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City & Guilds

600/7992/7 City & Guilds Level 4 Diploma in Banking

OVERVIEW

What does this qualification cover?

The Level 4 Diploma in Banking provides a range of knowledge and practice required to work in a management role within the Banking industry that the learner is working in or wishes to work in, specifically as a Branch Manager or Business and Commercial/Customer Relationship Manager.

This comprises mandatory units;

Branch Manager

- Engaging with your team in progressing business development opportunities in a financial services environment
- Managing your own performance, personal development and banking industry awareness
- Maximising business opportunities within a financial services environment
- Provide leadership and direction for own area of responsibility
- Build, support and manage a team

Business and Commercial/Customer Relationship Manager

- Managing your own performance, personal development and banking industry awareness
- Maximising business opportunities within a financial services environment
- Developing commercial relationships as a trusted adviser to financial services customers
- Managing risk for financial services customers within your area of responsibility

Plus optional units relevant to their chosen career path;

- Leading and engaging your team in the monitoring and evaluation of business development within a financial services environment
- Building professional networks in a financial services environment
- Managing risk for financial services customers within your area of responsibility
- Monitoring the quality of lending within your area of responsibility
- Providing complex financial services solutions for commercial customers
- Researching and developing new commercial customers within a financial services environment
- Working with customers to assess and enhance the quality of service provided within a financial services environment

- Reviewing and responding to the client's changing financial needs and circumstances for financial advice and/or planning
- Encourage new ideas and innovation amongst the work team
- Develop and evaluate operational plans for own area of responsibility
- Implement change in own area of responsibility
- Develop working relationships with colleagues and stakeholders
- Recruit staff in own area of responsibility
- Plan, allocate and monitor work in own area of responsibility
- Address performance problems affecting team members
- Manage conflict in a team
- Lead and manage meetings
- Support individuals to develop and take responsibility for their performance
- Manage a budget for own area or activity of work
- Manage knowledge in own area of responsibility
- Develop a customer-focused organisation
- Manage the achievement of customer satisfaction
- Engaging with your team in progressing business development opportunities in a financial services environment
- Leading and engaging your team in the monitoring and evaluation of business development within a financial services environment

This is a Framework qualification.

Who could take this qualification?

The Level 4 Diploma in Banking qualification is designed for learners who want to work within banks and building societies as a branch manager or personal or business banking.

There are no formal entry requirements for learners undertaking this qualification, though new learners will benefit from achieving one of the following;

- 6774-02 Level 2 Certificate in Providing Financial Services
- 6774-03 Level 3 Certificate in Providing Financial Services
- Advanced Apprenticeship in Providing Financial Services - Pensions, Insurance, Banking, Investments, Debt Collections
- Undertaken CPD using 6774-03 Award in Providing Financial Services

The qualification it is suitable for a wide age range starting at 16.

What could this qualification lead to?

Will the qualification lead to employment?

This qualification provides the skills and knowledge for a learner to undertake a role within the Financial Services sector such as;

- Branch Manager
- Business/Commercial Relationship Manager

Will the qualification support progression to further learning?

The Level 4 Diploma in Banking can lead to the following qualifications:

- Higher Apprenticeship in Banking
- ILM Level 4 or Level 5 Qualifications in Management
- City & Guilds Professional Recognition Awards
- Foundation degree or other Higher Education qualifications.
- Professional qualifications toward Chartered status

Using this size of qualification

This qualification has been created to provide practical skills and knowledge to allow the learner to perform effectively as either a Branch Manager or Business and Commercial/Customer Relationship Manager.

The Level 4 Diploma in Banking is the main qualification within the Higher Apprenticeship in Banking.

Who supports this qualification?

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