

Chartered Banker

THE PROFESSIONAL BANKER CERTIFICATE & DIPLOMA

RULES AND REGULATIONS

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1 COURSE ENROLMENT & GENERAL INFORMATION

1.1 Introduction

This document contains the Rules and Regulations which apply to candidates studying for the Professional Banker Certificate and the Professional Banker Diploma offered by the Chartered Banker Institute ('the Institute').

These Rules and Regulations also apply to candidates studying for any other Certificate or Diploma which is awarded on completion of a group of appropriate modules at this level.

These qualifications are operated by the Chartered Banker Institute (referred to as 'the Institute' in these rules), a registered charity. These qualifications are awarded by the Chartered Banker Institute.

1.2 Professional Banker Qualifications - Qualification Design

Each module is expressed in terms of a credit level and is allocated a number of credit points under the Scottish Credit & Qualifications Framework (SCQF).

These two measures allow students and employers to describe and compare the amount of learning that has been achieved, or is required to complete a qualification at a given level of the Framework. The level of a qualification increases with the complexity of the course, with SCQF Level 1 being the least demanding and SCQF Level 12 (Doctoral Degrees) the most demanding.

One SCQF credit point represents a notional 10 hours of learning, e.g. 100 hours of notional learning are needed to complete a module which is worth 10 credits. Notional learning hours include module study; revision; completing specimen exams; work-based learning; tutorials; etc.

Course Structure – The Professional Banker Certificate

To be awarded the Professional Banker Certificate, students must complete the compulsory module, Professional Banker.

This module is credit rated at SCQF Level 7 and is worth 13 credit points.

Core module

- Professional Banker

Course Structure – The Professional Banker Diploma

The basic qualification rules are that candidates must:

- achieve a **minimum** of 30 SCQF qualification credit points or equivalent accredited learning
- achieve **at least 15** of the required 30 credits at **SCQF Level 8**
- have obtained a pass in the compulsory module, Professional Banker.

Candidates must pass **two** optional modules from the following list in order to achieve the necessary 30 credits and so complete the Diploma.

Optional modules

- Banking Operations
- Complaint Handling
- Credit Union Principles & Practice
- Introduction to Credit
- Introduction to Risk
- Offshore Banking Practice
- Team Leadership in Financial Services

Each of the above modules is credit rated at SCQF Level 8 and is worth 10 credit points.

1.3 Entry Qualifications

The Professional Banker Certificate

No prior qualifications are required for entry to this award.

The Professional Banker Diploma

Candidates **must** have enrolled for and completed the **Professional Banker Certificate** prior to enrolling for this award.

1.4 Institute Membership

All students studying for the Chartered Banker qualifications must be members of the Institute. Student membership fees are collected annually by direct debit and are paid in addition to any programme registration fees.

Student membership entitles the member to;

- receive the online Chartered Banker magazine
- attend District Centre meetings
- access the 'My Institute' section of the Institute website, with unlimited access to resources including mock examinations, qualification-related documents, magazine archive and CPD/personal development toolkits
- where applicable, download a [Certificate in Professionalism](#) from the Institute website.

Full membership benefits are listed on our [website](#).

You are expected to complete your studies and pass your assessment within this timeframe. Should you not complete your studies within one year, you will be required to renew your membership in order to continue.

Individuals who successfully complete either the Professional Banker Certificate or Professional Banker Diploma programmes will be re-designated as Certificated members and can continue to enjoy the benefits of membership of the Institute by paying the appropriate Certificated membership fee.

1.5 Employer Support

A number of financial services organisations have their own policies covering the payment of fees for undertaking the Professional Banker programmes. As such, candidates are advised to check with their employers prior to making an application, to understand if their education funding will be supported.

1.6 Subject Enrolment

Students must enrol for and attain the Professional Banker Certificate before proceeding to enrol for the Professional Banker Diploma.

Existing students may enrol for a module via the 'My Institute' section of the Institute's [website](#).

Prospective students should enrol by completing the appropriate on-line qualification application form via the '[Qualifications](#)' section of the Institute's website. Alternatively, an enrolment form can be requested from the Institute's Member Engagement team via; info@charteredbanker.com or calling +44 (0)131 473 7777.

The module enrolment fees cover the following:

- (a) Self-study textbook
- (b) One entry fee to the final on-line module examination

The membership enrolment fees cover the following:

- (c) Access to the Institute website for the period of one year
- (d) Access to the mock examinations for the period of one year
- (e) Student membership for up to one year.

Please note that textbooks or other learning materials delivered to destinations outside the EU may be subject to taxes, fees, levies, import duty or other charges, which are imposed by local legislation. Any such charges are the responsibility of the recipient of the products.

1.7 Refund of Fees

All membership, module and examination enrolment fees are non-refundable and non-transferable.

1.8 Validity of Module Enrolment & Membership Fees

Candidates must enrol for and sit the module examination within 12 months of enrolling. Candidates **who have not passed** the module examination within the 12 month period will be required to re-enrol for that module and pay the full module enrolment fee in order to sit the examination. In order to sit the module

examination you must also maintain your membership of the Institute; renewing your membership fees as appropriate.

Please also refer to our policy and guidance for learners requesting an extension to their module/qualification period. This can be downloaded by logging in to the members' area of the Institute website and going to the documents section of 'My qualifications'.

1.9 Recognised Prior Learning (RPL) / Accreditation

The Institute will consider awarding Recognised Prior Learning (RPL) credit in respect of other professional qualifications.

A maximum of 10 credits (equivalent to one module) can be awarded towards the Professional Banker Diploma. No approved prior learning credit can be awarded for the compulsory module, 'The Professional Banker'.

A fee is payable in the event that an award of recognised prior learning credit is made.

Students wishing to apply for RPL credit can:

(a) Complete and submit the on-line RPL Application Form along with the following required evidence:

- An **attested** copy of **each** relevant award certificate, and

- An **attested** copy of the relevant transcript of studies **or** results letter.

or

(b) Can download the RPL Application Form, complete it and then email it to awardingbody@charteredbanker.com along with the evidence noted at **(a)** above.

or

(c) Can download the RPL Application Form, complete it and post it to the Institute along with the evidence noted at **(a)** above.

The Institute may, in conjunction with employers, accredit in-house training programmes.

Where this is undertaken, the maximum number of SCQF credit points that may be awarded towards the Professional Banker Diploma is 20 (the equivalent of two modules). Where, however, an individual also claims approved prior learning

credit by virtue of having completed a qualification, then a maximum of 10 credits may be claimed via the accreditation route, thus leaving one module (10 credits) to be undertaken in order to complete.

1.10 Awards

Professional Banker Certificate

Upon successful completion of the Professional Banker module, and payment of any outstanding fees, candidates will be awarded the Professional Banker Certificate. Student members will be re-graded as Certificated members and be entitled to use the designatory letters **CCBI** on their business cards and email signatures, etc.

Professional Banker Diploma

Upon successful completion of the required number of credits, including completion of the compulsory module, Professional Banker, and payment of any outstanding fees, candidates will be awarded the Professional Banker Diploma.

Candidates will be eligible to use the membership designation **CCBI** on their business cards and email signatures, etc.

Candidates may also use the professional designation **Certificated Professional Banker**. This should be written in full, usually under the individual's name.

The use of the professional designations CCBI and Certificated Professional Banker, requires members to maintain their membership of the Institute and to participate in our Continuing Professional Development (CPD) scheme – please see Section 1.12.

Where fees are outstanding, the conferment of any pending academic award and certificate issue will be withheld until those fees have been fully paid.

1.11 Issue of Award Certificates

Candidates who successfully complete the Professional Banker Certificate or Professional Banker Diploma qualifications will be sent their award certificates within six weeks of completion of their final examination.

Certificates will be sent to the candidate's preferred address unless other arrangements have been made, e.g. via an employer.

1.12 Continuing Professional Development

Undertaking Continuing Professional Development (CPD) activities ensures that members' professional qualifications do not become obsolete and allow them to keep their knowledge up-to-date.

CPD is also a requirement to ensure continued adherence with Principle 8 of the Institute's Code of Professional Conduct. In this regard, certificated members are required to undertake 15 hours of CPD activity annually (1st January – 31st December) of which **five** hours must be Professionalism and Ethics related activity.

Additionally, Certificated members who hold the **Professional Banker Diploma**, must undertake and record their CPD in order to continue to have the privilege of using their professional designation, Certificated Professional Banker.

Members who work for an employer who is part of our Approved Employer Scheme only need to complete and record the five hours of Professionalism and Ethics as their employer scheme accounts for the remaining 30 hours. Approved Employer organizations are listed on our [website](#).

Members who are currently studying for any further qualifications, should note that those study hours count towards meeting the annual CPD requirements.

If you require guidance on how the scheme works and how it applies to you, please visit www.charteredbanker.com/membership/cpd/

1.13 Change of Circumstances

Candidates must inform the Institute of any change in circumstances such as branch / department, home address, name change due to marriage, etc. Amendments can be made by logging in to the 'My Institute' area of the Institute [website](#). Alternatively, these can be made in writing to the Member Engagement team via info@charteredbanker.com or calling +44 (0)131 473 7777.

1.14 Misconduct

All students and members of the Institute 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, the Institute has its own [Code of Professional Conduct](#) which members are expected to follow.

Members of the Institute must also abide by the Institute's [Royal Charter](#) Rules, Regulations and Codes.

All alleged disciplinary breaches are assessed by an Investigating Officer (the Institute's Chief Executive or nominee), with "material" disciplinary breaches then usually being referred to, and dealt with, by a Disciplinary Committee Panel.

Members who are subsequently found guilty of breaching any regulations may, for example;

be admonished

be issued with a Warning Letter

suffer a reduction of any mark previously awarded in an assessment be required to re-sit any assessment

be temporarily or permanently expelled from membership of the Institute.

The full Disciplinary Regulations document can be viewed [here](#) on the Institute's website.

1.15 The Chartered Banker Magazine

The Chartered Banker magazine is published every two months by the Institute and is available online. The magazine contains articles of interest and benefit to candidates studying for the Professional Banker Certificate / Diploma qualifications.

1.16 Liability of Students

It is each student's personal responsibility to ensure that module and membership fees (and any re-sit fees if applicable) are paid by the due date; this applies even when fees are being paid by employers. The Institute reserves the right to withhold services to students where fees are outstanding. This includes the right to refuse registration to courses, entry to examinations and issue of certificates in respect of completed qualifications.

1.17 Liability of the Chartered Banker Institute

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

2 ASSESSMENT

2.1 Introduction

The Professional Banker programmes are assessed by one final multiple choice examination in each module. The examinations consist of 100 questions and are two hours long.

2.2 Mock Examinations

Accessible through the 'My Institute' section of the Institute website and on Android and iOS mobile devices, mock exams are an invaluable learning and revision tool, which have been developed to support those studying for the Professional Banker programmes.

The mock exams operate in a similar manner as the real on-line exam. The questions are contained in a separate mock bank and are not taken from the actual exam bank.

Each mock exam consists of 25 randomised questions, with each exam lasting for a maximum of 30 minutes. You can re-take a mock exam as often as you wish.

When answering a question, simply click on the button next to the answer you consider correct and then use the arrow keys to move onto the next question. If you want to change an answer then simply click on another button.

When you have finished, click on the **Finish** button and your result will appear on the screen. The pass mark for each mock exam mirrors the real exam, so you must get 60% to pass. If you click on **Question Breakdown**, you will see which questions you got right and which ones you got wrong.

No record of your result, or even the number of attempts you have made, will be recorded by the Institute.

2.3 Examination Entry

Examinations can be booked by logging onto the 'My Institute' section of the website and clicking on the subject that you wish to register for an exam for.

As soon as you have booked your exam, you will receive an exam confirmation email confirming all arrangements. Please check the details to ensure that they are correct.

You should check to ensure that;

- it is for the correct exam(s)
- it is at the correct exam centre
- the date and time specified are correct.

If any of these details are incorrect, log back into the Chartered Banker Institute website and follow the links to amend a booking. You must do this no later than three days before the test is due to be taken. It is not possible to reschedule a test with less than three days to go. If you attempt to reschedule a test at this point, it will be treated as a cancellation and you will lose the payment made for the test. It will be necessary to book, and pay in full, for a new test.

We recommend that you take a printed copy of this email with you to the exam centre. You **must**, however, take photographic ID with you.

The Institute reserves the right to refuse entry to candidates to the examination whose membership fees, course fees or other debts are unpaid at the date of application. The Institute also reserves the right to refuse to enter candidates to the examination where their module enrolment fee has expired.

2.4 Amendment / Cancellation of Examination Booking

It is possible to reschedule an exam up to three days (72 hours) in advance without penalty.

It is possible to cancel an exam up to three days (72 hours) in advance without penalty.

Exams cancelled with less than three days' notice are fully chargeable.

Failure to appear for an exam is fully chargeable.

In both of these instances you will incur the full price for a new exam booking.

To amend or cancel an exam, login to My Institute and follow the same process as for booking an exam. You will immediately receive an automated email confirming the changes.

Where cancellation within 3 days of the booked examination or failure to attend is a result of illness, accident or other medical circumstances the Institute may waive the new examination fee in favour of a £25 administration fee. Please note that applications will not be considered without supporting medical evidence and

that self-certification will not be regarded as acceptable. The Institute will not reimburse any costs incurred in obtaining medical evidence.

2.5 Final Examination

Examinations are of two hours' duration and are held in various examination centres around the UK at specified times each week. Each examination consists of 100 multiple choice questions and is examined using an on-line testing system.

2.6 Results

Examination results are immediately available on-screen after the conclusion of the examination, and you can enter your email address for these to be immediately emailed to you. For those who have been unsuccessful, you will receive a 'feedback' sheet which indicates the syllabus areas that may require further revision prior to any re-sit.

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

Examination results for Professional Banker programmes are graded as follows:

| | |
|------------------------|----------------------|
| Fail | 59% or less |
| Pass | 60% - 79% |
| Pass with Merit | 80% - 89% |
| Distinction | 90% and above |

2.7 Re-sits

Candidates who fail to pass an examination can book a re-sit examination as soon as they feel ready to do so.

For those candidates where resits have been paid for and authorised by an employer in advance, it should be possible to book immediately using the online booking system.

In all other cases, resits must be arranged by calling or emailing the Member Engagement team to make payment by credit or debit card. The Member

Engagement team will then authorise the booking, whereby it will then be possible to book the exam through the automated online booking system as before.

Candidates should note that re-sits should be completed within one year of enrolling for the module. Candidates who have not passed the examination within the one year module enrolment time limit will be required to re-enrol for the module and pay the full enrolment fee, along with any membership fees. At this point the candidate will be regarded as having re-started the module.

If you require confirmation of the appropriate examination fee, please see our [website](#) or contact the Member Engagement team.

2.8 Appeals & Extenuating Circumstances

If at the end of an examination a candidate feels that there were circumstances which affected their performance during an examination, e.g. illness, material technical issues, or adverse environmental factors, then this should be intimated to the invigilator at the conclusion of the exam.

Candidates must also send an email to the Institute **within three working days** with the grounds for appeal.

Any claim **must be supported by relevant evidence**, such as medical documentation. The email should be sent to awardingbody@charteredbanker.com with the subject line headed 'Examinations Appeal'.

The Institute will respond to all appeals claims within 14 days of receiving the appeal.

All claims of extenuating circumstances will be reviewed by the Institute whose decision will be final.

3 EXAMINATIONS RULES AND REGULATIONS

3.1 Introduction

The assessment of the Professional Banker Programmes is based on final, closed-book examinations.

This section of the Rules and Regulations outlines the arrangements and procedures for the Institute's final examinations which are held in various on-line centres throughout the UK.

3.2 Attendance at the Examination Centre

You are required to arrive at the exam centre at least 15 minutes before your exam start time. Please report to the centre's administration/reception desk. You will not be admitted to the exam room if you do not arrive 15 minutes before the appointed start time of the exam.

You must take one of the following forms of photographic ID:

- Passport
- UK photo card driving licence
- Employee photo ID card
- Bio-metric ID
- Any European driving licence with photo ID

Original documentation must be presented, not photocopies or digital copies of documents. ID can be expired in the last six months. If your documentation displays a different surname, an original linking document such as a marriage certificate must be provided.

Please note that if the centre staff cannot evidence conclusive proof of your identity, you will not be permitted to proceed with the exam.

You must also take a note of your Membership Number. It is recommended that you take a printed copy of your exam confirmation email which displays this.

Each of the exam centres is staffed by trained personnel to ensure that your exam experience runs as smoothly as possible.

A member of the centre staff will:

- check your name against their list of attendees
- check your ID
- ask you to store your belongings in the locker provided

take you to the room where you will sit the exam and log you into the exam system

3.3 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 do not conform to the above restriction.

3.4 Permitted Items

Use of mobile phones is not permitted. All mobile phones and other communication devices must be switched off and stored in the locker provided prior to the exam.

The following table lists the items that are permitted and not permitted in the exam room.

| ITEMS PERMITTED IN EXAM ROOM | ITEMS NOT PERMITTED IN EXAM ROOM |
|---|--|
| Water bottle with lid, with any labels removed | Water bottle without lid or any open drinking containers |
| Paper and pen/pencil as provided by the test centre | Any other documents or writing materials including note books, dictionaries etc. |
| Earplugs inspected by test centre staff and removed from packaging prior to exam room entry, or earplugs / headphones provided by test centre | Headphones of any kind unless provided by the test centre |
| Religious headwear | Coats or jackets |
| Medication. This can include, but is not limited to, inhalers, insulin injections, epi-pens or certain foods for medical reasons | Digital devices such as iPods, phones, calculators, Bluetooth earpieces |
| Tissues, providing the invigilator can see a clear need for them | Watches of any kind |
| Calculators (see below) | Hats, unless religious headwear |
| Case study texts (see below) | Mobile phones |
| Identification | |

3.5 Late Admittance to the Examination Room

You must arrive at least 15 minutes before the exam start time. If you are late you will not be able to sit the exam; it will be treated as a 'failed to attend' and you will lose your exam fee. There will be no late admittance to the exam room.

3.6 Conduct During the Examination

As noted in Section 1.14, candidates must uphold the highest standards of behaviour whilst undertaking any Institute activities – this includes sitting examinations.

All Institute final examinations are closed-book and thus you will not be permitted to take text books, notes or personal belongings into the room. These must be placed into the lockers provided, prior to the exams.

You must not take into the exam room any rough workings or paper to do rough workings. You will be provided with two pieces of scrap paper and a pen/pencil by the Invigilator. If extra paper is required for rough working, you should request this from the Invigilator. All paper will be destroyed after the test, you must not take any out of the test room.

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 Institute. 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 Institute immediately.

If during an examination a candidate experiences any circumstances which may affect their performance or their ability to complete the examination, e.g. illness, adverse environmental factors, or technical issues, this should be immediately intimated to the invigilator. (See Section 2.8 for information relating to Appeals & Extenuating Circumstances.)

Appendix 1 Data Protection Policy

This privacy policy explains how we use any personal information we collect about you when you use our website or contact us by other methods, including email, post and telephone.

We collect information about you when you contact us for information, apply for membership, enrol for courses or place an order for any goods or services which we may provide. We may also collect information when you voluntarily provide feedback, participate in surveys or respond to emails. Website usage information is collected using cookies.

How information about you will be used

Personal information that you supply to us may be used in a number of ways, for example:

- To provide information about our services and activities
 - To process applications for membership, study programmes or events
 - To provide ongoing support to members and their employers; or
- To produce member registers

The Institute aims to maintain all personal records accurately and securely to a reasonable standard.

We shall under no circumstances sell or provide information about our members or non-members to a third party for any purposes without express permission of the individual, except in the case of authorised agents of the Institute. Personal details may be provided to other organisations with whom the Institute is organising joint ventures, so long as they are used solely for the purpose of that venture.

Information relating to an individual's standing with the Institute may be provided to a company listed on our database as the person's employer, unless the member or non-member has specifically requested that the information should not be divulged.

We also reserve the right to disclose any of the information you provide to us where required to do so by law, or to comply with a regulatory obligation, or to assist in any investigation into alleged illegal or criminal conduct.

We shall 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 the financial services industry.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at:

Chartered Banker Institute
38b Drumsheugh Gardens
Edinburgh
EH3 7SW

Email info@charteredbanker.com

We may make a small charge for this service. Members may also view and amend their personal details via the members' section of the website.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.

Appendix 2 Equal Opportunities Policy Statement

The Institute 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 we;

produce education programmes and qualifications that are accessible to all students who are potentially able to achieve them

develop methods of teaching, assessment and quality assurance that are sensitive to the needs of all students but which do not compromise the overarching aims of fairness and consistency.

To implement our equal opportunities policy, we will;

disseminate information about our equal opportunities policy to students and members

ensure that performance criteria required to achieve our qualifications is appropriate for purpose, presents no unnecessary barriers, and is 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 students who think that they have been treated unfairly or discriminated against, within the framework of the Institute's equal opportunities policy

ensure that all our publications and promotional literature are written clearly and designed to be as inclusive as possible

make provisions for examination students 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.

Appendix 3 Assessment Arrangements for Students with a Disability

The Institute acknowledges that in accepting a disabled student onto a qualification programme, some adjustments may need to be made with respect to examinations and other assessments in order to accommodate the particular support needs of the individual.

By 'disabled student', we mean a student who may have one or more of a wide range of physical, sensory and cognitive impairments and / or other additional needs.

Any special arrangements put in place must not compromise the academic credibility of the assessment, nor put the disabled student at a disadvantage compared with non-disabled students by preventing him / her from adequately demonstrating his / her achievement of learning outcomes. Similarly, those special arrangements must not give the disabled student an unfair advantage over non-disabled students.

It should be noted that a student who has a disability or a specific learning difficulty, may or may not require special arrangements to be put in place with regard to the Institute examinations.

Students with a Specific Learning Difficulty (including dyslexia)

In order for us to consider your request for Special Circumstances, please provide an Educational Psychological Report (ideally issued within the last 10 years) or other acceptable written medical evidence to this effect. If a Report was completed before the candidate's 16th birthday, or if circumstances have changed, the candidate should have a "Review Assessment" undertaken by an appropriately qualified practitioner. Regrettably, we cannot act without written evidence.

Please also note that where a photocopy of the required evidence is provided, this **must be attested** (certified). Regrettably, we cannot act without written evidence.

Given satisfactory evidence, we will allow additional time in the examination up to the recommended time contained within the Report provided. The Report should indicate the degree to which dyslexia or specific learning difficulty might affect the student's examination performance and make specific recommendations for assessment arrangements.

Where an allocation of extra time for examinations has been detailed, this will normally be up to a **maximum** of 25% unless a lesser amount is deemed necessary on the basis of the independent evidence.

Students with Other Disabilities

This could include students who are blind or partially sighted; are deaf or hard of hearing; have Multiple Sclerosis, Myalgic Encephalopathy (ME), back problems, head injuries, epilepsy, dexterity problems, e.g. a repetitive strain injury, or have mobility problems, e.g. wheelchair users.

In the above and all other situations, the supporting evidence required will vary according to the specific circumstances, but it will generally be from an external agency with detailed knowledge of the student's condition, e.g. an assessment from the Royal National Institute of the Blind, a report from a GP or consultant / specialist. Regrettably, we cannot act without written evidence.

Given satisfactory evidence, we will allow additional time in the examination up to the recommended time contained within the evidence provided. The evidence should indicate the degree to which the disability might affect the student's examination performance and make specific recommendations for assessment arrangements.

Where an allocation of extra time for examinations has been detailed, this will normally be up to a **maximum** of 25% unless a lesser amount is deemed necessary on the basis of the independent evidence.

Examination Arrangements

In addition to the potential for extra time to be allocated, alternative practical arrangements will be considered by the Institute to allow students to fulfil their full potential during their examinations.

The assessment arrangements will vary from student to student, but could include the provision of a paper-based examination, large print examination papers or the provision of a scribe. Where the recommendation is that a student is permitted to use a scribe, the standard allocation of extra time will apply.

Conduct of Examinations

It is the responsibility of the invigilator to ensure that Institute examinations involving disabled students are conducted in accordance with the agreed alternative arrangements, including the allocation of extra time. As far as possible in other respects the usual rules for the conduct of examinations are observed.

If a student feels that his / her individually agreed needs have not been satisfactorily accommodated within the assessment process, he / she should contact awardingbody@charteredbanker.com within **three working days** of the assessment.

Where a disability has not been declared prior to an examination, this cannot be taken into account retrospectively, unless the student has a valid reason for not having declared it.

Academic Transcripts and Qualification Certificates

Where special arrangements within the assessment process have been put in place for students due to a disability, this will not be indicated on their academic transcript or qualification certificate.

Request for Special Circumstances

Requests for alternative assessment procedures should be made by students direct to the Institute **at least one month in advance** of the preferred assessment date, rather than using the online booking system. Requests should be sent to exambookings@charteredbanker.com along with any supporting evidence.

Students should note that late applications may not be accommodated due to the difficulties in making the necessary arrangements at short notice.

Where a request for Special Circumstances has been declined, candidates may appeal against the decision by writing to the Deputy Chief Executive within **seven** days of receiving the decline decision. The appeal decision by the Deputy Chief Executive is final.