

Chartered Banker

Chartered Banker by Experience Candidate Guidance – Reflective Statements, Presentation and Professional Discussion

Candidates who have not achieved the Advanced Standard for Professional Bankers or completed the Certified Bank Director Programme must demonstrate their knowledge, skills, understanding and practical application of these by completing reflective statements for the required topics. This requires a critical self-evaluation outlining experiences to date, lessons learnt, significant influences and planned approach for the future.

Understanding how to create a critical self-evaluation is key. It should contain:

- detailed analysis and commentary
- assessments and judgements
- a reflection of you and your experience
- correct and accurate information
- significant and relevant evidence to meet the criteria

Areas to consider when creating a statement:

- 'What' will be included, - knowledge and understanding
- 'How' - skills, behaviours and application
- 'Why' - reasoning and justification
- 'Why not' - consequences

Statements should clearly demonstrate the candidate's experience in banking and should be a reflection of the CV they have submitted.

The content for this level of assessment requires more than knowledge and understanding seen through:

- descriptions
- lists of events
- recalling information
- reproducing policy and procedure

The candidates' evidence should demonstrate techniques of, for example:

- analysing
- evaluating
- decision making and judgement
- applying
- monitoring
- re-evaluating

When planning what to include in statements it may be useful to consider the **GROWTH** framework. This framework can be used to ask questions and prompt thinking around different scenarios and circumstances to be included in statements. By using this approach the candidate can also determine if the topic is appropriate and relevant to demonstrate technical competency and meet the criteria of the programme. For example:

G - Grow	What was the objective? What did you want to achieve?
R - Reality	What is the current position? What was the starting point?
O - Options	What choices did you have? What resources were available?
W - Will	What could you do to achieve the goal? What help and support do you need?
T - Tactics	How will you do it?
H - Habits	How will you sustain it?

The expectation of the Assessor is that the reflective statements will contain key events from your banking experience and be sufficiently detailed to present your career to date. The candidate should be knowledgeable on the area of banking referred to in the statements and be able to discuss the statements with the Assessor. The candidate may also be asked to provide evidence to support their statements and answer any questions if required. The Assessor will also discuss the candidate's CV as part of the Professional Discussion element of the programme.

Chartered Banker by Experience Candidate Checklist – Reflective Statements

It is suggested that candidates complete the checklist below prior to submitting the reflective statements. The candidate should answer the questions, confirming the responses for each topic are complete, relevant and meet the appropriate criteria.

Does my statement meet the word count?	
Is the content an accurate account of events?	
Does the content relate to the topic?	
Does the content meet the criteria?	
Does the content demonstrate my knowledge and experience relative to the topic?	
Have I clearly shown how my skills have been applied?	
Are the events sufficiently significant?	
Have I included lessons learnt, adopted changes, plans for the future, influences and barriers?	
Can I produce evidence to support the statements?	
Will I be able to answer questions and expand further on the statements made?	
Do the statements reflect my CV?	
Are my statements ready for submission?	

Chartered Banker by Experience Candidate Guidance – Presentation

Presentation

The presentation element of the programme is based on the Professional Ethics (PE) assignment completed by the candidate. The presentation will last around 30 minutes and will be given to an Assessor, ideally face-to-face although on-line discussions may be arranged.

What is the Assessor looking for in the presentation?

The assignment should provide the Assessor with a view of the candidate's professionalism and ethical behaviours. This could range from understanding ethical theories and principles to applying sound professional judgements in business situations.

The presentation is an opportunity for the candidate to bring to life an ethical dilemma. This could:

- be professional *and* personal
- involve groups of people e.g. customers, stakeholders, colleagues, management etc.
- present a conflict of interest
- have a number of options to bring to resolution
- create a precedent

The candidate should personalise the presentation. Be honest and authentic and highlight where things didn't go so well. This is a key learning point in terms of:

- changing direction for the right reasons
- not making the same mistake twice
- recognising the most appropriate solution

Not everything always works well and first time!

The Assessor will also expect the candidate to be able to demonstrate their knowledge of the different ethical theories and decision-taking models and explore how they came to make their decisions.

- What was the decision based on?
- How did you come to that decision?
- Would you make the same decision again?

Chartered Banker by Experience Candidate Checklist – Presentation

Candidates should reflect on the following points and consider if their presentation is ready for submission.

<i>Presentation Things to Remember.....</i>	
√	Keep to time – 30 minutes
√	To connect the presentation to the PE assignment
√	Your audience, this is a one-to-one presentation
√	To make it sound like you, personalise it, it's about your own experience
√	Try to present examples of when things didn't go so well...not everything works out perfectly first time!
√	You may be asked further questions, can I expand on the content?
√	To demonstrate the outcomes for this part of the programme

Chartered Banker by Experience

Candidate Guidance – Professional Discussion

This part of the programme is a 2 hour Professional Discussion between the candidate and the assessor. The discussion is based on:

- the topics in the programme
- the candidates CV and experience
- the candidates critical self-evaluation statements (if applicable)
- the candidates banking experience relative to the indicators set out in the Advanced Standard for Professional Bankers (if applicable)
- the candidates presentation

Candidates may also be asked to bring additional evidence to support their statements or to close any gaps identified by the assessor.

How should the candidate approach the professional discussion?

The discussion will be based on the above mentioned elements of the programme and therefore the candidate must be able to discuss and expand on the content they have submitted. The discussion has no additional criteria required to be met. The assessor will tailor questions for each candidate according to the individual's information.

The candidate should be prepared to do most of the talking. The assessor will initiate the discussion with open questions and expect the candidate to:

- answer the questions
- offer further explanations
- expand with additional examples
- make reference to the programme's topics and criteria
- provide clarity

This isn't an interview and there isn't one right answer. Answers should be relevant and appropriate according to the candidate's experience, CV, PE assignment, the Professional Bankers Standard (if applicable) and reflective statements (if applicable).

It is suggested that the candidate and their line manager conduct a mock discussion, based on the candidate's submissions, to both prepare for any questions asked and demonstrate achievement of the criteria.

What is the Assessor looking for in the professional discussion?

The assessor should expect the candidate to demonstrate substantial knowledge and understanding of the programme topics together with the appropriate skills and the practical application of the topics. The assessor will also expect the candidate to consider and explore their experience in relation to the programme criteria through questioning and discussions.

The assessor is looking for a confident, articulate, knowledgeable professional who:

- has a comprehensive understanding of banking in at least one key area, and a good general knowledge of banking overall
- clearly demonstrates a customer-focused, ethically professional approach to banking
- acts as a positive role model for colleagues and customers
- supports others through collaboration, motivation and influence
- reflects a positive personal presence

The assessor should pose the questions in a way that allows the candidate to demonstrate not only what they know but how they go about applying the knowledge and skills as part of their role.

Chartered Banker by Experience Candidate Checklist – Professional Discussion

It is suggested that candidates reflect on the questions below prior to undertaking their professional discussion.

Am I sufficiently familiar with the AEP topics?	
Can I discuss my experience and relate it to the AEP programme criteria?	
Am I suitably prepared and practiced to answer questions?	
Have I taken part in a mock discussion?	
Can I offer further examples from my own experience?	