



CertBALM® – Frequently Asked Questions

What happens once I have booked my place on the CertBALM®

Once you have booked your place via the ALMA website, you/your company will receive an invoice from ALMA. Your place on the course will not be confirmed until the invoice has been paid and, if it is not paid prior to the start date of the course, you will not be given access to the Learning Materials. Once you have paid for the course, you will receive an email from the ACT on the day the course starts giving you all the details you require, together with your login details for the Learning Academy. At that point, you can access the study materials.

What is the ACT Learning Academy?

This is the ACT's Learning platform. All the CertBALM® learning materials, Unit 1 Progress Test, past papers and forums are hosted by the ACT on their Learning Academy. The ACT also accredits the CertBALM® qualification.

Is the Unit 1 Progress Test invigilated?

The Progress Test is not invigilated. It takes the form of a 90-minute, 75 multiple choice question test. This can be taken at any point during the window allowed for the test and can be done as many times as is needed in order to pass. You need to obtain a result of 70% or more to pass. The mark does not count towards your final grade.

Will I get the answers to the Unit 1 Progress Test?

The answers to the Progress Test will be made available on the Learning Academy study site after the window for taking the test has closed and will be available for one month from the date it was made available. You can download this document and keep it as reference should you wish to refer back to it after it has been removed.

When do I obtain access to the learning materials for Units 2 – 5?

At the start of the CertBALM®, you will only receive access to the Unit 1 material via the Learning Academy study site. You will automatically gain access to the remainder of the Units (2 – 5) on successful completion of the Unit 1 Progress Test via the study site.

How do I obtain help if I don't understand the learning materials?

ALMA has set up the "Ask the Mentor" service which is available to all students. Under each Unit, there is a section which details the service. The email address is: askthementor@ukalma.org.uk and you can direct a specific question about a specific Unit to one of ALMA's mentors. These queries will be answered within 72 hours.



Do I need to attend the Residential School?

The Residential School is an important part of the CertBALM® qualification and is obligatory. The first two days of the school give students the chance to revise Units 2 and 3, whilst the two final days are given over to the teaching of Units 4 and 5. It is a vital part of the course. It not only gives students the chance to meet others on the course but is also an opportunity to be taught by specialist tutors and practitioners. Face to face tuition is difficult to replicate so it really is a great opportunity to ask questions, gain further understanding of the topics and practice exam questions under guidance.

How do I book the Residential accommodation?

On the first day of the CertBALM® course, you will receive a welcome email from the ACT. This will include detailed instructions on how to book the accommodation direct with the Residential venue.

What do I need to know to prepare to take my online assessment?

Take a look at the Assessment – need to know page here:

<https://academy.treasurers.org/assessment/need-to-know>

How do I book my Assessments?

There are three Assessments in total – the Unit 2/3 exam, the Unit 4/5 exam and the Case Study. Each of these Assessments is hosted online by the ACT and need to be booked online. Each Assessment is £152 + VAT and the cost is paid directly to the ACT. If students head to the ACT's Learning Management System where the CertBALM® study materials are held, there is a button on the top right which says, "Book Assessment".

Do I have to book to sit an Assessment?

Yes, you will need to complete an online assessment booking form via the ACT website and pay the fee directly to the ACT.

Can I defer an exam?

In exceptional circumstances, it is possible to defer an exam but it is not recommended. If you do defer, you will need to pay the assessment fee again when you re-sit.

Are there practice exam papers I can look at?

Practice papers and past exam papers are available to you in the Learning Academy in PDF format. When you log into the Learning Academy, click on the course name 'Certificate in Banking Asset and Liability Management', then on the 'CertBALM® ASSESSMENT'. Then scroll down to 'Practice and past papers'. Both PDFs and online papers are available.



How long do I have to wait for my results?

The ACT will send you an email letting you know your results are available. This is five or six weeks from when you sat the assessment or uploaded your Case Study. Details of the results dates are also detailed on the ALMA website with the CertBALM[®] details.

What happens if I fail one part of the CertBALM[®]? Do I need to re-sit the entire qualification?

If you fail one or more parts of the CertBALM[®], you only need to re-take the parts which you fail. This can be done in a further six months' time, when the next exams take place and ALMA will let you know dates well in advance.

How long do I have to complete the CertBALM[®]?

You have four years, from the start date of your course, to complete the CertBALM[®] in its entirety. If, after this time, you have failed to complete part or all of the course, you will need to start (and pay for) the qualification again from the beginning and in its entirety. In addition, for each part of the CertBALM[®] (i.e. the Unit 2/3 exam, the Unit 4/5 exam and the Case Study) you may only attempt each of these a maximum of four times within the four year period.