Overview
A Relationship Manager has responsibility for providing products and services to a portfolio of customers, to help them achieve their business goals alongside delivering the Bank’s business plan, whilst meeting the required ethical, risk and governance standards. The role may sit in different areas of the Bank, such as Corporate, Commercial, Retail Banking, Wealth Management, Private Banking or Card Services. Depending on the customer base, the role may have responsibility for a portfolio (SMEs) or be supporting a Director on larger customers.

Key information:
- **Duration**
  - Programme Duration: 24 months (21 months on programme, 3 months to End Point Assessment)
  - Professional qualification (technical knowledge): Chartered Banker Diploma (6 modules over 4 months)
  - Knowledge Into Practice: 21 month continuous supported programme of study in 3 phases
- **Minimum Entry Requirements**
  - Employees without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.
- **Qualifications**
  - Upon successful completion, employees will be awarded a degree level qualification, the Chartered Banker Diploma.
- **Progression**
  - On completion the learner will be eligible to apply for Chartered Banker status, providing they have 3 years banking experience.
- **Delivery**
  - Our guided teaching is delivered through a mix of live webinars delivered by a BPP University tutor, 24/7 access to recorded lectures and online lecture notes. Including online teaching sessions with face-to-face inductions and masterclasses.
  - Students take part in live discussion with fellow learners during live webinars and via course forums.

On the job training
The table below gives an example of time required during working hours to complete this programme.

<table>
<thead>
<tr>
<th>Programme Module</th>
<th>Timetabled Lectures</th>
<th>Flexible Study Time</th>
<th>Total Hours</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge Modules</td>
<td>56</td>
<td>140</td>
<td>196</td>
<td>Webinars plus self-study and mock exams.</td>
</tr>
<tr>
<td>On the job training</td>
<td>-</td>
<td>-</td>
<td>70</td>
<td>Employer led learning such as GPL, Continuous Professional Development, technical training, shadowing and mentoring.</td>
</tr>
<tr>
<td>Study leave</td>
<td>-</td>
<td>35</td>
<td>35</td>
<td>Study leave in accordance with Professional Qualifications policy.</td>
</tr>
<tr>
<td>Gateway preparation</td>
<td>-</td>
<td>14</td>
<td>14</td>
<td>Evidence gathering and authentication to pass ‘Gateway’ through to End Point Assessment preparation.</td>
</tr>
<tr>
<td>Total</td>
<td>56</td>
<td>189</td>
<td>315</td>
<td></td>
</tr>
</tbody>
</table>

This allocation does not include additional time which may be required for functional skills or on programme resits. Please note that this calculation does not include the End Point Assessment phase.

If you are interested in the Professional Career Development Programme, contact your line manager.

✉ pcddp@bpp.com
Rbs bppuniversity.ac.uk
If you are interested in the Professional Career Development Programme, contact your line manager.

✉ pcdp@bpp.com
 Rbs.bppuniversity.ac.uk

Knowledge and skills associated with the Chartered Banker (Relationship Manager) Professional Career Development Programme

Programme outline

CBI Professionalism, Ethics and Regulation
Credit & Lending
Contemporary Issues in Banking
Retail Banking
Risk Management in Banking

Phase 1
Phase 2
Phase 3

Skills & Behaviours

Gateway
End Point Assessment

Full details of the Skills and Knowledge for this Professional Career Development Programme can be found here.