
CERTIFICATE IN RETAIL AND DIGITAL BANKING (CertRDB)

1 August 2022



Programme Overview

The retail banking sector is facing an unprecedented level of change from digital disruption, changing customer expectations, innovation, data usage and new ways to do banking. The Certificate in Retail and Digital Banking (CertRDB) has been designed to set a new independent standard in customer service excellence by providing front-line staff with the required knowledge of regulatory requirements, products, services and delivery channels to operate effectively in this fast-changing environment.

Programme Objectives

CertRDB has been specifically designed to assist banks in preparing their front-line staff to work within a transforming industry to achieve better informed outcomes for their business, their customers and themselves. This qualification aims to equip learners with essential knowledge of the financial services environment, regulatory requirements and the key principles of providing customer service excellence.

Programme Outline

Topics	Contents
Unit 1: The Delivery of Retail and Digital Banking (DRDB)	<ul style="list-style-type: none">• Understand banking customers, what they want and expect from banks and how the evolution of digital technology continues to change customer expectations;• Evaluate the need to provide high standards of customer service;• Understand how banks capture and analyse and use data about their customers;• Understand how regulation and legislation affects financial services organisations and their customers; and• Identify the operation and features of key retail financial products and services.
Unit 2 : Assessing Customer Needs and Providing Solutions (ACNS)	<ul style="list-style-type: none">• Assess the needs and aspirations of retail banking customers and identify appropriate financial solutions to meet these needs.

Who Should Attend

Those aspiring to have a career in retail and digital banking or to work in another area of financial services.

Pre-requisite

Proficiency in English.

Methodology

- Online study - Everything is online and you can study at a pace that suits you;
- Guided learning; and
- Assessments.

Programme Structure

Guided Learning Hours	2 Hours
Other Hours	132 Hours
Total Qualification Time	134 Hours
Assessment	<p>You will be assessed for each unit by a one-hour electronic multiple-choice exam.</p> <ul style="list-style-type: none">• Unit 1– 50 stand-alone multiple-choice questions• Unit 2 – six case studies with five multiple-choice questions linking to each case study <p>You will have 12 months from your course start date to complete each module and sit the exam.</p>

For more information, you can visit <https://www.libf.ac.uk/study/professional-qualifications/banking/certificate-in-retail-and-digital-banking>.

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CATEGORIES	STAKEHOLDER	NON-STAKEHOLDER
PROGRAMME FEE	<input type="checkbox"/> \$ 630.00	<input type="checkbox"/> \$ 630.00

TERMS AND CONDITIONS:

Cancellation policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants a day before the training commences.

Other terms:

- Participants must complete all recommended learning hours and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

By completing and signing this form, you hereby agree to the above terms and conditions:

Name:		IC Number:	
Position:		Department:	
Email:		Phone:	

Name:		IC Number:	
Position:		Department:	
Email:		Phone:	

Name:		IC Number:	
Position:		Department:	
Email:		Phone:	

APPROVING OFFICER

Name:		Email:	
Position:		Department:	

Signature and Company's Stamp