and reading lists for relevant subjects
- (d) Examination papers for relevant subjects
- (e) A clear indication on the appropriate form of the exemption being claimed and on what basis.

Please note that credit will be awarded to candidates who have completed an appropriate examination as part of the CIOBS Regulatory Qualification Framework where that enrolment took place prior to 1st July 2008.

The CIOBS will also consider other professional qualifications for exemption purposes.

1.6

Employer Support

All the financial services organisations have their own policies covering the payment of fees for undertaking the Chartered Banker Programme. As such, students are advised to check with their employers prior to making an application, to ensure that their education funding request will be supported.

1.7

Subject Enrolment

Candidates enrol for the Chartered Banker Programme on a subject basis. Candidates should complete a subject enrolment form and return it to the CIOBS office accompanied by the appropriate fee. Subject enrolment forms are available for download from the CIOBS website or can be requested from the CIOBS office.

Registration can be undertaken for a number of subjects at once or alternatively candidates can register subject by subject. Candidates undertaking registration for the first time must submit a form to the CIOBS but subsequent enrolments can be undertaken on-line.

The subject enrolment fee covers the following:

- (a) Distance learning workbooks
- (b) Unlimited access to the Student Support Helpline
- (c) Unlimited access to the student forums and on-line library
- (d) Assignment marking
- (e) One entry fee to the final subject examination
- (f) One re-sit fee for the final subject examination
- (g) The availability of a Personal Mentor
- (h) The provision of an individual subject tutor
- (i) Entry to one Introductory Course on initial enrolment.
- (j) Revision Support – this may be face-to-face or via an e-learning module.

1.8

Refund of Fees

All subject and examination enrolment fees are non-refundable and non-transferable.

1.9

Validity of Subject Enrolment

Subject enrolment is valid for **2 years from the date of enrolment** with the CIOBS.

Candidates must sit each of the subject examinations for which they have enrolled within 2 years of their initial enrolment date. Candidates **who have not attempted the subject examination** within the 2 year period will be required to re-enrol and pay the applicable subject enrolment fee.

Candidates who have attempted the examination within the 2 year limit, but need to re-sit, may do so after the limit has expired.

1.10

Time Limit

There is no time limit for completion of the Chartered Banker Programme. Candidates must, however, complete each subject within 2 years of registration for that subject.

1.11

Award

Upon successful completion of 11 credits, including the relevant core subjects and payment of any outstanding fees, students will be awarded the designation of ‘Chartered Banker’ and will also become a Member of The Chartered Institute of Bankers in Scotland and be entitled to use the designatory letters ‘MCIBS’.

The designation of ‘Chartered Banker’ will be valid from the date of graduation and for the year following graduation. The ongoing use of the designation of ‘Chartered Banker’ is dependent upon the completion of the annual CPD requirements of the CIOBS.

The use of the ‘Chartered Banker’ designation and the letters ‘MCIBS’ is dependent upon annual payment of the appropriate CIOBS subscription.

1.12

Graduation

Candidates who complete the Chartered Banker Programme by 31st July, the last day of the academic year, will be invited to receive their certificates at the next graduation ceremony normally held in October / November each year.

The CIOBS has commissioned a hood and gown which Chartered Bankers are expected to wear at the Graduation Ceremony.

1.13

Prizes

A prize for each subject will be awarded on the basis of the highest mark achieved in an individual subject during an academic year.

The Sir Bruce Pattullo prize is presented to the candidate scoring the highest overall mark in all subjects. Only examinations taken at the first attempt will be considered for a prize. The academic year starts on 1st August and runs through to the end of July. Prizes will normally be awarded at the annual graduation ceremony.

1.14

Change of Circumstances

Students must inform the CIOBS in writing of any change in circumstances such as branch / department, home address, name change due to marriage, etc.

1.15

Misconduct

Students must uphold the highest standards of behaviour whilst undertaking any CIOBS activities. It is incumbent on all students to conduct themselves in a professional manner at all times and to show the highest standards of honesty, integrity and commitment.

Students must at all times abide by these Rules and the Rules of the Royal Charter of the CIOBS.

Any complaints will be referred to the Deputy Chief Executive who may refer the matter to the Chief Executive or to an Investigating Committee.

If disciplinary action is initiated against a candidate, the following penalties may be applied:

- Disqualification from Membership of the CIOBS
- Suspension from Membership of the CIOBS
- All or part of the candidate's previous examination passes may be removed
- The candidate will be reported to their employer who may also take disciplinary action
- If it is a regulatory examination, the candidate may be reported to the appropriate Regulator.

1.16

The Scottish Banker Magazine

The Scottish Banker magazine is published every two months by the CIOBS. The magazine often contains articles of interest and benefit to students taking the Chartered Banker Programme. Students are advised to read the magazine carefully.

1.17

Chartered Banker Programme Newsletter

An Update Newsletter is occasionally produced and sent to all students registered on the course.

1.18

Web Services for Student Members

A range of web-based services are available for students. There is also a restricted area for members, where students can access personal information, including examination results.

1.19

Liability of Students

It is each student's **personal responsibility** to ensure that subject fees (and any re-sit fees if applicable) are paid timeously – this applies even when fees are being paid by employers.

1.20

Liability of CIOBS

In all circumstances, the liability of the CIOBS is limited to a complete refund of any enrolment fees for the subject concerned.

1.21

Data Protection Policy

The Chartered Institute of Bankers in Scotland aims to maintain all personal records accurately and securely to a reasonable standard.

We shall not provide any personal information regarding a member, or non-member to any third parties without the express permission of the person, with the exception of information requested by a company listed on our database as the person's employer in relation to the person's standing with the Institute, unless the member or non-member has specifically requested that the information should not be divulged.

We will under no circumstances sell or provide information about our members or non-members to a third party for any purposes except in the case of authorised agents of the Institute. Personal details may be provided to other organisations with whom we are organising joint ventures, so long as they used solely for the purpose of that venture.

The Institute will not send out information directly to members on behalf of other companies, but will endeavour to keep members and non-members informed on matters pertinent to the Institute and financial services industry.

1.22

EQUAL OPPORTUNITIES POLICY STATEMENT

The Chartered Institute of Bankers in Scotland supports the principle of equal opportunities in employment, education and training and opposes all forms of unlawful direct and indirect discrimination on the grounds of colour, race, religion, ethnic origin, nationality, gender, sexual orientation, age, marital status or disability. To this end, within the framework of the law, we are committed, wherever practicable, to promoting and facilitating access to our qualifications.

In practice this means that every possible step will be taken to ensure that CIOBS:

- Produce education programmes and qualifications which are accessible to all candidates who are potentially able to achieve them
- Develop methods of teaching, assessment and quality assurance which are sensitive to the needs of all candidates but which do not compromise the overarching aims of fairness and consistency.

To implement our equal opportunities policy CIOBS will:

- Disseminate our equal opportunities policy in information to candidates
- Ensure that criteria which define required candidate performance to achieve our qualifications are appropriate to purpose, present no unnecessary barriers, and are in the public domain
- Produce checklists to be used by all authors, examiners and verifiers of workbooks, support material and assessment instruments.
- Provide guidance for those candidates who think that they have been treated unfairly or have been discriminated against, within the framework of the CIOBS equal opportunities policy
- Ensure that all our publications and promotional literature are written clearly and are designed to be as inclusive as possible
- Make provision to assist examination candidates who are registered disabled (or certified as temporarily disabled), dyslexic, blind or partially sighted – these and other disabilities will be catered for on an individual basis upon advance request.

2 STUDENT SUPPORT

2.1

Introduction

The CIOBS Academy is the CIOBS function which has the dedicated aim of supporting students throughout the period of their studies.

The Academy has put in place a varied range of support mechanisms to support students throughout the period of their studies in the Chartered Banker Programme. The support programme offers a very attractive blend of distance learning, tutor-led courses and on-line provision allowing the student to devise a study plan which suits their needs and learning style.

2.2

Personal Mentor

The CIOBS understands that learning can sometimes be a lonely business. One of the ways we aim to support students is to provide them with their own Personal Mentor.

The Concise Oxford Dictionary definition of a mentor is “*an experienced and trusted adviser*” – that is precisely what is on offer to every Chartered Banker student.

Students may well have a need during their studies where they want to talk through a study-related issue, or are simply seeking reassurance or encouragement that they are on the ‘right track’. Whatever the reason, students are encouraged to take advantage of the help that is available to them – this help extends from the date of the student’s first subject registration throughout their entire period of study.

Mentor details and how they can be contacted will be advised to students when they first enrol for a Chartered Banker subject.

2.3

Introductory Course

This is a one day course, delivered by CIOBS Academy staff, which introduces students to the Chartered Banker Programme. The main aims of this course are to recap study and learning skills, and importantly, to facilitate networking with other Chartered Banker students.

The course will cover a wide range of topics, including:

- Study Skills (including time management and note-making)
- Personal Skills (including memory aids)
- Student Support
- Assignments
- Examinations.

Additionally, the Tutor will give students a brief overview of the CIOBS and the qualification structure. The opportunity will also be taken to explain fully the Chartered Banker Programme and the various administrative procedures.

The introductory course is also an important opportunity for networking and affords attendees the opportunity to meet fellow students who may be facing the same challenges – this can help reduce the feeling of isolation which can affect students during their studies.

Introductory days are normally held in Edinburgh and a provisional programme of dates is published on the CIOBS website. As part of their course registration fees, all students are entitled to attend one introductory course on initial enrolment and applications can be made on the subject enrolment form.

2.4

Subject Tutors

Students are allocated a Tutor when they enrol for each subject. The role of the subject Tutors can be summarised as follows:

- To make contact with their students during the study period usually by email
- To mark student assignments, ensuring that:
 - (a) Each individual answer is individually marked
 - (b) Where marks are lost within an answer, an indication should be given as to how the answer could have been improved
 - (c) Comments made are:
 - Easy to read and understand
 - Constructive
 - Encouraging and motivational.
- To provide any other reasonable assistance and support to students.

The Tutors employed by CIOBS are all subject experts and most have practical experience in their particular field of expertise. Students are encouraged to utilise this valuable support mechanism by making contact with their Tutors if they have any problems with the course content.

Assignments

Assignments are an integral part of the Chartered Banker learning process and provide students with an opportunity to consolidate their knowledge and to receive essential feedback on their performance.

The full procedures for the completion of assignments are comprehensively outlined in **Section 3.2** of this document, but the key points relating to the completion and submission of assignments are as follows:

- (a) Students are encouraged to seek out additional, alternative sources of information when tackling their assignments – where this is evidenced by Tutors, additional marks will be awarded
- (b) Assignments must be the student's **own original work** and, where any form of **plagiarism** is identified, the Tutor may insist that the **whole assignment is re-submitted**. For the avoidance of doubt, plagiarism is treated very seriously by the CIOBS and any student found to have indulged in this practice may be subject to disciplinary action.
- (c) An award of Pass Compensation is available to students who fully satisfy the laid down criteria in respect of assignment scores and assignment completion timescales
- (d) Students **must** submit their assignments to their Tutor by **email** – if the student has no access to email facilities, or in other exceptional circumstances, an assignment may be handwritten and subsequently posted
- (e) Students should ensure that they protect their computer systems against viruses by installing a proprietary anti-virus software program
- (f) Students should retain a copy of each completed assignment until after they receive the marked assignment back from their tutor – this should then be retained until after the examination result is released.

Students are encouraged to contact their Tutor **by email throughout the period of their studies**, but may also contact their Tutor by telephone if this is more practical.

2.5

Student Support Helpline

In addition to the existing support provided by individual subject Tutors and / or the Personal Mentors, a complementary, dedicated Helpline facility is available to assist all students with their studies.

The Helpline is available by email or telephone – the contact details are:

Email: support@ciobsacademy.org.uk
Telephone: **0845 270 8833**

It is anticipated that the majority of Helpline requests will be routed via email. In this respect, please note that whilst every effort will be made to deliver a response within 1 working day, you should allow up to 3 working days to receive your reply.

The telephone option is available Monday to Friday between 8.00am and 4.00pm. If the Academy staff are unavailable, please leave a message and your call will be returned as soon as possible, again please allow up to 3 working days.

2.6

Revision Support

Chartered Banker students are entitled to revision support for each subject they have enrolled for. This support may be in the form of a face-to-face revision course or may be provided by e-learning modules, with the aim being to provide students with an opportunity to review and revise their subject material prior to sitting the final examination.

Revision Courses

Where face-to-face revision courses are offered, these are delivered by subject experts, typically being the subject examiner, textbook author or subject verifier. Courses will focus on the main topics and will consider previous examination questions and how they should be tackled. There may also be an opportunity for tutorial work if students find any particular topic a problem. To gain maximum benefit from a revision day, students should have completed all required assignments and be familiar with the subject content.

Applications to attend a revision course should be made via the CIOBS website or may be advised to the CIOBS via email. All applications should be made to CIOBS **at least 2 weeks** in advance of the course date.

Revision course dates can be viewed / downloaded from the CIOBS website.

E-learning Modules

E-learning modules are prepared by subject experts, usually the subject examiner, textbook author or subject verifier.

Available via the Members' Section of the website, these audio / visual presentations cover the key syllabus areas and can be accessed at any point during a student's studies.

2.7

Chat Room / Forums

A Chat Room and Forums facility, hosted on the CIOBS website, is available to further assist students.

Accessible through the Members' Section of the website, the Chat Room allows students to interact with fellow students, hopefully resolving subject or course queries and providing an important networking opportunity.

The Forums facilitate the 'posting' of course or subject-related matters and again allows interaction with other students.

2.8

Revision Notes

Revision Notes are available for selected subjects.

The Notes are published in a very convenient A5 size, are competitively priced and are the ideal companion for examination revision purposes.

The Revision Notes can be ordered:

- Via the CIOBS website (subject to system availability)
- By phoning 0131 473 7777
- By writing to the CIOBS, 38b Drumsheugh Gardens, Edinburgh, EH3 7SW.

2.9

Specimen Examination Papers

A specimen examination paper for each subject is available from the CIOBS website. Students are strongly recommended to take advantage of this revision tool.

3 ASSESSMENT

3.1

Introduction

The Chartered Banker examinations are assessed by a final examination in each subject, with a continuous assessment element contributing to the overall result.

3.2

Continuous Assessment

An essential element of Chartered Banker is the continuous monitoring of student performance by assignments.

Assignments

Purpose and Principles

Assignments are seen as an integral part of the learning process that takes place within a subject. They provide students with an opportunity to consolidate their freshly acquired knowledge and to receive essential feedback on their performance – they are therefore a critical element of the Chartered Banker Programme.

As a key part of their overall studies, students should remember to incorporate time to complete the assignments within their study timeplan and ensure that the timeplan is adhered to.

This formative assessment element of the course consists of one assignment per workbook, giving a total of two assignments per single credit subject and one assignment per half credit subject. The assignments(s) for each subject are available from the CIOBS website and where a student is unable to access the internet, a hard copy may be requested by emailing the CIOBS at info@ciobs.org.uk or by telephoning 0131 473 7777.

The assignments have been especially structured, often on a Case Study basis, thus allowing students not only to display their comprehension of the key points / principles of the study material, but also their problem-solving and decision-making skills. Students are encouraged to seek out additional, alternative sources of information when tackling their assignments and where such effort is expended, Tutors will take cognisance of this when marking the work.

Students who ensure that all assignments are completed in accordance with the procedures noted below may be awarded Pass Compensation. Tutors are under strict instructions to be aware of evidence of any form of **plagiarism** and have powers to insist that the **whole assignment is re-submitted**.

Pass Compensation Award

In recognition of the importance attached to the assignments, an award of Pass Compensation will be made to any candidate who scores between 45% and 54% in the final exam and who completes the required assignment(s) under the following conditions:

1. The assignment mark must be 60% or above – where two assignments are completed, then the average mark must be 60% or above
2. Assignments must be in the hands of the Tutor at least one month prior to the **chosen examination date for each subject**.

Pass Compensation will only be awarded to students who meet the above criteria.

Students should also note the following:

- (a) Where an assignment is marked at less than 60%, this may show up as **'Fail'** in the web-based student record – this is purely with reference to the Pass Compensation award and does not necessarily mean it is a sub-standard submission
- (b) Students are **not permitted** to re-submit an assignment in order to gain a higher mark
- (c) A candidate who fails an exam and who has not completed the required assignment(s) will subsequently be allowed to complete the required assignments and these will then count towards any re-sit examination undertaken. Submission dates for these assignments must comply with the relevant timescales as stated in **2** above.

Procedures

Students **must** submit their assignments to their Tutor by **email**. Only where the student has no access to email facilities, or in other exceptional circumstances, should an assignment be handwritten and subsequently posted. The email requirement ensures a swift turn-around of completed work and the opportunity of forming a strong communication link between Tutor and student.

The simplified procedures are as follows:

- The student sends the Tutor the assignment by email
- Where the assignment is received by email, the Tutor will acknowledge receipt of it
- The Tutor marks the assignment and returns it by email within **15 working days** of receipt
- If the Tutor is unable to return the assignment within 15 working days from receipt, the Senior Tutor will be advised (under advice to the student) – the Senior Tutor will then either mark that assignment or will arrange for another Tutor to mark and return it to the student
- Where a student encounters any difficulty with the receipt / content of an assignment, the student **must contact the Tutor in the first instance** to resolve the issue. In the unlikely event that the issue remains outstanding, the student should contact the Senior Tutor for that subject who will ensure resolution.

Students should write a maximum of **2,500** words in total when doing an assignment. This could be a single piece of work or several questions requiring shorter answers which total **2,500** words. In setting a maximum figure, it is recommended that the minimum required for each assignment would be 1,500 words.

Where a student fails to adhere to the maximum word count, a deduction will be made to their final assignment mark. Specifically, any student who exceeds the 2,500 limit will be deducted **1%** for every **100** words or **part** of **100** words over the limit. For example, if a student writes a total of 2,614 words, a **2%** deduction will be made to their mark. For clarification, the word count includes all references and attached appendices.

Students should also be aware that:

- (a) They are strongly recommended to protect their computer systems against viruses by installing a proprietary anti-virus software program
- (b) Neither the CIOBS nor individual Tutors will accept any liability for damage occurring as a result of any virus being passed on.

Students are encouraged to contact their Tutor by email throughout the period of their studies, but may also contact their Tutor by telephone if this is more practical.

3.3

Final Examination

Overview

All Chartered Banker examinations are carried out on-line with students' answers being saved to a server set up specifically for this purpose.

Examinations in the single credit subjects are of 3 hours duration and the examinations in the half-credit subjects last for 2 hours.

The final examinations are closed book and normally consist of extended response questions such as essays or case studies. These are taken under strict examination conditions and any attempt to breach these conditions will result in immediate disqualification and the initiation of disciplinary procedures by the CIOBS.

Candidates should carefully read and follow the instructions which are sent with their confirmation notice.

Assessment Style

With the exception of the regulatory examinations, all final examinations take the form of written assessments using free response questions.

The use of free response questions gives students greater scope for producing discursive answers and provides examiners with suitable assessment material to determine a student's knowledge of the subject matter and ability to produce good answers.

Examination questions will be based on:

- The content of the workbooks produced in each subject, updated from time to time by articles in Scottish Banker and
- Any subject updating notes which appear in the Members' section of the CIOBS website.

Where subject updates are produced, these will be made available for **downloading via the CIOBS website** and will be free of charge if obtained by this method. Where a student requires a hard copy of the updated material to be sent to them, an administration fee may be payable for this service.

As it is the candidate's responsibility to ensure that they are in possession of the latest study material, it is **strongly recommended** that candidates **regularly** view the CIOBS website for information relating to subject updates.

Examination questions are only set on topics which are covered by these sources.

Candidates are also encouraged to extend the scope of their answers by including information from additional sources.

The following types of free response questions will be used in the examinations.

1. *Extended Response*

The extended response or essay style question is a popular form of question at this level of examination, providing as it does, a means of assessing a student's command of language, argument and analysis. These questions also give the student the opportunity for self-expression when answering.

2. *Structured Questions*

These questions consist of a statement or diagram, followed by a series of related questions – they are used to assess a student's comprehension and application of knowledge. Questions of this nature are designed to assess a specific area of subject knowledge.

3. *Case Study*

These questions examine the problem-solving and decision-making skills of the student.

A Case Study normally consists of a description of a simulated situation followed by specific question or set of questions requiring the student to analyse the situation and then either make a decision, or advise on an appropriate course of action.

4. *Short Answer Questions*

These types of questions may be used to cover a wide range of the subject syllabus. For this level of examination, students will be required to write a minimum of two to three lines of response.

3.4

Examination Entry

Students who register for a Chartered Banker subject pay an all-inclusive fee, which includes entry to the examination. The examination must be taken within **two** years. Students who do not attempt to sit the examination within this two year limit will have to re-register for the course. Students who have attempted the examination within the two-year limit, but need to re-sit may do so after the limit has expired.

Students wishing to enter for an examination may do so by either:

1. Completing an on-line application via the Members' section of the CIOBS website, or
2. Completing an application form and submitting this to the CIOBS office – entry forms are available for downloading from the CIOBS website.

Examination entry fees are non-refundable. Students who have enrolled for an examination and who subsequently withdraw from that examination will be deemed to have attempted the examination and will be required to pay a re-sit fee. Those with genuine reason for non-attendance, e.g. ill health, must submit a medical certificate and their examination fees will be carried forward. Students in this situation must re-enrol to sit the examination.

The CIOBS reserves the right to refuse entry to students to the examination whose membership fees, course fees or other debts are unpaid at the date of application.

3.5

Re-sits

Students who register for a Chartered Banker subject pay an all-inclusive fee, which includes an examination entry fee and also, if required, **one** re-sit examination fee.

Students who fail an examination(s) will be **required to enrol** to re-sit the failed subject(s).

3.6

Results

Results will be published on the Members' area of the CIOBS Website by **no later than 6 weeks** after the examination has been taken.

Where a candidate requires a results letter in respect of an individual examination, a fee of £10 will be charged. All candidates will however receive a results letter detailing all examination marks on **completion** of a course.

Candidates cannot be informed of results by facsimile, email or telephone, nor will they be given to students who call, in person, at the CIOBS offices.

As a matter of course, where subject fees have been met by the student's employer the CIOBS will notify the employer of the student's examination results unless explicitly instructed otherwise by the student.

Examination results in the Chartered Banker Course are graded as follows:

(a) Fail

Candidates who score 54% or less will be deemed to have failed the exam

(b) Pass Compensation

This will be granted to students who score between 45% and 54% in the final subject examination if their overall continuous assessment result for that subject is 60% or above and they have met the submission timescale requirements. Pass compensation is automatically awarded and no appeal is required.

(c) Pass

The pass mark in each subject is 55%.

(d) Pass with Credit

This will be awarded to students who attain a mark of 70% or above in the final examination.

3.7

Withholding Results

The CIOBS reserves the right to withhold results where debts remain unpaid for more than 30 days.

Students are reminded that it is their **personal responsibility** to ensure that subject fees (and any re-sit fees if applicable) are paid timeously – this applies even when fees are being paid by employers.

3.8

Appeals

The CIOBS has procedures in place to ensure that the marking of examination scripts has been fair. The decision of the examiners is final and appeals against published results will **not** be considered.

The CIOBS is prepared to take into account factors which may have had a bearing on a student's performance in an examination. Evidence of this must be in the hands of the CIOBS **prior to results being issued**.

3.9

Examination Scripts

Examination scripts remain the property of the CIOBS and will not be returned to students.

Examination scripts fall under Schedule 7(9) of the Data Protection Act whereby they are exempt from subject access. Any comments recorded by the examiner in the margin of the script or on a separate marking sheet are not exempt and as such could be provided to students. However, this still does not entitle students to see their scripts – only a list of the comments. For this reason CIOBS has **instructed** examiners and verifiers **not to make comments** on exam papers or on separate sheets.

3.10

Language of Examinations

All examinations will be conducted in English.

4 EXAMINATIONS PROCEDURES

The following Rules refer to all examinations held under Chartered Banker Rules and Regulations.

4.1 Introduction

The assessment of the Chartered Banker Course is based on assignments and final CIOBS examinations. The purpose of this section of the Rules and Regulations is to outline the arrangements and procedures for the CIOBS final examinations which are held in various centres throughout the country.

4.2 Entering for the Examination

All candidates should have received a document entitled 'Chartered Banker Examinations - On-Line System' when they enrolled for the Chartered Banker programme. This document sets out the procedures for enrolling for examinations as well as explaining how the examination system works.

All candidates are required to enter for each examination. This can be done by enrolling through the CIOBS web site or by the completion of an examination entry form which must be returned to the CIOBS.

All candidates will receive notification of entry to their exams. Where this is computer generated, a copy must be printed off by the candidate and taken with them to the examination centre on the day of the exam.

Candidates who cancel an examination will be deemed to have taken the exam. A subsequent enrolment will be deemed to be their second attempt under Chartered Banker examination rules. A failure on the second attempt will give rise to the payment of a re-sit fee. If the cancellation is on medical grounds then a medical certificate is required to be sent to the CIOBS.

The CIOBS reserves the right to change the examination centre should the need arise. Where the need does arise all candidates will be notified of the new venue either by e-mail or by post.

4.3 Entry to the Examination Centre

Candidates are allowed into the examination centre at least fifteen minutes before the examination is due to start. On entry, candidates will be asked to identify themselves by producing an examination acknowledgement notice which will indicate that the student has entered for the examination. The student will also be required to give separate proof of identity, this should be ID that has an **up-to-date photograph** displayed, e.g. passport, train or bus pass.

If a student does not have an examination acknowledgement notice, then he or she will be asked for proof of identity. If identity can be established and the name of the student appears on the Examination Attendance Report, then he / she will be allowed to proceed with the examination.

4.4 Examination Answers – Computer-Based Examinations

Chartered Banker examinations are carried out using an on-line system which enables candidates' answers to be recorded electronically. Candidates answers are typed using a keyboard and are saved periodically to a central server.

Candidates are advised that for the purposes of anonymity, the system references their work using their membership number.

4.5 Use of Calculators

Candidates are permitted to use calculators which are **non-programmable** during the examination. Any calculators which can store text or formulae of any description or can be pre-programmed are not permitted. The Invigilator is asked to check all calculators before the examination and to confiscate any machines for the duration of the examination, which conform to the above restriction.

4.6 Mobile Phones

All mobile phones should be switched off during the examination and placed in a bag / coat at the front of the room away from candidate's sight / use.

4.7 Commencement of Examination

Candidates are given additional time to read the examination paper but they can commence their examination as soon as they are ready.

An additional **15** minutes is given for a three hour examination and **10** minutes for a two hour examination.

4.8 Late Admittance to the Examination Room

Candidates will not be admitted to the examination room if they are more than **thirty** minutes late from the appointed starting time of the examination.

4.9 During the Examination

All CIOBS final examinations are closed-book and thus candidates on entering the room must place all text books, brief cases, bags and notes out of reach and sight at the front or back of the examination room.

Candidates must not take into the examination room any rough workings or paper to do rough workings – **if paper is required for rough working, candidates should request this from the Invigilator.**

If a candidate is found with notes, or other items specified above, either in their possession, on their person, on their desk or in the vicinity of their desk, then they will have breached the conditions whether or not they used or referred to these notes or items.

Invigilators will be vigilant throughout the examination to ensure that candidates behave in a professional manner during the examination. Any attempt at collusion or to use notes will be reported to the CIOBS. If a candidate is suspected of breaking these rules, they will be removed from the examination room and asked to explain their behaviour.

A full written report will be given by the Invigilator and anyone who may have witnessed the incident and the candidate will also be asked to give a written statement – these reports will be passed to the CIOBS immediately.

4.10 CIOBS Disciplinary Action

If any of the conditions stated above are breached, candidates may be subject to disciplinary procedures.

If disciplinary action is initiated against a candidate, the following penalties may be applied:

- Disqualification from Membership of the CIOBS
- Suspension from Membership of the CIOBS
- All or part of the candidate's previous examination passes may be removed
- The candidate will be reported to their employer who may also take disciplinary action
- If it is a regulatory examination, the candidate may be reported to the appropriate Regulator.

4.11 End of Examination

When a candidate has completed their examination they should click on the Finish button. The system will then generate a message, completing the examination process.

Candidates are not allowed to take out of the room any notes made during the examination. Any candidate attempting to do so may be subject to disciplinary procedures.

4.12 Exceptional Circumstances

In the event of technology failure or other circumstances, deemed by the CIOBS to be exceptional, **paper-based** examinations will be offered to candidates. In these circumstances, the following rules will apply.

Examination Answer Books

The CIOBS supplies examination answer books for students' use during the examinations. Examination answer books will be made available for students to fill in their personal details during the period before the start of the examination.

Candidates are advised that the purpose of the tear-off sheet on the examination answer book is to ensure anonymity of the candidates when the scripts are being marked.

Candidates should note the following important points in relation to the examination answer books:

- The examination answer book should be completed by using a biro pen or other appropriate method of writing in ink
- Both the first and third page of the examination answer book must be completed by all candidates
- Candidates must ensure that they state their membership number correctly
- The examination answer book must be returned if a candidate attends the examination – this is irrespective of whether any answers have been given
- Blank answer books must not be taken out of the examination room.

Distribution of Examination Papers

Candidates will be given their question papers **ten minutes** before the examination is due to start.

Candidates may read the paper during this ten minute period but must not begin to write any answers in the answer book until the start of the examination time. At the appointed time, Invigilators will state clearly that candidates may start writing.

End of Examination

Candidates will not be permitted to leave the room until **one hour** has elapsed after the time at which the examination began. Candidates are not allowed to leave the room during the last **fifteen minutes** of the examination. Candidates must return the examination paper and answer book before leaving the hall.

Candidates should return the answer book with all personal details fully completed, at the end of the examination. All candidates who started the examination must return their examination answer book whether or not they fully completed all or any of the questions. Candidates are not allowed to take out of the room unused or partially completed examination answer books.