



- ◆ Price:  
£69 per user + GST/VAT  
(volume discounts available)
- ◆ Language Availability:  
English
- ◆ Total Length:  
180 minutes across 4  
modules + test

## Description

The course starts with a detailed examination of the products used in retail banking and how they work. It then provides an understanding of the key controls in relation to credit models, credit analysis, data capture in the retail bank as well as retail portfolio management, investment lending, credit cards and mortgage lending. It concludes with a session on the key controls in relation to unsecured lending, retail credit decision making and. arrears and defaults.

## Target Audience

The course will be of interest to those involved in the audit of a multi-disciplined banking environment or those new to the world of retail banking.

## Certification & Reporting

All of the courses running on our platform can issue course completion certificates automatically to the users where they have obtained the learning objectives. Where required we can provide copies to nominated Compliance and Human Resources teams.

For custom branded courses, the certificate can also be branded to your organisation.



Where requested, we also provide detailed course completion reporting to Compliance and/or Human Resources staff so that they can track the progress of users. Reporting can be customised to your specific needs and reporting frequency. We find that clients are increasingly asking for more reporting, as they find that our reports can help them as evidence of course completions for:

Group Compliance  
 Internal Audit  
 External Audit  
 Regulators



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## PC and Browser Compatibility

Google Chrome (30+), Apple Safari (V7+), Mozilla Firefox (V25+), Microsoft Internet Explorer (V9+) and Microsoft Edge. We produce Adobe Flash (10.3+) and HTML5 versions of each course. Our courses contain audio narration.

## Headphones

As many people work in an open plan environment, many of our clients like to purchase headphones for staff to complete their courses without disturbing other team members. For orders over 50 users, we are able to produce a range of headphones, branded with your company logo, as a package alongside your course purchase.



## Our Feedback

**“It was a great experience to participate in a professional e-learning course.”**

**“Good presentation, interactive implementation makes education process more interesting.”**

**“Very clear and well structured. The examples are excellent!”**