

Chartered Banker



Important – Action required for all NatWest Group members

Continuing Professional Development (CPD) 2021

Dear X

We hope that you are enjoying our more flexible approach to completing your CPD and that you found the content from quarter one interesting and engaging.

We're delighted to share with you our Professionalism & Ethics CPD newsletter for Quarter 2 with a range of options to support you with your professional development. 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?

Please review the options below and select the activities you would like to complete. Please note if you are a colleague in Customer Engagement and Distribution you will be completing 'Vulnerable Consumers' as part of your Q2 Professional Standards. Aim to complete between 30 – 60 minutes of these activities this quarter and remember to record them in your **CPD logbook**.

If you missed your Q1 CPD newsletter, you can access your activities [here](#).

Vulnerable Consumers E-Learning

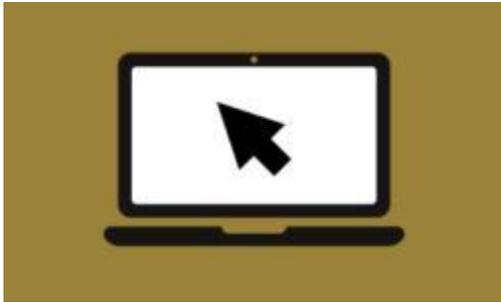


Mandatory learning for colleagues in Customer Engagement & Distribution

There isn't a typical "vulnerable" person – and people who see others as "vulnerable" might not view themselves in that way. However, factors like age, physical or mental health, caring responsibilities, and life-changing events such as redundancy, relationship breakdown or bereavement could mean someone is put in a vulnerable position. And as a result, they could need extra care and support from the businesses and services they use. Allow **30 minutes** to complete this eLearning module that explores this important topic.

[Access here](#) 

Webcasts and Podcasts



Managing Cyber Risk in the Current Climate

Risk is a massive topic that impacts on our daily lives both at work and home. Sandy McKenzie, Cyber Risk Manager at NatWest Group shares his insights in Cyber Risk in relation to Operational Resilience and why it is important to manage it effectively. He also considers what we need to be aware of going forward within the industry and from a regulatory perspective including working from home, especially during these current uncertain times. Allow **60 minutes** to watch the webcast.

[Access here](#) 



Chartered Banker Magazine Special Report – The next frontier

The COVID-19 crisis sparked a new wave of fraud, with criminals quickly identifying novel avenues through which to exploit vulnerable individuals and businesses to profit from the pandemic.

In this Special Report, Chartered Banker examines the fraud landscape – and how the financial services, government and public sectors can work together to improve fraud controls and help protect customers from new and evolving threats. Allow **30 minutes** to **read the report** or **40 minutes** to listen to the **podcast** on your phone on the go.

[Access the Podcast here](#) 

Responsible Banking Toolkit



Ethical Dilemmas – Trust your instincts

How far does a bank's duty of care extend when it comes to investigating a suspicious, yet seemingly genuine, customer request? It's all about asking the right questions. Explore the issues arising from Bernard's story in this interactive e-learning module. Allow **15 minutes** for completion.

[Access here](#) >

How ethical are my decisions?

In the course of your role as a professional banker, it is likely that you'll be faced with a variety of ethical dilemmas. Acting with integrity is a key way in which you can win the trust and respect of your team, as well as your peers. More importantly, good ethical decisions will also protect the reputation of your organisation. This **10 minute** self-assessment presents a range of issues designed to test the quality of your ethical decision-making.

[Access here](#) >

The 5 new rules of etiquette



Explore the rules of etiquette expected in the modern world. A **5 minute** 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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