



Professionalism and Ethics CPD 2021 Q4



Important – Action required for all NatWest Group members

Continuing Professional Development (CPD) 2021

Dear X

We hope that you are continuing to enjoy our more flexible approach to completing your CPD and that you found the content from our previous newsletters interesting and engaging.

We're delighted to share with you our Professionalism & Ethics CPD newsletter for Quarter 4 with a range of options to support you with your professional development. In this issue we focus on inclusion and learning, fraud, digitalisation in banking and developing the skills required to make good ethical decisions. As you know, you are required to complete 2.5 hours annually to maintain, improve and broaden your professional knowledge. This also entitles you to ongoing membership and the permission to use the designatory letters CCBI after your name.

What do I need to do?

1. Review the options below and select the activities you would like to complete
2. Aim to complete between 30 – 60 minutes of these activities this quarter
3. **Important!** Complete your **CPD log** to demonstrate that have completed your CPD



Chartered Banker Magazine Special Report

A new era for inclusion? – It's been six years since the United Nations Sustainable Development Goals set out a series of aspirations for the future, underpinned by the ambition of ending exclusion and leaving no one behind. But what are today's challenges for bettering inclusion – and what part does the finance industry have to play? You can listen for **35 minutes** "on the go" by opening outlook on your phone and click [here](#) to listen (you may be prompted to register/login to SoundCloud to open this resource) or read the report [here](#) in **40 minutes**.

[Read here](#) >



Decision Making

Decisions need to be made on a daily basis, but what is the best way to make a decision? This module looks at the ICES process and the use of a decision matrix to help you to make a choice.

[Access here](#) >



With customer satisfaction at its lowest since 2015, financial organisations must make service a boardroom priority

There is no doubt we are navigating one of the most challenging periods in our living history. The events of the past year have shaken and changed the customer experience environment, perhaps forever, and the impact on the customer/organisation relationship is starting to become clear. Jo Causon, CEO, The Institute of Customer Service explores this important topic in this **5 minute** read.

[Read here >](#)

Banks have further to go to achieve customer service excellence

One thing that stands out looking at it from a financial services perspective is that the banking sector is always a solid performer – but there is undoubtedly room for the sector to do more if it wants to truly excel. **10 minute read.**

[Read here >](#)

Blogs



Ethics and sustainability: Financial services through the eyes of customers

Running a 'good' business, treating staff, customers and suppliers fairly and being sustainable are increasingly the expectations we have of modern-day businesses. But with the aftermath of the 2008 financial crisis, so called 'fat cat' culture around executive pay, issues of equality and diversity, and data breaches continuing to dog the industry, financial services firms have had to work hard to rebuild trust. A **5 minute** read.

[Read here](#) >



An inside job

The financial services sector is among the most highly-regulated and risk-conscious in the corporate world – and with good reason. But while attention is rightly focused on mitigating the risks to firms from external hostile actors, efforts to dig deeper into the propensity for misconduct and criminal behaviour within these firms are building a better understanding of how to avoid the 'inside job'. **Allow 5 minutes** to read this article.

[Read here](#) >

Responsible Banking Toolkit



Ethical Dilemma: Those duties we can't avoid

Prevention and detection of fraud are key objectives of any bank's internal controls. But their effective operation isn't just the Finance Director's responsibility. A question to ask yourself: who is in control? Explore the issues arising from the story of MMM Bank in this interactive self-study e-learning module. **Allow 15 minutes** to complete. This module can take a moment to load depending on your browser.

[Access here](#) >



Self-assessment: The Baxter Centre

When making difficult ethical decisions, people are sensitive to a wide variety of ethical considerations. However, some people place more weight on certain ethical considerations than others. This scenario asks you to use your ethical judgement to decide which course of action you think is best. **Allow 15 minutes** to complete this self-assessment.


[Access here](#) >

Webcasts and Podcasts



Webcast: In a digital world what is the role of the finance professional?


If we don't need accountants to do accounts and we don't need bankers to do banking; what is the role of the finance professional? This **60 minute** webcast explores the ways in which Fintech and innovation in banking has changed the ways in which we do business.

Watch here 



Podcast: The future of professional skills and learning in banking

Hosted by Joanne Murphy, Chief Operating Officer, Chartered Banker Institute, featuring, Francis Lake, Head of Organisation Development, Virgin Money. This podcast explores the changing face of learning and continuing professional development in banking and how to support your career development through a culture of lifelong learning, growth mindsets and individual responsibility. You can listen for **25 minutes** "on the go" by opening outlook on your phone and click **here** to listen (you may be prompted to register/login to SoundCloud to open this resource)

Listen here 

Recording your CPD



Remember to record your CPD in your Chartered Banker **CPD logbook**.

Please click the PDF below for an example of how to complete your CPD entry.



Where can I access Q1, Q2 & Q3 CPD?

Visit [NatWest Professionalism and Ethics CPD](#) for all your CPD 2021 materials.



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Chartered Banker Institute, Drumsheugh House, 38b Drumsheugh Gardens,
Edinburgh, EH3 7SW
Charitable Body No SC013927