

**Scottish Credit and Qualifications Framework Partnership (SCQFP)
Periodic Review Report (2018)
Executive Summary**

Name of CRB: Chartered Banker Institute (CBI)

Date of periodic review visit: 2 February 2018

Background to the periodic review

The Chartered Banker Institute (CBI) was initially approved by the SCQF Partnership as a CRB in 2009 under its previous title of Chartered Institute of Bankers in Scotland (CIOBS). Its previous periodic review was in 2014. Since then CBI has undergone three successful annual monitoring activities. This periodic review visit was carried out in February 2018.

Process Note: each review is carried out by a team consisting of a member of the SCQF Quality Committee, an SCQF Partnership Officer and an External Reviewer. The CRB makes a submission using a standard template and considering the SCQF Quality Assurance Model Criteria. Following the submission, a visit is carried out to the CRB's premises and a full report produced. This document notes the key finding within that full report.

Summary of findings

Criterion 1 A Body of Good Standing

Highlights

- The CRB has a long history of providing qualifications and training to banks in Scotland and beyond and continues to demonstrate a successful track record in devising quality assured learning for the banking industry;
- The Quality and Standards Committee (QSC) remit includes the review of the CRB's credit rating procedure.
- The organisation has an Equal opportunities strategy for staff and a number of policies to ensure that both the additional support needs and any extenuating circumstances of students are considered;
- The organisation has a Staff Training and Development Policy and staff attend SCQFP workshops. A training and people plan has been developed;
- A five-year strategic business plan combined with a two-year operational plan creates visibility of forthcoming projects.

Areas for development/action

- The organisation does not normally provide a breakdown of learner statistics for Scotland and was unable to do so for the review visit. They did however provide the number of learners who had been certificated for credit rated programmes;

Criterion 2 Robust Quality Assurance System

Highlights

- The Learning and Development Board approves the structure and content of the Institutes educational programmes and any regulations which govern them;
- The recognition of a need to enhance its quality system had resulted in the hiring of a Member Registry and Quality Manager in 2015 and subsequent growth meant plans were in place to recruit a Head of Quality Assurance;
- A Quality Handbook includes information on rules and regulations, credit rating and policies on assessment and RPL;
- Internal and external reviews had been carried out in 2017 and a subsequent action plan developed;
- The external review had included the review of credit rating activity, assessment and the learner experience.

Areas for development/action

- There were some issues relating to document control and the CRB noted that this can be difficult to manage and no formal internal tracking mechanism was in place;
- There were no formal eligibility criteria for the role of an independent external review team member.

Criterion 3 Capacity and Commitment

Highlights

- The organisation's credit rating procedure complies with SCQF requirements and whilst the procedure has been reviewed there have been no recent major changes;
- The final decision on approval of credit rating decisions sits with QSC;
- The organisation had asked SCQFP to provide a workshop in 2017 to ensure that new team members had a thorough understanding of credit rating and the SCQF resources.

Areas for development/action

- The organisation is still trying to resolve the issue of the format of the learning statements if non-credit rated legacy qualifications are to be included along with credit rated provision;

Criterion 4 Third Party Credit Rating

- CBI does not have third party credit rating authority

SCQF Credit rated programmes, Database accuracy and certification

Highlights

- The CRB's records on the SCQF database are well maintained with review dates adhered to and records updated accordingly;
- Clear separation exists between each stage of the credit rating process and for those programmes sampled the final decision had been signed off by the QSC.

Areas for development/action

- The sampling of credit rated programmes highlighted some inconsistencies in the completion of the paperwork;
- The sample certificate does not include the SCQF level and credit points. This is included in the accompanying Statement of Learning but this is not the case for the full suite of CBI's credit rated programmes.

Process Note: the full review report together with an action plan from the CRB responding to the areas highlighted for development/action are submitted to the SCQF Quality Committee which makes recommendations to the SCQF Board. The decision of the SCQF Board is based on the review of the report and of the appropriateness of the CRB's action plan in responding to the draft report.

SCQF Board decision and conditions/recommendations

The Board decided that CBI should continue as an SCQFP Approved Credit Rating Body subject to desk based annual monitoring. There were no specific conditions or recommendations.