



Professionalism and Ethics CPD 2021 Q1



Reminder: Have you started your CPD?

Important – Action required for all NatWest Group members

Continuing Professional Development (CPD) 2021

Dear Heather

We wrote to you in February to advise that your membership fee has been paid for by the Bank and currently runs until 31st December 2021.

To help maintain, improve and broaden your professional knowledge you are required to complete annual Continuing Professional Development (CPD). This entitles you to ongoing membership and the permission to use the designatory letters CCBI after your name.

What do I need to do?

NatWest Group is a member of the Institute's Approved Employer Scheme which means that most of your CPD requirement is covered by your regular internal training and you are only required to demonstrate and evidence an additional 2.5 hours of CPD devoted to professionalism and ethics. You told us that you would like more flexibility in the way that you complete your Professionalism and Ethics CPD therefore for 2021 we will be suggesting a range of options to choose from and sharing these with you each quarter.

Quarter One Action

Please review the options below and select the modules you would like to complete. You should aim to complete and record between 30 – 60 minutes of activity in Quarter 1 which must be updated in your **CPD logbook**.

Webcasts and Podcasts



How Has Covid-19 Impacted Organisational Culture, Conduct And Ultimately Risk Appetite?

An organisation's culture and conduct management are critical to maximise its business potential and to survive, emerge and thrive through Covid-19. In this **60 minute webcast**, Natalie Wharton, CEO of Wharton Business Consulting, provokes thinking to: 1) explore organisational culture midst Covid-19 2) explain key steps in defining, measuring and embedding your desired culture & conduct 3) examine the critical leadership behaviours, capabilities and mindset required for the future.

[Click here to watch >](#)



Workplace Ethics - Explore the importance of workplace ethics, the steps that can be taken to create an ethical working environment and the benefits it brings to both employees and employers. **5 minute video**

[Click here to watch >](#)

Chartered Banker Magazine



Better Banking Experiences - A good financial transaction or product is no longer enough; today customers expect the same seamless, personalised experiences that we are used to in other areas of our lives. Culture, purpose and values – and a brand’s ability to align its business practice with these – are also playing a much more influential role in defining the brands we interact with and, crucially, trust. As banking adapts to the shift from a transactional to more experiential mindset, this Chartered Banker Magazine Special Report explores how customers’ expectations are changing – and how banking providers across the industry are innovating and reshaping to serve tomorrow’s customer. **Allow 30 minutes to complete.**

[Click here to read](#) 

Ethics and Technology in Banking E-learning



Digitalisation and innovative technologies are creating disruption in the banking sector with accelerating rate of change. With more and more customers demanding fast, frictionless, real-time banking, a key challenge for traditional banks is the pace of innovation which, although is disrupting the way banks work, also presents many opportunities for them to grow and flourish. This eLearning module explores some of these technologies and the ethical considerations that emerge from their use in banking. **Allow 30 minutes to complete.**

Member Access 

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Blog Highlights



The Future of Banking

To unlock the potential of Open Banking and other opportunities, banks must convince customers to share their data. Trust is essential in this value exchange. **Allow 10 minutes to read.**

[Read Here](#) 



Why we need professional bankers now more than ever

Post Covid-19, the expertise and judgement of experienced professional bankers has never been more needed. **Allow 10 minutes to read.**

[Read Here](#) 

Recording your CPD



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

*The CPD logbook is currently under review and will be updated in due course. In the meantime, please click the PDF below for an example of how to complete your CPD entry.



[NatWest Example CPD log v4.pdf](#)

Your views are important to us

We would very much appreciate it if you could give us a few minutes of your time to give us some initial feedback about your CPD experience to help us evaluate our CPD content and delivery. The survey should take you around **2 minutes to complete**.

[Access here](#) 



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