

# Higher Apprenticeship in Banking: Branch Management Pathway

## Overview

This Higher Apprenticeship is suitable for those in roles as a Branch Manager overseeing the day to day running of a branch or a number of branches.

### The qualifications within the apprenticeship include:

- Level 4 Diploma in Banking
- Level 4 Diploma in Retail Banking Conduct of Business
- Level 2 Essential Skills in Wales – Application of Number
- Level 2 Essential Skills in Wales – Communication

The Level 4 Diploma in Banking requires learners to achieve 53 credits in total; 28 credits to be achieved via the completion of the Mandatory Units and the remaining 25 credits to be selected from the optional units Group O1 and Group O2.

The following tables will outline the units and their credit value available for selection:

M1: Mandatory Units		
Learners must achieve 28 credits from this group		
Title	Unit Level	Unit Credit Value
Managing your own performance, personal development, and banking industry awareness	4	5
Maximising business opportunities within a financial services environment	4	8
Engaging with your team in progressing business development opportunities in a financial services environment	4	6
Provide leadership and direction for own area of responsibility	4	5
Build, support and manage a team	4	4

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### O1: Optional Units Financial Services – Branch Management

**A minimum of 10 credits must be chosen from this section.**

Title	Unit Level	Unit Credit Value
Leading and engaging your team in the monitoring and evaluation of business development within a financial services environment	4	6
Building professional networks in a financial services environment	4	4
Managing risk for financial services customers within your area of responsibility	4	10
Monitoring the quality of lending within your area of responsibility	4	7
Providing complex financial services solutions for commercial customers	4	10
Reviewing and responding to the client's changing financial needs and circumstances for financial advice and/or planning	4	4
Researching and developing new commercial customers within a financial services environment	4	7
Working with customers to assess and enhance the quality of service provided within a financial services environment	4	4

### O2: Optional Units – Leadership and Management / Cross Sector

**A minimum of 15 credits must be achieved from this section.**

Title	Unit Level	Unit Credit Value
Encourage new ideas and innovation amongst the work team	3	4
Develop and evaluate operational plans for own area of responsibility	5	6
Implement change in own area of responsibility	4	6
Develop working relationships with colleagues and stakeholders	4	4
Recruit staff in own area of responsibility	5	4

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Plan, allocate and monitor work in own area of responsibility	5	5
Address performance problems affecting team members	4	3
Manage conflict in a team	3	3
Lead and manage meetings	3	4
Support individuals to develop and take responsibility for their performance	4	4
Manage a budget for own activity or area of work	5	7
Leading and engaging your team in the monitoring and evaluation of business development within a financial services environment	4	6
Manage knowledge in own area of responsibility	3	4
Develop a customer-focused organisation	5	5
Manage the achievement of customer satisfaction	4	5

**Please contact us for more information:**

ALS Training, Ocean Park House, East Tyndall St, Cardiff, CF24 5ET

Telephone: 02922 677020

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