Qualification Specification

600/8222/7

iCQ Level 3 Certificate in Providing Financial Services (RQF)

Qualification Details

Title	iCQ Level 3 Certificate in Providing Financial Services (RQF)
Awarding Organisation	iCan Qualifications Limited
Fees Price List Url	https://icanqualify.net
Qualification Type	RQF
Qualification Sub Type	None
Qualification Level	Level 3
Qualification Sub Level	None
EQF Level	Level 4
Regulation Start Date	11-Feb-2013
Operational Start Date	01-Mar-2013
Offered In England	Yes
Offered In Wales	Yes
Offered In Northern Ireland	Yes
Assessment Language In English	Yes
Assessment Language In Welsh	No
Assessment Language In Irish	No
SSA	15.1 Accounting and Finance
Purpose	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose	D1. Confirm competence in an occupational role to the standards required
Total Credits	31
Min Credits at/above Level	16
Minimum Guided Learning Hours	154
Maximum Guided Learning Hours	246
Diploma Guided Learning Hours	154
Barring Classification Code	ZZZZ
Overall Grading Type	Pass
Assessment Methods	Portfolio of Evidence
Structure Requirements	To achieve this qualification, learners must attain a minimum of 31 credits, of which 16 credits must be achieved at Level 3 or above. All units must be achieved from Group M, (16 credits), plus a minimum of 9 credits must be achieved from Group O, and a minimum of 6 credits must be achieved by completing the required units in only one pathway (Groups A-I).
Age Ranges	Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Over-arching Group	**Yes**	0	3	3	31	0
└M) Mandatory units	**Yes**	3	3	3	16	16
└O) Optional units	**Yes**	96	1	0	9	0
P) Pathway Options	**Yes**	0	1	1	6	0
└A) Bank and building society accounts	No	0	2	0	8	0
└B) Customer payments for financial products and services	No	0	2	0	8	0
└C) General insurance	No	0	2	0	9	0
└D) Investment operations	No	0	2	0	8	0
└E) Life, pensions and investments	No	0	2	0	8	0
└F) Financing and credit	No	0	2	0	6	0
└G) Administration for financial planning and/or mortgage intermediaries	No	0	2	0	8	0
H) Debt collections	No	0	2	0	7	0
└H1) Preparation for debt collections	No	2	2	2	5	5
└H2) Debt collection negotiations	No	2	2	2	7	7
└H3) Debtor call handling	No	2	2	2	5	5
└H4) Debt collecton case management (pre-legal)	No	2	2	2	8	8
└H5) Payment processing	No	2	2	2	2	2
└H6) Debt repayment monitoring	No	2	2	2	7	7
└H7) Debt collection operations management	No	2	2	2	10	10
└I) Pensions scheme administration	No	11	2	0	10	0
A) Bank and building society accounts	No	7	2	0	8	0
B) Customer payments for financial products and services	No	4	2	0	8	0
C) General insurance	No	16	2	0	9	0
D) Investment operations	No	14	2	0	8	0
E) Life, pensions and investments	No	9	2	0	8	0
F) Financing and credit	No	13	2	0	6	0
G) Administration for financial planning and/or mortgage intermediaries	No	7	2	0	8	0

Group M Mandatory units

URN	Title	Level	GLH	Credit
F/602/5476	Developing productive working relationships with colleagues	3	48	6
J/602/5477	Complying with regulations within the financial services environment	2	52	6
K/602/5472	Improving and maintaining workplace competence in a financial services environment	2	33	4

Group O Optional units

URN	Title	Level	GLH	Credit
A/502/8639	Contributing to the development and launch of new products and/or services	3	26	4
A/503/0519	Dealing with pension scheme complaints and disputes	3	15	5
A/503/0522	Updating and generating pension scheme members annual benefit statement	3	15	5
A/601/1236	Plan, organise and control customer service operations	4	67	10
A/601/8364	Processing complex insurance renewals	3	30	5
A/601/8557	Evaluating insurance products and services	3	27	5
A/601/8705	Arranging the settlement of investment transactions	3	68	8
A/601/8736	Authorising requests for payment against life, pensions and investment contracts	3	26	5
A/602/5413	Processing instructions for complex mortgage and/or financial planning business	3	10	4
A/602/5427	Managing the quality of decisions to offer financing and credit facilities	3	10	4
A/602/5430	Investigating arrears and recovering debts	3	13	4
D/502/8634	Developing and implementing sales call plans	3	22	3
D/503/0495	Creating and processing pension scheme new entrant records	2	10	5
D/601/1228	Use customer service as a competitive tool	3	53	8
D/601/1522	Process customer service complaints	3	40	6
D/602/5419	Progressing personal property financing applications	3	8	3
D/602/5498	Developing and maintaining business relations with financial services introducers	3	15	4
F/503/0506	Calculating and Quoting Pension Scheme Early Leavers Notifications	3	20	5
F/503/0523	Providing periodic pension scheme information	3	15	5
F/601/2713	Debtor Call Handling Principles	3	10	2
F/601/2727	Preparation for Debt Collection Practice	3	15	3
F/601/8284	Supervising the administration of retail financial products and services	3	16	5
F/601/8706	Measuring the performance of investments	3	68	8
F/601/8740	Authorising the underwriting of life, pensions and investment contracts	3	26	5

F/602/5414	Completing reports for mortgage and/or financial planning clients	3	11	4
H/503/0515	Calculating and Quoting Pension Scheme Death Benefits	3	20	5
H/600/9609	Ensure compliance with legal, regulatory, ethical and social requirements	4	25	5
H/600/9674	Plan, allocate and monitor work in own area of responsibility	4	25	5
H/601/1232	Improve the customer relationship	3	47	7
H/601/1568	Lead a team to improve customer service	3	47	7
H/601/2719	Debt Repayment Monitoring Principles	3	15	3
H/601/2736	Debt Collection Case Management Practice _pre legal_	3	20	4
H/601/8374	Review underwriting decisions to accept risks	3	30	5
H/601/8472	Carrying out initial assessment and investigating complex insurance claims	3	30	5
H/601/8701	Preparing and presenting investment market information to stakeholders	3	68	8
H/601/8746	Underwriting complex new life, pensions and investment business quotations	3	28	5
H/602/5423	Progressing and finalising applications for business financing and credit facilities	3	13	4
H/602/5499	Processing financial services sales support administration for agencies	3	15	4
J/503/0510	Processing pension scheme retirement benefits	3	15	5
J/503/1124	Preparing and presenting information to stakeholders	3	65	8
J/601/1515	Monitor and solve customer service problems	3	40	6
J/601/2731	Debt Collection Negotiations Practice	3	20	4
J/601/8318	Processing the transfer of foreign currency	3	14	5
J/601/8528	Processing complex mid-term insurance amendments	3	27	5
J/601/8707	Establishing the price of assets and/or investments	3	68	8
J/602/5415	Supervising mortgage and/or financial planning administrative systems and processes	3	12	6
K/601/2706	Preparation for Debt Collection Principles	3	10	2
K/601/2737	Payment Processing Practice	2	5	1
K/601/2740	Debt Collection Operations Management Practice	3	30	6
K/601/8358	Processing complex policy documentation for new business	3	30	5
K/601/8473	Settling complex insurance claims	3	30	5
K/601/8702	Establishing and maintaining investor details and records	3	68	8
K/601/8716	Processing corporate actions on behalf of investors	3	68	8
K/602/5410	Facilitating an administrative service for mortgage and/or financial planning clients	3	12	5
L/503/0508	Calculating and quoting pension scheme retirement benefits	3	20	5
L/601/2715	Debt Collection Case Management Principles _pre legal_	3	20	4
L/601/8319	Providing information to customers in a financial services environment	2	9	4
L/601/8708	Overseeing investment operation systems and processes	3	68	8
L/601/8790	Underwriting complex alterations to life, pensions and investment contracts	3	28	5
M/503/0503	Processing applications for securing additional pension scheme benefit	2	15	5
M/503/0517	Calculating and issuing Cash Equivalent Transfer Value CETV	3	15	5
M/600/9676	Support learning and development within own area of responsibility	4	25	5
M/601/2738	Debt Repayment Monitoring Practice	3	20	4
M/601/8264	Establishing, monitoring and maintaining bank or building society accounts for customers	3	4	5
M/601/8362	Underwriting complex policy alterations	3	30	5
M/601/8488	Evaluating risk as an insurance intermediary and advise other intermediaries	3	26	5
M/601/8555	Processing complex insurance business as an intermediary	3	27	5
M/601/8703	Reconciling investment market transactions	3	68	8
M/602/5425	Monitoring and reviewing financing and credit facilities	3	13	4
R/503/0512	Processing Pension Scheme Death Benefits	3	20	5
R/503/1126	Processing and maintaining bilateral and / or syndicated loans	3	68	8
R/601/8290	Managing the business relationship with clients in a financial services environment	3	18	4
R/601/8709	Processing Trades	3	68	8
R/601/8791	Processing complex requests for payment against life, pensions and investment contracts	3	28	5
R/602/5420	Charging and controlling securities for financing	3	9	3
R/602/5482	Providing callers with specialised assistance in a financial services environment	3	15	4
T/503/0504	Processing Pension Scheme Leavers Benefits	3	15	5
T/503/0521	Providing information on pension schemes on enquiry	2	10	5
T/600/9601	Provide leadership and direction for own area of responsibility	4	30	5
T/600/9663	Recruit staff in own area of responsibility	5	25	4
T/601/2711	Debt Collection Negotiations Principles	3	15	3
T/601/8346	Underwriting complex new risks	3	30	5
T/601/8461	Dealing with complex claims for uninsured losses	3	30	5
T/601/8704	Maintaining the custody of assets on behalf of the investor	3	68	8
T/601/8718	Dealing with complaints relating to financial services products and /or services	3	68	8
Y/503/0513	Processing pension scheme transfers	4	15	5
Y/601/1230	Organise the delivery of reliable customer service	3	40	6
Y/601/2717	Payment Processing Principles	3	5	1
Y/601/2720	Debt Collection Operations Management Principles	3	20	4
Y/601/2734	Debtor Call Handling Practice	3	15	3
Y/601/8257	Managing branch counter services	3	6	5
Y/601/8470	Dealing with complex claims for insured losses	3	30	5
Y/601/8517	Processing complex insurance renewals as an intermediary	3	27	5
Y/601/8744	Processing documentation for complex life, pensions and investment contracts	3	26	5
Y/602/5418	Appraising and authorising applications for personal financing and credit facilities	3	11	4
Y/602/5421	Appraising applications for business financing and credit facilities	3	9	4

Group B Customer payments for financial products and services

URN	Title	Level	GLH	Credit
K/601/8330	Operating payment by instalments	3	10	4
R/601/8323	Assessing and using complex financial information to reconcile accounts	3	9	4
Y/601/8324	Operating credit control procedures	3	10	4

Group H1 Preparation for debt collections

URN	Title	Level	GLH	Credit
F/601/2727	Preparation for Debt Collection Practice	3	15	3
K/601/2706	Preparation for Debt Collection Principles	3	10	2

Group H2 Debt collection negotiations

URN	Title	Level	GLH	Credit
J/601/2731	Debt Collection Negotiations Practice	3	20	4
T/601/2711	Debt Collection Negotiations Principles	3	15	3

Group H3 Debtor call handling

URN	Title	Level	GLH	Credit
F/601/2713	Debtor Call Handling Principles	3	10	2
Y/601/2734	Debtor Call Handling Practice	3	15	3

Group H4 Debt collecton case management (pre-legal)

URN	Title	Level	GLH	Credit
H/601/2736	Debt Collection Case Management Practice _pre legal_	3	20	4
L/601/2715	Debt Collection Case Management Principles _pre legal_	3	20	4

Group H5 Payment processing

URN	Title	Level	GLH	Credit
K/601/2737	Payment Processing Practice	2	5	1
Y/601/2717	Payment Processing Principles	3	5	1

Group H6 Debt repayment monitoring

URN	Title	Level	GLH	Credit
H/601/2719	Debt Repayment Monitoring Principles	3	15	3
M/601/2738	Debt Repayment Monitoring Practice	3	20	4

Group H7 Debt collection operations management

URN	Title	Level	GLH	Credit
K/601/2740	Debt Collection Operations Management Practice	3	30	6
Y/601/2720	Debt Collection Operations Management Principles	3	20	4

Group I Pensions scheme administration

URN	Title	Level	GLH	Credit
A/503/0519	Dealing with pension scheme complaints and disputes	3	15	5
A/503/0522	Updating and generating pension scheme members annual benefit statement	3	15	5
F/503/0506	Calculating and Quoting Pension Scheme Early Leavers Notifications	3	20	5
F/503/0523	Providing periodic pension scheme information	3	15	5
H/503/0515	Calculating and Quoting Pension Scheme Death Benefits	3	20	5
J/503/0510	Processing pension scheme retirement benefits	3	15	5
L/503/0508	Calculating and quoting pension scheme retirement benefits	3	20	5
M/503/0517	Calculating and issuing Cash Equivalent Transfer Value CETV	3	15	5
R/503/0512	Processing Pension Scheme Death Benefits	3	20	5
T/503/0504	Processing Pension Scheme Leavers Benefits	3	15	5
Y/503/0513	Processing pension scheme transfers	4	15	5

Qualification Framework	: RQF
Title	: Developing productive working relationships with colleagues
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 48
Unit Credit Value	: 6
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/5476 : Developing productive working relationships with colleagues

Understand how to develop productive working relationships with colleagues	
Assessment Criterion - The learner can:	
01.01	Explain the benefits of developing productive working relationships with colleagues
01.02	Explain the importance of taking into consideration the priorities, expectations and authority of colleagues when making decisions and taking actions
01.03	Explain the processes within the organisation for making decisions
01.04	Explain the information and resources that different colleagues might need
Be able to manage good working relationships with colleagues	
02.01	Explain the roles and responsibilities of colleagues and their relevance to the work being carried out
02.02	Ensure that commitments made with colleagues are honoured and seek confirmation when they have been fulfilled
02.03	Advise colleagues promptly of any difficulties or where it will be impossible to carry out what has been agreed
Be able to communicate effectively with colleagues	
03.01	Outline the principles of effective communication and how to apply them to communicating effectively with colleagues
03.02	Produce information that is clear, concise and accurate
03.03	Exchange information and resources with colleagues to support the delivery of own work
03.04	Make time available to support others

Qualification Framework	: RQF
Title	: Complying with regulations within the financial services environment
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 52
Unit Credit Value	: 6
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5477 : Complying with regulations within the financial services environment

Be able to find out and identify the regulatory requirements relevant to the job role	
Assessment Criterion - The learner can:	
01.01	Find out about the regulatory requirements relevant to the job role
01.02	Identify correctly the regulations that apply to the job role
01.03	Identify the correct person to ask regarding regulatory requirements
01.04	Identify the organisations policies and procedures for ensuring compliance with regulatory requirements
Be able to comply with financial regulations	
02.01	Identify the agreed requirements of the job role and agreed personal authority limits
02.02	Make sure work is done in compliance with regulatory requirements and organisational policies and procedures
02.03	Respond to changes in organisational policies and procedures resulting from regulatory requirements
02.04	Maintain competence within the job role in accordance with regulatory requirements
02.05	Use information ethically, effectively and efficiently
Be able to identify and respond to failures to comply with financial regulations	
03.01	Identify the consequences of non-compliance for the job holder, organisation and customer
03.02	Identify the procedures to follow in cases of non-compliance with regulatory requirements
03.03	Recognise non-compliance
03.04	Respond to actual or potential failures to comply with regulatory requirements

Qualification Framework	: RQF
Title	: Improving and maintaining workplace competence in a financial services environment
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 33
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/602/5472 : Improving and maintaining workplace competence in a financial services environment

Understand the roles and responsibilites within a financial services organisation	
Assessment Criterion - The learner can:	
01.01	Identify the agreed requirements of the job role including limitations of authority
01.02	Identify responsibility limits
01.03	Identify organisational reporting lines
Be able to discuss and agree personal work objectives	
02.01	Discuss work objectives with an appropriate person
02.02	Agree personal work objectives and tasks with an appropriate person
Be able to identify areas for personal development	
03.01	Identify personal work objectives and tasks
03.02	Reflect on current competence in the job role
03.03	Identify any gaps in current competence in the job role
03.04	Seek regular and useful feedback on performance
03.05	Find practical ways to overcome barriers to personal development
03.06	Identify available development opportunities and resources within an organisation and possible sources for these
Be able to discuss and agree to a personal development plan (PDP) and work objectives	
04.01	Identify ways of improving current competence in the job role
04.02	Identify how to set objectives which are specific, measurable, achievable, realistic and time-bound
04.03	Discuss personal development plan (PDP) with an appropriate person
04.04	Agree to a personal development plan (PDP) with an appropriate person
Be able to implement a personal development plan (PDP) and work objectives	
05.01	Undertake the activities identified in the personal development plan (PDP) in line with organisational policies and procedures
05.02	Make sure that performance consistently meets or goes beyond agreed requirements
05.03	Measure progress against work objectives
05.04	Demonstrate how plans can be changed to reflect changes in circumstances

Qualification Framework	: RQF
Title	: Contributing to the development and launch of new products and/or services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 4
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/502/8639 : Contributing to the development and launch of new products and/or services

Understand the product development process	
Assessment Criterion - The learner can:	
01.01	Describe the sales forecasting technique used by the organisation
01.02	Explain the market features and trends relating to products or services in the market
01.03	Explain the customer base for the proposed product in terms of their wants and needs
Be able to contribute to the product and/or service development and launch process	
02.01	Consult with colleagues and selected customers about a new product or service strategy
02.02	Generate ideas and/or enhancements to others ideas for new products or services that meet the development criteria
02.03	Screen new ideas in accordance with the organisations guidelines, marketing objectives
02.04	Test the market for the proposed product and/or service in accordance with the development plan
02.05	Provide information about existing customers, their needs, wants and behaviours in accordance with the market analysis specification
02.06	Support the preparation of a business case for the launch of a new product and/or service in accordance with the development plan
02.07	Forecast sales to support business case preparation in accordance with the development plan
02.08	Prepare information for customers about the new product and/or service in accordance with the development plan
02.09	Use feedback from stakeholders to refine the new product and/or service

Qualification Framework	: RQF
Title	: Dealing with pension scheme complaints and disputes
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/503/0519 : Dealing with pension scheme complaints and disputes

Be able to process complaint/dispute	
Assessment Criterion - The learner can:	
01.01	Acknowledge and record complaint/dispute in line with organisational requirements, scheme rules and established methodology
01.02	Inform relevant parties of the schemes procedures when dealing with complaints/disputes
Be able to determine nature and level of complaint/dispute	
02.01	Determine the nature and class of the complaint/dispute using language the member can understand
02.02	Determine the level and seriousness of the complaint/dispute using established processes
02.03	Refer any complaint/dispute which is outside your remit to the appropriate person
02.04	Explain the potential role of outside bodies (such as the FSA, IDRP or Financial Ombudsman) in pension scheme complaints and disputes
Be able to investigate the complaint/dispute	
03.01	Inform all relevant parties of the proposed course of action taking account of legal and scheme requirements
03.02	Follow legal and scheme requirements to investigate the complaint/dispute
03.03	Update relevant parties on progress within required timescales
Be able to complete the complaint process	
04.01	Inform the complainant of decision reached within required timescales
04.02	Inform the complainant of any further options available to them within required timescales
04.03	Update records in line with organisational requirements
04.04	Evaluate and review process and procedures to determine where improvements could be made
Know how to resolve pension scheme complaints and disputes	
05.01	Describe the internal procedures for handling complaints/disputes, including: •organisational and legal time limits •the relevant parties who need to be kept informed •how to investigate complaints and the overriding regulations for complaints/disputes
05.02	Identify the role of the following outside bodies in resolving pension scheme complaints / disputes:

Qualification Framework	: RQF
Title	: Updating and generating pension scheme members annual benefit statement
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/503/0522 : Updating and generating pension scheme members annual benefit statement

Be able to update pension schemes	
Assessment Criterion - The learner can:	
01.01	Agree and monitor timescales to ensure compliance with scheme updating processes
01.02	Request periodic members data in a timely fashion to ensure compliance with scheme updating processes
01.03	Load and validate scheme data, resolving any discrepancies or omissions
01.04	Apply and verify accuracy of scheme data using the most appropriate pensions administration system
Be able to produce pension scheme members annual benefit statement	
02.01	Initiate the production of members annual benefit statements ensuring they include details of their accrued pension rights in line with regulatory, organisational and scheme requirements
02.02	Make sure an accurate statement is produced within required timescales and in line with regulatory, organisational and scheme requirements

Qualification Framework	:	RQF
Title	:	Plan, organise and control customer service operations
Unit Level	:	Level 4
Unit Sub Level	:	None
Guided Learning Hours	:	67
Unit Credit Value	:	10
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: A/601/1236 : Plan, organise and control customer service operations

plan customer service operations	
Assessment Criterion - The learner can:	
01.01	analyse customer expectations and define the service offer designed to meet those expectations
01.02	develop specific plans that will ensure sustainable and consistent delivery of customer service
01.03	identify any contingencies that may occur, assess their risks and develop effective plans to deal with them
01.04	plan how they will monitor and evaluate customer service operations
supervise customer service operations	
02.01	negotiate the availability of people and other resources that they need to implement their customer service delivery plans
02.02	develop specific, measurable and realistic targets for the staff who deliver customer service
02.03	ensure that planned resources are available when required
02.04	brief staff on their objectives and targets
02.05	encourage feedback from staff and customers and use their feedback to modify objectives and targets
02.06	collect and analyse feedback from customers and staff on customer service operations
02.07	evaluate how effectively agreed outcomes and processes are being achieved
02.08	modify their plans for customer service operations in the light of their evaluation.
deal with problems relating to customer service operations	
03.01	collect information on the nature of the problem and assess the likely impact on the customer
03.02	identify the causes of the problem and possible solutions
03.03	evaluate possible solutions against customer expectations and organisational needs
03.04	select and implement an acceptable solution with the minimum possible disruption to customers
03.05	monitor the implementation of the solution and, where necessary, make adjustments
understand how to plan, organise and control customer service operations	
04.01	explain how to develop plans for customer service operations and what these plans should contain
04.02	explain how to identify and work within allocated budgets and time targets for customer service operations
04.03	describe the types of contingencies that may occur during customer service operations, how to assess their risks and plan how to deal with them
04.04	describe the types of monitoring methods that can be used and the criteria they should select to evaluate the effectiveness of customer service operations
04.05	explain how to develop objectives and targets for staff
04.06	explain the importance of briefing staff and how to do so effectively
04.07	explain the importance of monitoring the quality of their customer service operations
04.08	investigate the types of problems that are likely to occur in their customer service operations and how to plan for dealing with these
04.09	explain the importance of liaising with customers and colleagues about problems and possible solutions
04.10	explain how to identify and evaluate possible solutions

Qualification Framework	: RQF
Title	: Processing complex insurance renewals
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/8364 : Processing complex insurance renewals

Understand the roles and responsibilities of the various parties within the insurance industry related to the job role	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies.	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
02.02	Explain organisational procedures and the circumstances for granting cover subject to: •Standard acceptance •Conditional acceptance
Be able to review complex renewals.	
03.01	Review policies and identify risks requiring re underwriting and pass others which are outside personal levels of authority to the appropriate person
03.02	Describe the probable signs of fraud and the action required for dealing with each
03.03	Refer any situations outside personal authority limits to the appropriate person/department
Be able to deal with complex renewals requiring alteration to existing terms and conditions.	
04.01	Obtain relevant information required including any claims history and estimates for outstanding claims to decide whether to accept or decline renewals
04.02	Make sure information is gained from customers using suited questions
04.03	Notify and consult with other interested parties when appropriate to the circumstances
04.04	Clarify any information that is ambiguous or unclear
04.05	Make allowance for all features and history of the risk and propose appropriate risk improvement measures
04.06	Apply underwriting criteria using automated or manual procedures
Be able to confirm or decline renewal for complex risks.	
05.01	Decide whether to accept or decline the risk, allowing for all features and history of the risk and the effect the decision will have on other business
05.02	Invite renewal of risks promptly and confirm any changes in terms and conditions including premium
05.03	Confirm when cover has been granted and explain clearly any special conditions
05.04	Arrange for accurate and complete documentation and correspondence to be prepared and issued within organisational timescales
Be able to keep accurate and complete records.	
06.01	Complete accurate records
06.02	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
07.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
07.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
07.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
08.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Evaluating insurance products and services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/8557 : Evaluating insurance products and services

Understand company structures and responsibilities	
Assessment Criterion - The learner can:	
01.01	Outline own work role and the responsibilities involved
01.02	Outline possible sources of technical advice and information available at work
Understand the structure of the market for general insurance business and the roles and responsibilities of the various parties within it related to job role	
02.01	Define the various parties in the structure of the insurance market related to the work carried out
02.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies.	
03.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Be able to evaluate products or services offered by the employing firm and compare them with others available in the market and with the needs of customers	
04.01	Obtain and assess appropriate information to evaluate a product or service
04.02	Identify and evaluate the differences in the features, benefits and prices of the products or services offered by the company with others available in the market
04.03	Identify any cover and premiums the company offers that may not be relevant to the needs of customers
04.04	Identify any changes in the market, customers needs and other circumstances which necessitate changes in products or services
04.05	Identify and evaluate gaps in the products and services offered by the company
04.06	Analyse information about products and services, drawing valid conclusions about the products and services offered
Be able to prepare recommendations for improving products or service offered by the company, and present these to the appropriate person.	
05.01	Prepare recommendations for improving products and services, supporting these with sufficient and valid evidence
05.02	Present recommendations to the appropriate people, explaining the features, benefits and any disadvantages or risks
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Arranging the settlement of investment transactions
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/8705 : Arranging the settlement of investment transactions

Be able to reconcile investment instructions	
Assessment Criterion - The learner can:	
01.01	reconcile investment instructions accurately to market transactions
01.02	maintain accurate records of assets together with monies owed to or to be claimed from investors
Be able to process settlements.	
02.01	arrange for the settlement of the purchase and/or sale of assets within required timescales using the relevant market system
02.02	make sure instructions to process payments are accurate and within permitted timescales
02.03	make sure settlement records are complete and accurate
02.04	make sure settlement records are agreed with the appropriate authority
Be able to process registrations on behalf of the investor.	
03.01	make sure records of transactions accurately detail the number and title of securities to be registered in the investors name
03.02	make sure investor details for the registration of securities are complete and accurate
03.03	identify, investigate and resolve errors or discrepancies within required timescales
03.04	arrange for the registration of securities within required timescales
03.05	arrange for entitlement documents to be stored in the correct location
Be able to provide information about settlements and registrations.	
04.01	provide accurate information about the acquisition of assets within the required timescales to relevant people
04.02	provide accurate information about balances owed to or by the organisation within the required timescales to relevant people
04.03	make sure that information about settlements and registrations is made available only to those who need it and have a right to it
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to arranging the settlement of investment transactions
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	explain how other individuals and teams impact on the work being carried out
05.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	explain the legal requirements and industry regulations which apply to arranging the settlement of investment transactions
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	identify any instances of actual or potentialnon compliance with industry regulations
06.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
06.06	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Authorising requests for payment against life, pensions and investment contracts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/8736 : Authorising requests for payment against life, pensions and investment contracts

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand how to authorise requests for payment against life, pensions and investment contracts	
02.01	Explain the features and benefits provided by the main products available, including those that are not current
02.02	Explain the roles and responsibilities of others that may have an interest or involvement in requests for payment
02.03	Describe organisational procedures for dealing with requests for payment, including those that are complex
02.04	Explain the significance of documentation lost or that cannot be produced by the claimant
02.05	Outline the procedures to be taken when documentation cannot be produced by the claimant
02.06	Explain how to identify and deal with fraud or potential fraud in requests for payment
02.07	Identify sources of advice and information
Understand the importance of customer services in the financial services industry	
03.01	Outline organisational customer service standards and procedures
03.02	Explain organisational policy and procedures regarding communicating with customers
03.03	Outline organisational policies for dealing with complaints
Be able to check if requests for payment under a life, pension or investment contract have been correctly processed	
04.01	Verify that requests for payment have been accurately identified and recorded
04.02	Identify any inaccuracies or omissions in information, documentation and/or calculations and correct these where necessary
04.03	Make sure that any requests for payment comply with limits or restrictions set down by law, regulation, and the organisations policies and procedures
Be able to take appropriate action following checks made on the processing of a request for payment under a life, pension or investment contract	
05.01	Authorise settlement of requests for payments within the organisations procedures and timescales where the initial processing has been correctly carried out
05.02	Take the action required by the organisations policies and regulations where initial processing has been incorrectly carried out or where suspicious circumstances may apply
05.03	Advise people within the organisation, who have a need and a right to it, of decisions, providing them with sufficient and relevant information to enable them to take any further action required
05.04	Maintain accurate and complete records within the claimants and business files
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with all codes, laws and regulatory requirements

Qualification Framework	: RQF
Title	: Processing instructions for complex mortgage and/or financial planning business
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/602/5413 : Processing instructions for complex mortgage and/or financial planning business

Be able to process the clients requests for complex mortgage and/or financial planning products once agreed	
Assessment Criterion - The learner can:	
01.01	describe the range of complex mortgage or financial planning products offered by the organisation
01.02	describe the types of adjustments that can be made to complex mortgage or financial planning products
01.03	explain the importance of carrying out a full technical review of the different aspects of the clients request
01.04	carry out a technical review of the instructions, relating to clients requests, to identify the providers involved
01.05	identify any issues that need resolving
01.06	prepare and submit instructions to the product providers, in line with the organisations procedures and timescales
01.07	seek clarification or supporting information from the client in order to support their request, where required
01.08	refer those aspects of the requests outside limits of authority to the appropriate person/department
01.09	monitor the progress of requests relating to mortgage or financial planning products with relevant parties and keep the clients informed of any delays
01.10	describe the actions that require to be taken in respect of any delays and/or discrepancies identified
Be able to check that payments and documentation relating to complex mortgage and/or other financial products are processed	
02.01	specify the organisations procedures for processing payments
02.02	prepare invoices detailing the chargeable products and services sold to clients and despatch them within organisational timescales
02.03	make arrangements for the receipt of payment in relation to the requested mortgage or financial planning products
02.04	check documents received from the product provider and identify those which do not meet the clients request
02.05	issue documents received from the product providers to the client in line with the organisations procedures
Be able to comply with relevant codes, laws and regulatory requirements	
03.01	describe the organisations procedures for recording and storing confidential information
03.02	make sure confidential records are stored and retrieved in line with organisational requirements
03.03	explain the legal requirements, industry regulations, organisational policies and professional codes
03.04	comply with legal requirements, industry regulations, organisational policies and professional codes in all activities

Qualification Framework	: RQF
Title	: Managing the quality of decisions to offer financing and credit facilities
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/602/5427 : Managing the quality of decisions to offer financing and credit facilities

Be able to gather the information necessary to carry out the review and/or authorise decisions to offer financing and credit facilities	
Assessment Criterion - The learner can:	
01.01	describe the financing and/or credit facilities offered by the organisation and the terms and conditions that apply to them
01.02	gather the information necessary to carry out the review
01.03	make sure that application forms are accurate and complete
Be able to analyse and establish the level of risk presented by applications for financing and/or credit facilities	
02.01	explain the organisation's criteria and guidelines for establishing the risk inherent in applications for financing and/or credit facilities
02.02	analyse and establish the level of risk presented by applications for financing and/or credit facilities against the organisations criteria and guidelines
02.03	justify the decision to progress applications for financing and/or credit facilities in accordance with mandated authority of the job role and the organisations guidelines
Be able to check that security is in place for financing and/or credit facilities, according to organisational guidelines	
03.01	explain the organisation's guidelines regarding security for financing and/or credit facilities
03.02	comply with the organisation's guidelines regarding security for financing and/or credit facilities
03.03	check that security for financing and/or credit facilities is in place, where necessary, according to organisational guidelines
03.04	comply with the organisation's guidelines for dealing with fraud and money-laundering issues
Be able to authorise and/or approve applications within mandated authority	
04.01	explain the organisation's guidelines regarding security for financing and/or credit facilities
04.02	describe the documentation and information required to support applications for financing and/or credit facilities
04.03	review offer decisions consistently and fairly, complying with the organisations criteria for authorising/approving financing and/or credit facilities
04.04	identify those to whom applications outside own authority to approve should be referred
04.05	refer applications outside own authority for approval by the appropriate authority
04.06	complete procedures to authorise and/or approve applications for financing and/or credit facilities
04.07	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on own activities
04.08	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Investigating arrears and recovering debts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 13
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/602/5430 : Investigating arrears and recovering debts

Be able to investigate identified problems with customer payments which may impact on their accounts	
Assessment Criterion - The learner can:	
01.01	explain the terms and conditions of the accounts offered by the organisation
01.02	explain the organisations requirements for dealing with arrears and the recovery of debt
01.03	describe the limits of own authority for dealing with arrears
01.04	describe the procedures for referring arrears which are beyond the limits of own authority
01.05	identify and investigate problems in customer repayments for their potential impact on the account
Be able to communicate with customers when investigating the source of problems with their accounts	
02.01	describe how to investigate the sources of problems with customers sensitively
02.02	investigate the source of the problems in accounts with the customer
02.03	clarify with customers the problems they have in meeting the terms and conditions of their account
02.04	describe the implications of not inviting customers to discuss their problems with accounts
02.05	produce written communications to customers which are clear and accurate, and which do not prejudice the organisations legal position
02.06	inform customers clearly of the organisations policy in respect of debt recovery
Be able to effect solutions that are acceptable to both customers and the organisation	
03.01	explain the purpose of seeking solutions for the payment of arrears which are acceptable to customers and the organisation
03.02	identify possible solutions for the payment of arrears that are acceptable to both the customer and the organisation
03.03	agree and confirm revised repayment schedules with the customer
03.04	list those who need to be informed about revised payment schedules
03.05	inform all relevant people of revised payment agreements
03.06	refer any instances of failure to make agreements which are outside own authority to the appropriate person
Be able to understand and comply with legislation and regulation relating to investigating arrears and recovering debts	
04.01	identify the records that need to be maintained
04.02	keep accurate and complete records
04.03	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on activities
04.04	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Developing and implementing sales call plans
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 22
Unit Credit Value	: 3
SSAs	: 15.4 Marketing and Sales
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/8634 : Developing and implementing sales call plans

Be able to develop a sales call plan	
Assessment Criterion - The learner can:	
01.01	Identify customers and prospects to be contacted that meet the agreed criteria
01.02	Determine the time available to deal with prospective and/or existing customers
01.03	Prepare and assemble sales materials and sales perspectives that can be used during contact with customers or prospects
01.04	Identify sales targets based on access to customers and prospects
Be able to undertake a sales call	
02.01	Identify the customers or prospect's current situation, needs and wants in relation to products and/or services
02.02	Identify customer needs and wants
02.03	Establish the strength of the prospect and their level of interest
02.04	Identify competitors with whom the prospect or customer has connections
02.05	Promote the organisation's strengths
02.06	Use testimonials to highlight benefits and features of products and/or services
02.07	Explain to the customer how the products and/or services can solve customer problems and add value to the customer experience
02.08	Identify actions that need to be taken to progress, and close the sale
02.09	Identify ways of improving sales techniques through a review of the sales call

Qualification Framework	: RQF
Title	: Creating and processing pension scheme new entrant records
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/503/0495 : Creating and processing pension scheme new entrant records

Know the details of the specific pension scheme that are worked with	
Assessment Criterion - The learner can:	
01.01	Outline the relevant policy cover, terms and conditions
Be able to create and process new pension scheme records within required timescales	
02.01	Describe how joining a pension scheme works
02.02	Receive authorisation for new members before the record is created
02.03	Collect and process new member details in accordance with scheme and legislative requirements
02.04	Investigate and resolve any discrepancies in, or unusual features of, new requests
02.05	Update member details and records in line with the service level commitment
02.06	Classify correctly all new members in accordance with the terms of the scheme applicable to them
02.07	Input accurately all details required by the organisation for new and updatedmember records
Be able to inform new members of their pensionable status	
03.01	Provide accurate and understandable information to members of their pensionable status within legal timescales and in line with organisational policies and procedures
03.02	Signpost the member to other sources of information/advice outside of own remit/ability when necessary
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
04.01	Explain the relevant legislation as they pertain to pensions
04.02	Demonstrate an awareness of timescales and schedules for updating, presentation and dispatch of data
04.03	Explain the consequences of non-compliance with legal requirements
04.04	Identify the correct policies, practices and procedures for signatories and authorisations
04.05	Explain the difference between giving financial advice and providing facts to the member

Unit Specification
D/601/1228
Use customer service as a competitive tool

Qualification Framework	:	RQF
Title	:	Use customer service as a competitive tool
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	53
Unit Credit Value	:	8
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: D/601/1228 : Use customer service as a competitive tool

organise customer service to gain a competitive advantage	
Assessment Criterion - The learner can:	
01.01	develop their own and colleagues understanding of the services and products offered by their organisation
01.02	define their organisations service offer and the ways in which it compares with those of their competitors
01.03	set an example for colleagues and present an image to their customers that reinforces their organisations service offer
01.04	encourage customer service actions that create and develop customer loyalty
deliver a competitive service	
02.01	take positive actions and encourage colleagues to take actions that provide individual customers with added value within their organisations service offer
02.02	remind customers about their service offer and the extra benefit it provides over those of their competitors
02.03	offer additional technical advice to customers within their organisations service offer
02.04	show awareness of the financial implications of any added value actions that they or their colleagues might offer
02.05	meet customer service targets to ensure that customers see the benefit of dealing with them rather than with a competitor
02.06	re-direct customers to other service providers without offence when their expectations cannot be met by the organisations service offer
02.07	ensure that customers who have shown a previous interest in repeat and additional services are reminded of this
02.08	encourage colleagues to offer complementary services and products when customer satisfaction indicates that customers would be interested in them
understand how to use customer service as a competitive tool	
03.01	identify the factors that lead to customers belief that they are enjoying value for money
03.02	describe the services and products offered by their organisation
03.03	describe the services and products offered by competitors
03.04	identify the features and benefits of services and products that are seen by customers as added value
03.05	explain the purpose of adding non-chargeable items to the service offer in order to impress customers and develop customer loyalty
03.06	explain how to portray a positive image that reinforces their organisations competitive position
03.07	explain their organisations customer service targets and cost implications of added value actions to improve the organisations competitive position
03.08	describe complementary services and products that may be of interest to their customers

Qualification Framework	:	RQF
Title	:	Process customer service complaints
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: D/601/1522 : Process customer service complaints

recognise the signs that a query or problem is about to produce a complaint	
Assessment Criterion - The learner can:	
01.01	identify signs that a customer is becoming dissatisfied with the customer service of their organisation
01.02	take action to change the situation so that the query or problem does not result in a complaint
01.03	take actions to change their customer service approach in order to avoid future complaints when a justified complaint has been made
deal with a complaint effectively	
02.01	ensure that they have a clear understanding of the nature and details of the complaint
02.02	investigate the facts of the complaint in order to establish whether it should be dealt with as a justified complaint or an unjustified complaint
02.03	identify all the possible options for a solution and consider the benefits and drawbacks of each option for their customer and for their organisation
02.04	assess the risks to their organisation of choosing each option
02.05	report the findings of their investigation to their customer and offer their chosen solution
02.06	escalate the complaint by involving more senior members of their organisation or an independent third party if there is sufficient reason to do so
02.07	give feedback to other colleagues involved which will help them avoid future complaints
02.08	keep clear records of the way the complaint has been handled to avoid later misunderstandings
understand how to process customer service complaints	
03.01	explain how to monitor the level of complaints and identify those that should provoke a special review of the service offer and service delivery
03.02	explain why dealing with complaints is an inevitable part of delivering customer service
03.03	describe organisational procedures for dealing with complaints
03.04	explain how to negotiate a solution with their customer that is acceptable to that customer and to the organisation
03.05	explain the regulatory definition of a complaint in their sector and the regulatory requirements of how complaints should be handled and reported
03.06	explain when to escalate a complaint by involving more senior members of the organisation or an independent third party
03.07	explain the cost and regulatory implications of admitting liability for an error made by their organisation
03.08	identify how to spot and interpret signals that their customer may be considering making a complaint
03.09	describe techniques for handling conflict
03.10	explain the importance of dealing with a complaint promptly
03.11	explain why the offer of compensation or replacement service or products may not always be the best options for resolving a complaint
03.12	explain how the successful handling of a complaint presents an opportunity to impress a customer who has been dissatisfied

Qualification Framework	: RQF
Title	: Progressing personal property financing applications
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 8
Unit Credit Value	: 3
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/602/5419 : Progressing personal property financing applications

Be able to gather information required to progress applications for personal property financing	
Assessment Criterion - The learner can:	
01.01	identify the types of property financing offered by the organisation
01.02	explain the organisation's financing policy in relation to the area of responsibility within the job role
01.03	describe the information required to complete personal property financing applications
01.04	check the identity and status of applicants based on information obtained from the customer
01.05	make sure that property valuations are undertaken by approved valuers, as agreed with the customer
Be able to evaluate and submit information required to progress applications for personal property financing	
02.01	describe the organisation's procedures for progressing applications for personal property financing including further advances
02.02	evaluate relevant information for completeness and accuracy
02.03	identify and investigate information that may be inaccurate or misleading
02.04	identify and record risks that might impact on proposed financing requirements
02.05	submit relevant information for approval to the appropriate authority within organizational guidelines
02.06	refer to the appropriate person when any application is outside authority to process
Be able to process applications for personal property financing and communicate with customers on progress	
03.01	process approved property financing applications
03.02	make sure that the offer is issued according to the organisational procedures
03.03	describe risks that need to be identified according to the type of application
03.04	identify and record risks that might impact on applications made for personal property financing
03.05	inform the customer of any special conditions made on the property financing offer
03.06	inform the customer when financing is declined, explaining clearly the reasons why
03.07	keep complete and accurate records following organisational guidelines
03.08	identify opportunities for cross selling and notify the appropriate person promptly of the customers interest
Be able to understand and comply with legislation and regulation relating to progressing applications for personal property financing	
04.01	explain the organisation's financing policy in relation to the area of responsibility
04.02	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on activities
04.03	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Developing and maintaining business relations with financial services' introducers
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/602/5498 : Developing and maintaining business relations with financial services introducers

Understand how and be able to identify new introducers	
Assessment Criterion - The learner can:	
01.01	Describe how each of the principal types of introducer could be able to benefit business development
01.02	Describe organisational procedures for approving and monitoring introducers
01.03	Describe the features of products and services offered
01.04	Develop plans to identify new introducers and build professional relationships with them
01.05	Approach potential introducers about appropriate organisational products and services
01.06	Select introducers who offer opportunities to further organisational business and who operate in a manner compatible with organisational aims and ethics
01.07	Gather accurate and relevant information about the potential introducers
Be able to agree and monitor business with introducers	
02.01	Inform introducers who are assessed as being inappropriate for progress of the decision in a sensitive way
02.02	Agree terms of business with new introducers that maximise the organisations position
02.03	Monitor business referrals from introducers and assess their level and quality
02.04	Respond to business with introducers to maximise the business opportunities for the organisation
02.05	Investigate the reasons when business levels are not as expected and take corrective action
02.06	Evaluate progress in developing business relationships with introducers and use this to inform future activities
Be able to comply with industry and organisational requirements	
03.01	Keep accurate and up to date records of agreements with introducers and the business opportunities they present
03.02	Comply with legal requirements, industry regulations, organisational policies and professional codes
03.03	Explain organisational requirements relating to relevant codes, legal and regulatory requirements
03.04	Explain organisational requirements relating to the application of codes, laws and regulatory requirements as they impact on activities

Qualification Framework :	RQF
Title :	Calculating and Quoting Pension Scheme Early Leavers Notifications
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	5
SSAs :	15.1 Accounting and Finance
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. Pension Schemes used for the calculation of benefits must be DB and DC schemes which should include not contracted out of SERPS/S2P and contracted out of SERPS/S2P. All of the following supplementary and discretionary benefits should be assessed: (a) split accruals, breaks in service and/or part time service, (b) transfers in, (c) additional voluntary contributions, (d) augmentations

Unit: F/503/0506 : Calculating and Quoting Pension Scheme Early Leavers Notifications

Be able to interpret and apply pension scheme rules in the event of a leaver notification	
Assessment Criterion - The learner can:	
01.01	Identify and apply scheme rules and definitions for all given schemes in the event of a member leaving the scheme
Be able to determine benefits payable based on member records, scheme rules and legislation	
02.01	Extract, collate and check all necessary information and documentation before benefits can be quoted and settled
02.02	Perform calculations to accurately determine benefits, taking into account the members records, scheme rules and relevant legislation and in line with organisational and statutory requirements and the service level commitment
02.03	Identify and take into account any necessary supplementary and discretionary benefits in the calculating of benefits
Be able to accurately calculate the pension scheme early leaver notification	
03.01	Calculate and provide information relating to HM Revenue & Customs Regulations where required
03.02	Calculate statutory increases on deferred pensions for the period between date of exit and normal retirement date
Be able to quote benefits which match leaver benefit calculations in line with scheme, organisational and statutory requirements	
04.01	Notify the beneficiary, sponsor or Trustee in writing of their entitlements within the required timescales and give instructions on the required response
04.02	Provide complete and accurate information to accompany the quotation ensuring that benefits quoted match calculations
04.03	Perform activities in a way that meets Disclosure requirements and relevant legislation

Qualification Framework	: RQF
Title	: Providing periodic pension scheme information
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/503/0523 : Providing periodic pension scheme information

Be able to create and update data accurately and timely	
Assessment Criterion - The learner can:	
01.01	Gather and manage information in line with organisational, legal and scheme requirements
01.02	Validate generated data through identification and resolution of any discrepancies or omissions
Be able to provide updated data to appropriate relevant parties	
02.01	Make appropriate data available to those who need it and are entitled to it
02.02	Present information clearly and in a manner that meets the customer needs, to include: •verbally •written

Qualification Framework :	RQF
Title :	Debtor Call Handling Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	10
Unit Credit Value :	2
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/2713 : Debtor Call Handling Principles

Know how to plan outbound telephone calls with debtors.	
Assessment Criterion - The learner can:	
01.01	Explain how to plan for effective outbound telephone calls with a range of debtors.
01.02	Explain how to conduct telephone conversations in line with any call handling targets.
Know how to conduct inbound and outbound telephone calls with debtors.	
02.01	Explain how to operate telephone equipment.
02.02	Explain how to verify the identity of a caller or respondent in accordance with legal and organisational requirements.
02.03	Explain the types of information confidential to their organisation and the debtor.
02.04	Explain the procedure to be followed when unable to contact the debtor, in accordance with legal and organisational requirements.
02.05	Explain the importance of keeping the debtor informed about quality checks and recordings made during a call.
02.06	Explain organisational procedures for recording calls.
02.07	Explain appropriate questions in order to build up an accurate picture of the debtors situation.
02.08	Describe vocal techniques for conveying clear and coherent information to the debtor.
02.09	Explain how to deal professionally with a range of callers, including abusive ones.
Know how to record inbound and outbound telephone calls with debtors.	
03.01	Explain how to record and store information and all agreed actions in accordance with legal and organisational requirements.

Qualification Framework :	RQF
Title :	Preparation for Debt Collection Practice
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	15
Unit Credit Value :	3
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/2727 : Preparation for Debt Collection Practice

Be able to obtain sufficient information to commence debt collection.	
Assessment Criterion - The learner can:	
01.01	Obtain financial and non-financial information required to commence debt collection.
01.02	Confirm details of the debtor or their nominated representative in accordance with legal and organisational requirements.
01.03	Locate missing information in accordance with legal and organisational requirements.
01.04	Locate debtors in accordance with legal requirements.
01.05	Validate the authenticity and accuracy of financial information received from third parties.
Be able to confirm if debt collection procedures should commence.	
02.01	Analyse information including securities, in order to advise if debt collection should commence.
02.02	Advise on the method of debt collection for a range of debtor types.

Qualification Framework	: RQF
Title	: Supervising the administration of retail financial products and services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 16
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/8284 : Supervising the administration of retail financial products and services

Be able to monitor information and take corrective action where necessary	
Assessment Criterion - The learner can:	
01.01	Monitor colleagues for whom responsible to check that enquiries are dealt with politely and correctly, within organisational guidelines
01.02	Identify the methods that are available for monitoring the information provided by staff for whom responsible
01.03	Monitor the information provided by staff for whom responsible to check that it is accurate and up-to-date
01.04	Take appropriate corrective action where enquiries have been dealt with incorrectly, or incorrect information has been provided
Be able to monitor documentation and take appropriate corrective action where necessary	
02.01	Make sure that application documentation for products and services which is accepted for processing is accurate
02.02	Monitor processed account documentation to confirm that it is accurate, complete and despatched within organisational timescales
02.03	Take corrective action within organisational timescales when account documentation has been processed inaccurately or incorrectly
02.04	Explain the organisations procedure for monitoring and amending customer records
02.05	Deal with any inaccurate or incomplete documentation
02.06	Monitor records to make sure that they are up-to-date and processed correctly
Be able to monitor and support staff	
03.01	Monitor the efficiency of staff
03.02	Supervise and support staff for whom they are responsible
03.03	Describe the principal skills required for effective supervisory performance
03.04	Describe the types of interpersonal skills required for effective teamwork
03.05	Monitor compliance of staff activities with legal requirements, industry regulations, organisational policies and procedures
Be able to comply with all codes, laws and regulatory requirements	
04.01	Follow the organisations systems, procedures and timescales
04.02	Act within the limits of own authority recognising when to refer to others
04.03	Keep accurate and up-to-date records
04.04	Identify the organisations relevant administration procedures, including the documentation and records to be completed within area of responsibility
04.05	Identify the types of information required to ensure documentation and records are complete
04.06	Comply with legal requirements, industry regulations, organisational policies and professional codes
04.07	Explain the organisations requirements relating to application of codes, laws and regulatory requirements as they impact on the job role

Qualification Framework	: RQF
Title	: Measuring the performance of investments
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/8706 : Measuring the performance of investments

Be able to obtain information relating to fund or account performance.	
Assessment Criterion - The learner can:	
01.01	identify the information needed to measure the performance of investments
01.02	obtain the information needed to measure the performance of investments
Be able to analyse information relating to fund or account performance.	
02.01	evaluate the information relating to fund or account performance
02.02	measure the performance of funds or accounts against objectives and other valid criteria using accepted tests
02.03	compare and contrast the actual and potential performances of the fund or account
Be able to present information about the performance of investments.	
03.01	prepare information about the performance of investments which is clear, accurate and complete
03.02	present information about the performance of investments in the required format
03.03	provide information about the performance of investments to relevant people within required timescales
03.04	present an analysis of the performance of investments accurately and clearly
03.05	make sure the presentation of information about the performance of investments provides an indication of future performance
03.06	make sure the presentation of information about the performance of investments takes into account market trends
03.07	make recommendations for future action
Be able to work within internal procedures	
04.01	describe the main features of the key product types relevant to the work being carried out
04.02	describe the organisational policies, procedures and service standards which apply when measuring the performance of investments
04.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
04.04	carry out work in accordance with organisational policies, procedures and service standards
04.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
04.06	explain how other individuals and teams impact on the work being carried out
04.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
05.01	describe the key market information and terminology relevant to the work being carried out
05.02	explain the legal requirements and industry regulations which apply when measuring the performance of investments
05.03	make sure work complies with relevant legal requirements and industry regulations
05.04	identify any instances of actual or potentialnon compliance with industry regulations
05.05	explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Authorising the underwriting of life, pensions and investment contracts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/8740 : Authorising the underwriting of life, pensions and investment contracts

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand the features and benefits provided by life, pensions and investment products	
02.01	Explain the features and benefits provided by the main products available
Understand how to authorise the underwriting of life, pensions and investment contracts	
03.01	Explain the information and/or documentation required to underwrite new business or mid-term alterations to existing contracts
03.02	Identify sources of advice and information
03.03	Describe organisational procedures for authorising underwriting of new business and alterations
03.04	Describe organisational procedures where a new business application or alteration does not meet acceptance criteria
Understand internal company procedures and policies for working with customers and customer information	
04.01	Describe organisational systems and procedures for accessing, recording, amending and maintain information, including customer records
04.02	Explain organisational policy and procedures regarding communicating with customers
Be able to check if the initial underwriting decision for a new business application, or a proposed alteration to a life, pension or investment contract has been correctly made	
05.01	Identify any customers request for new business and/or alterations that has been inaccurately determined
05.02	Identify any inaccuracies in documentation that are material to requests for new business and/or alterations
05.03	Identify any inaccuracies in the application of underwriting criteria in initial underwriting decisions
05.04	Make sure that any proposed new business and/or alterations comply with limits or restrictions set down by law, regulation, and the organisations policies and procedures
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
07.01	Comply with all codes, laws and regulatory requirements

Qualification Framework	: RQF
Title	: Completing reports for mortgage and/or financial planning clients
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 11
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/5414 : Completing reports for mortgage and/or financial planning clients

Be able to prepare and produce reports with mortgage advisers or financial planners	
Assessment Criterion - The learner can:	
01.01	identify the types of mortgage and/or financial planning reports produced by the organisation
01.02	describe the organisations systems and protocols for report writing
01.03	confirm with the financial planner or mortgage advisor, the contribution to be made in the preparation of the report
01.04	plan and identify the complex information needed for the report using appropriate and up to date sources
01.05	identify the relevant content required to complete the report from the information obtained
Be able to create reports and produce client valuations	
02.01	complete the report in line with the plan following organisational requirements
02.02	identify the types of supporting documents and literature that are required to accompany reports
02.03	supplement reports for clients with appropriate supporting documents and literature
02.04	produce client valuations in line with the financial planners or mortgage advisors requirements
02.05	make sure the completed report or valuation is checked and authorised by the financial planner or mortgage advisor
Be able to comply with relevant codes, laws and regulatory requirements	
03.01	describe the organisations procedures for storing and retrieving confidential records
03.02	explain the importance of ensuring the confidentiality of records at all times
03.03	make sure confidential records are stored and retrieved in line with organisational requirements
03.04	identify the regulatory framework within which the organisation operated
03.05	explain the legal requirements, industry regulations, organisational policies and professional codes
03.06	comply with legal requirements, industry regulations, organisational policies and professional codes in all activities

Qualification Framework	: RQF
Title	: Calculating and Quoting Pension Scheme Death Benefits
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/503/0515 : Calculating and Quoting Pension Scheme Death Benefits

Be able to interpret and apply pension scheme rules in the event of a death notification	
Assessment Criterion - The learner can:	
01.01	Identify and apply scheme rules and definitions for all given schemes in the event of a death of a member
01.02	Identify when lump sum benefits are payable at Trustees discretion or to the deceased members Estate
Be able to determine benefits payable based on member records, scheme rules and legislation	
02.01	Extract, collate and check all necessary information and documentation before benefits can be quoted and settled
02.02	Perform calculations to accurately determine benefits, taking into account the members records, scheme rules and relevant legislation and in line with organisational and statutory requirements and the service level commitment
02.03	Identify and take into account any necessary supplementary and discretionary benefits in the calculating of death benefits
02.04	Calculate any required lump sum benefits
Be able to interpret and apply statutory requirements and legislation following a death notification	
03.01	Calculate and provide information relating to HM Revenue & Customs Regulations where required
03.02	Calculate statutory increases on pensions in payments and on deferred pensions for the period between the date of exit and death where applicable
Be able to quote benefits which match death benefit calculations in line with scheme, organisational and statutory requirements	
04.01	Provide an accurate and understandable quote to the beneficiary, sponsor or Trustee in writing of the entitlements within the required timescales in line with scheme, organisational and statutory requirements and the service level commitment
04.02	Provide complete and accurate information to accompany the quotation ensuring that benefits quoted match calculations
04.03	Perform activities in a way that meets Disclosure requirements and legal requirements

Qualification Framework :	RQF
Title :	Ensure compliance with legal, regulatory, ethical and social requirements
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	25
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/600/9609 : Ensure compliance with legal, regulatory, ethical and social requirements

Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.	
Assessment Criterion - The learner can:	
01.01	Monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.
Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility.	
02.01	Identify areas of non-compliance with legal, regulatory, ethical and social procedures.
02.02	Examine reasons for non-compliance with procedures
02.03	Make recommendations for corrections to ensure compliance with procedures.

Qualification Framework :	RQF
Title :	Plan, allocate and monitor work in own area of responsibility
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	25
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/600/9674 : Plan, allocate and monitor work in own area of responsibility

Be able to produce a work plan for own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Explain the context in which work is to be undertaken.
01.02	Identify the skills base and the resources available.
01.03	Examine priorities and success criteria needed for the team.
01.04	Produce a work plan for own area of responsibility.
Be able to allocate and agree responsibilities with team members.	
02.01	Identify team members responsibilities for identified work activities.
02.02	Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.
Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.	
03.01	Identify ways to monitor progress and quality of work.
03.02	Monitor and evaluate progress against agreed standards and provide feedback to team members.
Be able to review and amend plans of work for own area of responsibility and communicate changes.	
04.01	Review and amend work plan where changes are needed.
04.02	Communicate changes to team members.

Qualification Framework	:	RQF
Title	:	Improve the customer relationship
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	47
Unit Credit Value	:	7
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1232 : Improve the customer relationship

improve communication with their customers	
Assessment Criterion - The learner can:	
01.01	select and use the best method of communication to meet their customers expectations
01.02	take the initiative to contact their customers to update them when things are not going to plan or when they require further information
01.03	adapt their communication to respond to individual customers feelings
balance the needs of their customer and their organisation	
02.01	meet their customers expectations within their organisations service offer
02.02	explain the reasons to their customers sensitively and positively when customer expectations cannot be met
02.03	identify alternative solutions for their customers either within or outside the organisation
02.04	identify the costs and benefits of these solutions to their organisation and to their customers
02.05	negotiate and agree solutions with their customers which satisfy them and are acceptable to their organisation
02.06	take action to satisfy their customers with the agreed solution when balancing customer needs with those of their organisation
exceed customer expectations to develop the relationship	
03.01	make extra efforts to improve their relationship with their customers
03.02	recognise opportunities to exceed their customers expectations
03.03	take action to exceed their customers expectations within the limits of their own authority
03.04	gain the help and support of others to exceed their customers expectations
understand how to improve the customer relationship	
04.01	describe how to make best use of the method of communication chosen for dealing with their customers
04.02	explain how to negotiate effectively with their customers
04.03	explain how to assess the costs and benefits to their customers and their organisation of any unusual agreement they make
04.04	explain the importance of customer loyalty and/or improved internal customer relationships to their organisation

Qualification Framework	:	RQF
Title	:	Lead a team to improve customer service
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	47
Unit Credit Value	:	7
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: H/601/1568 : Lead a team to improve customer service

plan and organise the work of a team	
Assessment Criterion - The learner can:	
01.01	treat team members with respect at all times
01.02	agree with team members their role in delivering effective customer service
01.03	involve team members in planning and organising their customer service work
01.04	allocate work which takes full account of team members customer service skills and the objectives of the organisation
01.05	motivate team members to work together to raise their customer service performance
provide support for team members	
02.01	check that team members understand what they have to do to improve their work with customers and why that is important
02.02	check with team members what support they feel they may need throughout this process
02.03	provide team members with support and direction when they need help
02.04	encourage team members to work together to improve customer service
review performance of team members	
03.01	provide sensitive feedback to team members about their customer service performance
03.02	encourage team members to discuss their customer service performance
03.03	discuss sensitively with team members action they need to take to continue to improve their customer service performance
understand how to lead a team to improve customer service	
04.01	describe the roles and responsibilities of their team members and where the team members fit in the overall structure of the organisation
04.02	explain how team and individual performance can affect the achievement of organisational objectives
04.03	explain the implications of failure to improve customer service for their team members and their organisation
04.04	describe how to plan work activities
04.05	explain how to present plans to others to gain understanding and commitment
04.06	explain how to facilitate meetings to encourage frank and open discussion
04.07	explain how to involve and motivate staff to encourage teamwork
04.08	describe how to recognise and deal sensitively with issues of underperformance

Qualification Framework :	RQF
Title :	Debt Repayment Monitoring Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	15
Unit Credit Value :	3
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/2719 : Debt Repayment Monitoring Principles

Understand how to review debtor accounts.	
Assessment Criterion - The learner can:	
01.01	Explain how to review debtor accounts in an ethical manner and accordance with organisational and legal requirements.
01.02	Explain the use of computerised systems in the debt collections process, including override identification.
01.03	Explain how to analyse payments, settlements and instances of non-repayment in debtor accounts.
01.04	Assess the impact of operational targets on collection activities.
01.05	Explain the criteria used to prioritise cases where further action is required.
01.06	Explain the legal rights of different types of creditors and debtors.
Understand how to instigate action in response to non-payment.	
02.01	Explain how to instigate action appropriate to debtor circumstance, in response to continued non-repayment.
02.02	Explain the types of legal notices served in relation to debt collection.
02.03	Explain how to negotiate and agree suitable revised repayment arrangements with the debtor.
02.04	Explain how to check the accuracy and validity of repayment calculations.
Understand to how to monitor debtor accounts to safeguard repayment arrangements.	
03.01	Explain potential problems with the debtor that might impact on future repayments.
03.02	Explain circumstances when revised repayment negotiations would be appropriate and inappropriate.
03.03	Explain how to maintain records of debtor accounts.

Qualification Framework :	RQF
Title :	Debt Collection Case Management Practice _pre legal_
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	4
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/2736 : Debt Collection Case Management Practice _pre legal_

Be able to monitor progress of debt collection procedures.	
Assessment Criterion - The learner can:	
01.01	Monitor the progress of complex debt collection cases to ensure compliance with legal and organisational requirements.
01.02	Ensure that all documentation and payment records are up-to-date and appropriate in accordance with legal and organisational requirements.
Be able to liaise with relevant parties in relation to debt collection.	
02.01	Keep relevant parties informed about payments received, and other relevant circumstances.
02.02	Liaise with relevant parties to obtain advice during the debt collection process in accordance with legal and organisational requirements.
Be able to prepare documentation and evidence to support the commencement of legal proceedings.	
03.01	Confirm that debt collection procedures and timescales have been followed to support complex cases for legal proceedings.
03.02	Carry out corrective action where necessary procedures have not been followed.
03.03	Identify when a debt collection case reaches the stage of escalation to legal proceedings in accordance with legal and organisational requirements.
03.04	Compile evidence in relation to a complex case in preparation for legal proceedings in accordance with legal and organisational requirements.

Qualification Framework	: RQF
Title	: Review underwriting decisions to accept risks
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/8374 : Review underwriting decisions to accept risks

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand how to underwrite review, alter and renew risks	
03.01	Explain how a proposal fits an organisations planned profile of an acceptable risk
03.02	Explain organisational procedures and the circumstances for granting cover subject to: •Standard acceptance •Conditional acceptance
03.03	Explain how to apply underwriting criteria using automated or manual procedures
03.04	Explain how to check the correct premium has been charged
Be able to obtain the required information to review quotations	
04.01	Review quotations which fall within personal levels of authority and pass others to the appropriate person
04.02	Confirm that all documentation and information is gained before proceeding
04.03	Describe the probable signs of fraud and the action required for dealing with each
Be able to review underwriting decisions	
05.01	Identify any difference in the details required from the customer and the material facts on which the quotations was based
05.02	Identify quotations which fall outside the organisations guidelines and take the appropriate action
05.03	Refer any situations outside personal authority limits to the appropriate person/department
05.04	Investigate quotations which do not meet standard cover and underwriting guidelines
05.05	Validate quotations which meet requirements
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification
H/601/8472
Carrying out initial assessment and investigating complex insurance claims

Qualification Framework	: RQF
Title	: Carrying out initial assessment and investigating complex insurance claims
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/8472 : Carrying out initial assessment and investigating complex insurance claims

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand the information required to process a claim, including organisational procedures	
03.01	Explain organisational procedures for handling late notification of claims
03.02	Describe organisational procedures for handling emergency claims situations
03.03	Summarise organisational principles used when: •Estimating claims •Setting reserves
03.04	Describe the probable signs of fraud in a claim and the action required for dealing with each
03.05	Describe required actions which may have to be taken by an insured following a loss
03.06	Explain the roles and functions of other parties involved in claims
03.07	Identify sources of advice and information
03.08	Summarise the resources of the organisation to conduct claims assessment and investigation activities
Be able to assess whether the claim is valid	
04.01	Make an initial assessment of the validity of the claim up to the limit of personal authority
04.02	Refer any situations outside personal authority limits to the appropriate person/department
04.03	Obtain the information required to assess the potential liability and/or quantum, using specialists where appropriate
04.04	Identify potential adverse claims features and refer them promptly to the appropriate person.
Be able to obtain and investigate additional information required to accept or decline a claim	
05.01	Identify and request missing information and/or documentation
05.02	Identify all terms and conditions which may apply to the claim
05.03	Resolve difficulties or discrepancies associated with the claim in the best interests of the customer
05.04	Repudiate invalid claims, promptly informing the customer and or their representative of the decision
Be able to communicate with customers and others regarding the progress of the claim	
06.01	Dispatch the appropriate correspondence and/or documentation within the timescales required
06.02	Notify any interested parties of the progress of the claim
06.03	Arrange to place on notice any parties from whom a potential recovery may be made at the earliest possible stage
Be able to keep accurate and complete records	
07.01	Prepare, review and/or update reserves for claims
07.02	Complete accurate records
07.03	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
08.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification
H/601/8701
Preparing and presenting investment market information to stakeholders

Qualification Framework	: RQF
Title	: Preparing and presenting investment market information to stakeholders
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/8701 : Preparing and presenting investment market information to stakeholders

Be able to identify stakeholders information needs and obtain appropriate information.	
Assessment Criterion - The learner can:	
01.01	identify the stakeholders information needs accurately
01.02	obtain appropriate information from relevant sources to meet the stakeholders information needs
01.03	analyse and structure information to be shared with the stakeholder
Be able to prepare and present information to stakeholders.	
02.01	prepare information for stakeholders which is clear, accurate and relevant to their needs
02.02	present information in a way that promotes understanding
02.03	present written information in the required format
02.04	provide information to stakeholders using the most appropriate method of communication
02.05	provide information to stakeholders within timescales which meet their needs
02.06	disclose confidential information only to those authorised to receive it
Be able to deal with queries from stakeholders about the information provided.	
03.01	identify the nature of the stakeholders query about the information provided.
03.02	resolve the stakeholders query to their satisfaction within required timescales
Be able to keep accurate and complete records.	
04.01	keep accurate and complete records of the information supplied to stakeholders
04.02	make sure that the records of the information supplied to stakeholders are kept secure and confidential
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to preparing and presenting investment market information to stakeholders
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	explain how other individuals and teams impact on the work being carried out
05.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	explain the legal requirements and industry regulations which apply to preparing and presenting investment market information to stakeholders
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	explain the consequences of not complying with legal and industry regulations

Unit Specification
H/601/8746
Underwriting complex new life, pensions and investment business quotations

Qualification Framework	: RQF
Title	: Underwriting complex new life, pensions and investment business quotations
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 28
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/601/8746 : Underwriting complex new life, pensions and investment business quotations

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand the features and benefits provided by life, pensions and investment products	
02.01	Explain the features and benefits provided by the main products available
Understand how to carry out underwriting of complex new life, pensions and investment business	
03.01	Identify clauses, extensions and limitations that may be applied, including those that are standard and non-standard
03.02	Explain standard and non-standard application or enquiry questions, identifying acceptable answers
03.03	Explain criteria by which underwriting decisions are determined for complex new life, pensions and investment business, using standard and non-standard terms and conditions
03.04	Identify sources of advice and information
03.05	Describe organisational procedures for dealing with underwriting of new life, pensions and investment business, including those where an alteration does not meet acceptance criteria
Be able to make sure that information supplied in support of complex new business is sufficient and accurate enough for underwriting to take place	
04.01	Deal with proposals for complex new business in the time required
04.02	Check there are sufficient details provided to underwrite the proposal for complex new business
04.03	Clarify incomplete or inconsistent information with the customer, in the time required
04.04	Make information available only to those who need it and have a right to it
Be able to decide if the proposed complex new life, pensions and investment business is acceptable	
05.01	Apply relevant underwriting criteria, including non-standard extensions and limitations to decide whether to accept or decline the proposal
05.02	Determine any terms and conditions to be applied
05.03	Consult and implement the advice of experts on any proposal that is outside of the learners expertise and experience
Be able to inform the customer of the outcome regarding proposed complex new life, pensions and investment business	
06.01	Advise the customer of the outcome of the application and any terms and conditions to be applied
06.02	Make sure information regarding the application and the outcome is made available only to those who need it and have a right to it
06.03	Maintain accurate and complete records within the customers and business files
06.04	Make sure the quotation is followed up by the relevant person, taking necessary action where it is not
06.05	Make sure quotation documentation is processed and sent to the customer in the time required
Understand the requirements of all codes, laws and regulatory requirements	
07.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
07.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
07.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
08.01	Comply with all codes, laws and regulatory requirements

Unit Specification
H/602/5423
Progressing and finalising applications for business financing and credit facilities

Qualification Framework	: RQF
Title	: Progressing and finalising applications for business financing and credit facilities
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 13
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/602/5423 : Progressing and finalising applications for business financing and credit facilities

Be able to evaluate information required to progress applications for business financing and/or credit facilities	
Assessment Criterion - The learner can:	
01.01	describe the organisation's guidelines for offering financing and/or credit facilities to business customers
01.02	describe the relevant reports and recommendations relating to the customer's application for financing and/or credit facilities, including evaluations of financial and non-financial information
01.03	explain the principles and methods of assessing and interpreting relevant reports and recommendations
01.04	evaluate all relevant information and/or recommendations before making judgements about financing and/or credit facilities
01.05	make a judgement about financing and/or credit facilities conducive to the information and recommendations available
Be able to approve applications for business financing and/or credit facilities	
02.01	explain the limits of own authority to approve applications for business financing and/or credit facilities
02.02	approve only facilities within own limits of responsibility and the organisations guidelines for financing and/or credit facilities
02.03	inform the customer clearly and accurately of the decision and obtain written acceptance of the financing and/or credit facility where appropriate
02.04	confirm the customers understanding of all relevant aspects of the financing
Be able to obtain written agreement and security for financing and/or credit facilities to business customers	
03.01	explain the purpose of obtaining written acceptance of agreements
03.02	arrange for the preparation of all contracts in accordance with the organisations requirements
03.03	explain the purpose of obtaining security and the forms that security can take
03.04	obtain confirmation that security is in place, when required
03.05	obtain written acceptance of the agreement from the business customer
Be able to activate the facility for business customers	
04.01	explain the organisations procedures for activating facilities
04.02	arrange to activate the financing and/or credit facility and advise the business customer
04.03	keep accurate and up-to-date records of action taken relating to the application
Be able to understand and comply with legislation and regulation relating to progressing and finalising applications for financing and credit facilities	
05.01	describe relevant legislation and regulations affecting financing and credit applications
05.02	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on own activities
05.03	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Processing financial services sales support administration for agencies
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/602/5499 : Processing financial services sales support administration for agencies

Understand how and be able to make sure the information received regarding new agency applications is sufficient and accurate	
Assessment Criterion - The learner can:	
01.01	Identify and extract the information needed from the information supplied by agencies
01.02	Explain organisational procedures for verifying documentation and information
01.03	Verify the accuracy of all documentation and information received regarding new agency applications and clarify any information which is incomplete or unclear
01.04	Identify any actions required based on the information supplied and the organisations requirements and procedures
01.05	Explain the importance of transactions being processed accurately for clients
Understand how and be able to decide whether or not to accept the agency in line with organisational procedures	
02.01	Explain the importance of sales processing for the client and for the organisation
02.02	Inform promptly the appropriate person of the actions required and recommendations
02.03	Refer any actions needed which are outside personal levels of authority to the authorised person
02.04	Inform the appropriate person promptly of the decision to either appoint the new agency or to decline the application
Be able to work within organisational procedures and legal and regulatory requirements	
03.01	Explain organisational requirements relating to the application of codes, laws and regulatory requirements as they impact on the job role
03.02	Comply with legal requirements, industry regulations, organisational policies and professional codes
03.03	Explain the records which should be kept
03.04	Explain organisational procedures for keeping information secure and for preserving confidentiality
03.05	Explain how data protection regulations apply to the job role
03.06	Comply with data protection regulations

Qualification Framework	: RQF
Title	: Processing pension scheme retirement benefits
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/503/0510 : Processing pension scheme retirement benefits

Know the details of the specific pension scheme that are worked with	
Assessment Criterion - The learner can:	
01.01	Explain the relevant policy cover, terms and conditions
Be able to validate applications for pension scheme retirement benefits	
02.01	Confirm the identity and status of the person making the request for information in line with organisational and legislative requirements
02.02	Make sure the required information has been received
02.03	Check and validate member applications for proper authorisation
02.04	Check and validate member application for discrepancies or unusual features
02.05	Resolve discrepancies in member application where applicable
Be able to arrange payment of retirement benefit	
03.01	Advise member of payment in line with organisational, regulatory and service level requirements
03.02	Locate and validate data to ensure payment can be authorised
03.03	Arrange agreed payment in line with organisational, regulatory and service level requirements
03.04	Accurately implement when relevant the pension earmarking order within the following: •scheme rules •member circumstances •internal procedures
Be able to update member details	
04.01	Update member records to reflect their change in membership status within organisational and scheme timescales
Understand the effect a members other pension benefits may have on their scheme benefits	
05.01	Explain the effect a members other pension benefits may have on their scheme benefits
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
06.01	Outline what information needs to be provide and to whom in order to progress members claims
06.02	Outline the relevant legislation as they pertain to pensions
06.03	Keep to timescales and schedules for updating, presentation and dispatch of data
06.04	Outline the consequences of non-compliance with legal requirements
06.05	Identify the correct policies, practices and procedures for signatories and authorisations
06.06	Outline the difference between giving financial advice and providing facts to the member

Qualification Framework	: RQF
Title	: Preparing and presenting information to stakeholders
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 65
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/503/1124 : Preparing and presenting information to stakeholders

Be able to identify stakeholders information needs and obtain appropriate information	
Assessment Criterion - The learner can:	
01.01	Identify the stakeholders information needs accurately
01.02	Obtain appropriate information from relevant sources to meet the stakeholders information needs
01.03	Analyse and structure information to be shared with the stakeholder
Be able to prepare and present information to stakeholders	
02.01	Prepare information for stakeholders which is clear, accurate and relevant to their needs
02.02	Present information in a way that promotes understanding
02.03	Present written information in the required format
02.04	Provide information to stakeholders using the most appropriate method of communication
02.05	Provide information to stakeholders within timescales which meet their needs
02.06	Disclose confidential information only to those authorised to receive it
Be able to deal with queries from stakeholders about the information provided	
03.01	Identify the nature of the stakeholders query about the information provided
03.02	Resolve the stakeholders query to their satisfaction within required timescales
Be able to keep accurate and complete records	
04.01	Keep accurate and complete records of the information supplied to stakeholders
04.02	Make sure that the records of the information supplied to stakeholders are kept secure and confidential
Be able to work within internal procedures	
05.01	Describe the main features of the key product types relevant to the work being carried out
05.02	Describe the organisational policies, procedures and service standards which apply to preparing and presentinginformation to stakeholders
05.03	Explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	Carry out work in accordance with organisational policies, procedures and service standards
05.05	Identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	Explain how other individuals and teams impact on the work being carried out
05.07	Describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	Describe the key market information and terminology relevant to the work being carried out
06.02	Explain the legal requirements and industry regulations which apply to preparing and presenting information to stakeholders
06.03	Make sure work complies with relevant legal requirements and industry regulations
06.04	Explain the consequences of not complying with legal and industry regulations

Qualification Framework	:	RQF
Title	:	Monitor and solve customer service problems
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: J/601/1515 : Monitor and solve customer service problems

solve immediate customer service problems	
Assessment Criterion - The learner can:	
01.01	respond positively to customer service problems following organisational guidelines
01.02	solve customer service problems when they have sufficient authority
01.03	work with others to solve customer service problems
01.04	keep customers informed of the actions being taken
01.05	check with customers that they are comfortable with the actions being taken
01.06	solve problems with service systems and procedures that might affect customers before customers become aware of them
01.07	inform managers and colleagues of the steps taken to solve specific problems
identify repeated customer service problems and options for solving them	
02.01	identify repeated customer service problems
02.02	identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
02.03	work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
take action to avoid the repetition of customer service problems	
03.01	obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated
03.02	action their agreed solution
03.03	keep their customers informed in a positive and clear manner of steps being taken to solve any service problems
03.04	monitor the changes they have made and adjust them if appropriate
understand how to monitor and solve customer service problems	
04.01	describe organisational procedures and systems for dealing with customer service problems
04.02	describe the organisational procedures and systems for identifying repeated customer service problems
04.03	explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers
04.04	explain how to negotiate with and reassure customers while their problems are being solved

Qualification Framework :	RQF
Title :	Debt Collection Negotiations Practice
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	4
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/2731 : Debt Collection Negotiations Practice

Be able to make contact with the debtor in an effective and appropriate way.	
Assessment Criterion - The learner can:	
01.01	Make appropriate contact with the debtor and in accordance with legal and organisational requirements.
01.02	Provide evidence to the debtor which authenticates the collectors relationship to the creditor in accordance with legal and organisational requirements.
01.03	Provide the debtor with information which explains their debt obligation and legal position in accordance with legal and organisational requirements.
Be able to establish if a debtor is able to make full and immediate payment.	
02.01	Establish the debtors ability and willingness to pay in accordance with the debtors profile in complex cases.
02.02	Record the debtors agreement for a repayment of the full amount in accordance with legal and organisational requirements.
02.03	Advise on how to identify, record and investigate suspicions of fraudulent activity/money laundering to the appropriate parties in accordance with legal and organisational requirements.
Be able to record and where appropriate, investigate disputes.	
03.01	Investigate a range of disputes for all or part of the debt which includes complex cases.
03.02	Take action appropriate to the investigation.
03.03	Refer the debtor to other departments/external agencies and brief where appropriate.
03.04	Review customer records in accordance with organisational and legal requirements.
Be able to negotiate repayment solutions.	
04.01	Achieve full payment, following complex negotiations, in accordance with organisational and legal requirements.
04.02	Establish a realistic repayment plan with a debtor, following complex negotiations, and in accordance with organisational requirements.
04.03	Communicate details of the repayment agreement and consequences of default, to relevant parties in accordance with legal requirements.
04.04	Take appropriate action where there is failure to reach agreement for repayment.

Qualification Framework	: RQF
Title	: Processing the transfer of foreign currency
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 14
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/8318 : Processing the transfer of foreign currency

Be able to identify and complete foreign currency transfer requirements within foreign exchange accounts	
Assessment Criterion - The learner can:	
01.01	Identify current exchange rates, limitations and charges
01.02	Identify the currencies available and any limitations that may apply
01.03	Obtain the relevant information from the customer on their foreign currency transfer requirements, confirming requirements
01.04	Identify the types of transfers available and their features and benefits
01.05	Advise the customer of the most appropriate method of transferring funds overseas
01.06	Inform the customer of the available exchange rates, limitations and charges
01.07	Confirm the availability of funds for foreign exchange contracts with the designated person
01.08	Obtain and confirm the customers instructions for overseas transfer and accurately complete the application
01.09	Transmit the application to the servicing unit within the organisational timescale, using the correct security procedures
01.10	Explain the organisational procedures for the completion and verification of applications for the transfer of funds overseas
01.11	Process applications within the organisational timescales
Be able to operate foreign exchange accounts	
02.01	Advise customers within organisational timescales of the receipt of funds from overseas and the charges that apply following notification from the service unit
02.02	Complete customers disposal instructions and inform the relevant people
02.03	Operate currency accounts for customers suitable for their needs and supply the appropriate information and tariffs to them
02.04	Identify customers foreign exchange requirements accurately
02.05	Inform customers of the basis of the current rates and any limitations clearly and without delay
Be able to monitor and comply with all codes, laws and regulatory requirements	
03.01	Explain the purpose of money laundering, how it can be detected and the procedures for dealing with it
03.02	Pass instructions which are beyond the limits of own authority to the designated person
03.03	Describe the organisations procedures and legal limitations for foreign deals
03.04	Follow organisation's procedures and legal limitations for foreign deals
03.05	Provide information about foreign exchange contracts within organisational timescales to the relevant people
03.06	Maintain accurate and up-to-date records
03.07	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and impact on job role
03.08	Comply with legal requirements, industry regulations, organisational policies and professional codes

Unit Specification
J/601/8528
Processing complex mid-term insurance amendments

Qualification Framework	: RQF
Title	: Processing complex mid-term insurance amendments
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/8528 : Processing complex mid-term insurance amendments

Understand the structure of the market for general insurance business and the roles and responsibilities of the various parties within it related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand how to process complex mid-term insurance amendments	
03.01	Explain the organisations procedures for dealing with complex mid-term adjustment
03.02	Outline how to calculate adjustments to premiums associated with mid-term adjustments to relevant policies
Be able to process complex mid-term amendments of insurance cover	
04.01	Obtain sufficient information to assess the customers needs
04.02	Clarify information which is unclear and obtain additional information where required
04.03	Refer any situations not authorised to deal with to the appropriate person/department
04.04	Make sure information and documentation regarding customers and their insurance business are stored safely and made available only to those who need them and have a right to them
Be able to arrange complex mid-term amendments with insurers	
05.01	Communicate accurate and complete information regarding the adjustment to the insurer or underwriter in the appropriate way
05.02	Resolve difficulties associated with the amendment according to business agreements, legal requirements and the limit of authority
05.03	Identify any features that indicate fresh underwriting should take place and decide whether to re-broke the risk
05.04	Negotiate terms and conditions regarding mid-term amendments with insurers to the best advantage possible to customers
05.05	Provide the customer with accurate and complete information which meets their requirements within organisational customer service standards and procedures
Be able to finalise complex mid-term amendments to insurance policies	
06.01	Monitor the progress of the amendment and deal with any delays in a professional manner
06.02	Explain how cover documentation may not meet legal and regulatory requirements and what action should be taken if it does not do so
06.03	Make sure amendment documentation is accurate, legible and meet legal and regulatory requirements
06.04	Arrange for the issue of amendment documentation to the customer within the time required
06.05	Make arrangements for any adjustment in premium and by the means appropriate to the customers circumstances and requirements
06.06	Maintain accurate and complete records within the customers and business files
Understand the requirements of all codes, laws and regulatory requirements	
07.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
07.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
07.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
08.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Establishing the price of assets and/or investments
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/8707 : Establishing the price of assets and/or investments

Be able to collate information relating to the value of assets and/or investments	
Assessment Criterion - The learner can:	
01.01	identify the information needed to establish the price of assets and investments
01.02	gather the information needed to establish the price of assets and investments at required intervals
Be able to evaluate information relating to the value of assets and/or investments	
02.01	analyse information gathered about the value of assets and/or investments
02.02	utilise pricing systems in line with organisational requirements
02.03	identify and investigate anomalies and discrepancies
02.04	resolve anomalies and discrepancies promptly
02.05	establish prices using all relevant information relating to the value of assets and/or investments
02.06	make sure the information explains how the benefits for the organisation are optimised and can be justified in market terms
Be able to present information about the price of assets and/or investments.	
03.01	prepare information about the price of assets and/or investments which is clear, accurate and complete
03.02	state the purchase and sale prices for investments clearly and accurately
03.03	make sure all price calculations are correct
03.04	provide information about the price of assets and/or investments to relevant people within required timescales
Be able to work within internal procedures	
04.01	describe the main features of the key product types relevant to the work being carried out
04.02	describe the organisational policies, procedures and service standards which apply to establishing the price of assets and/or investments
04.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
04.04	carry out work in accordance with organisational policies, procedures and service standards
04.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
04.06	explain how other individuals and teams impact on the work being carried out
04.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
05.01	describe the key market information and terminology relevant to the work being carried out
05.02	explain the legal requirements and industry regulations which apply to establishing the price of assets and/or investments
05.03	make sure work complies with relevant legal requirements and industry regulations
05.04	explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Supervising mortgage and/or financial planning administrative systems and processes
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 6
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5415 : Supervising mortgage and/or financial planning administrative systems and processes

Be able to monitor administrative systems to make sure work output is effective	
Assessment Criterion - The learner can:	
01.01	explain the role of supervision in maintaining quality work
01.02	describe how the organisations administrative systems and processes are monitored
01.03	gather information from relevant people about the applicability and efficiency of the administrative systems
01.04	monitor administrative systems to make sure they continue to be effective in terms of work outputs and maintaining client satisfaction
Be able to recognise and assess any shortfall in the understanding and competence of system users	
02.01	assess the understanding and competence of system users
02.02	action development where necessary to rectify any shortfall
02.03	identify and resolve problem areas relating to administrative systems and processes
02.04	forewarn others promptly about problem areas when using specific systems
02.05	make sure that records of problems relating to systems and processes are accurate and passed promptly to the appropriate person/department
02.06	identify resourcing and staffing issues that impact on the administrative systems and take appropriate further action
Be able to specify and evaluate possible change to administrative systems and processes	
03.01	evaluate potential alternative administrative systems and processes against those currently used in the organisation
03.02	compare efficiency and cost effectiveness of any potential alternative administrative system and process
03.03	specify changes that update the systems and processes to meet changing requirements
03.04	seek feedback on recommendations for changes to administrative systems and processes from relevant people
Be able to prepare reports and statistical data on administrative systems and processes	
04.01	explain the organisations procedures for producing reports and statistical data
04.02	identify the reporting lines in relation to systems and processes
04.03	prepare reports and statistical data on administrative systems and processes
Be able to check that administrative systems and processes are, and remain, compliant	
05.01	identify the sources of technical assistance and support within the organisation
05.02	identify the regulatory framework within which the organisation operates
05.03	explain the legal requirements, industry regulations, organisational policies and professional codes
05.04	describe the compliance regulations relating to the administrative systems and processes
05.05	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework :	RQF
Title :	Preparation for Debt Collection Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	10
Unit Credit Value :	2
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/2706 : Preparation for Debt Collection Principles

Understand how to obtain sufficient information to commence debt collection.	
Assessment Criterion - The learner can:	
01.01	Explain types of financial and non-financial information required before commencing debt collection.
01.02	Explain how to confirm the details of the debtor or their nominated representative in accordance with legal and organisational requirements.
01.03	Explain how to locate missing information in accordance with legal and organisational requirements.
01.04	Explain how to locate debtors who cannot be contacted in accordance with legal requirements.
01.05	Explain how to validate the authenticity and accuracy of financial information received from third parties.
Understand how rules and regulations relate to debtors and the collection of debt.	
02.01	Explain debt collection options available for main debtor types, including deceased debtors.
02.02	Identify the insolvency options available for different debt types.
02.03	Explain how to manage the collection of debt from vulnerable debtors.
Understand if debt collection procedures need to commence.	
03.01	Analyse information and assess securities held, in order to advise if debt collection should commence.

Qualification Framework :	RQF
Title :	Payment Processing Practice
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	5
Unit Credit Value :	1
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/2737 : Payment Processing Practice

Be able to process payment transactions.	
Assessment Criterion - The learner can:	
01.01	Obtain necessary information required to process a payment transaction.
01.02	Validate transaction information in accordance with organisational and legal requirements.
01.03	Confirm transactions when authorisation criteria have been met in accordance with organisational requirements.
Be able to resolve problems in relation to payment transactions.	
02.01	Seek further information where discrepancies are identified or transactions cannot be approved in accordance with organisational requirements.
02.02	Follow organisational procedures when a transaction cannot be approved.
Be able to accurately record payment transactions.	
03.01	Accurately record payment transactions in accordance with organisational requirements.

Qualification Framework :	RQF
Title :	Debt Collection Operations Management Practice
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	30
Unit Credit Value :	6
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/2740 : Debt Collection Operations Management Practice

Be able to maintain effective debt collection processes.	
Assessment Criterion - The learner can:	
01.01	Supervise debt collection processes to ensure compliance with all legal requirements, industry licences and regulations, organisational policies and professional codes.
01.02	Monitor service level agreements.
01.03	Ensure decisions are taken at appropriate junctures in respect of debtor accounts in accordance with correct authorities, organisational and legal requirements.
Be able to train and support employees.	
02.01	Identify training needs.
02.02	Provide support to employees who are involved in complex cases that require escalation.
Be able to implement improvements following a review of processes.	
03.01	Monitor the performance of debt collection processes.
03.02	Compile appropriate management information.
03.03	Assist with the introduction of new debt collection improvement processes.

Qualification Framework	: RQF
Title	: Processing complex policy documentation for new business
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8358 : Processing complex policy documentation for new business

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies.	
02.01	
Be able to draft complex insurance policy documentation.	
03.01	. Draft policies and endorsements within personal levels of competence and authority incorporating all information from the source documentation.
03.02	. Communicate with others to make sure any ambiguities are resolved.
03.03	. Refer any situations outside personal authority limits to the appropriate person/department.
03.04	. Incorporate any alterations made to wordings.
03.05	. Use wordings which are unambiguous and which have the same meaning and implications as those negotiated
Be able to check and issue new business documentation.	
04.01	. Make sure policies meet any legal requirements.
04.02	. Confirm documentation is accurate.
04.03	. Provide policy documentation to those who need it.
Be able to keep accurate and complete records.	
05.01	. Complete accurate records.
05.02	. Maintain accurate records.
Understand the requirements of all codes, laws and regulatory requirements	
06.01	
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Qualification Framework	: RQF
Title	: Settling complex insurance claims
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8473 : Settling complex insurance claims

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	
Understand how to settle complex insurance claims	
03.01	State the authorised sources of information, supply or repair used by organisations to settle claims
03.02	
03.03	Explain organisational procedures for handling late notifications of claims
03.04	Explain the roles and functions of other parties involved in claims
03.05	Summarise the resources of the organisation to conduct claims assessment and investigation
03.06	Describe organisational procedures for handling emergency claims situations
03.07	Summarise effect of claims leakage on insurers
03.08	
Be able to obtain and provide information required to support the settlement of the claim	
04.01	Refer any situations outside personal authority limits to the appropriate person/department
04.02	Requests missing information or documentation promptly
04.03	Provide accurate information and instructions to appropriate specialists
04.04	Provide interested parties with updated information as required
Be able to consider the settlement of the claim taking appropriate further action where required	
05.01	Assess liability and quantum of damages based on the information obtained
05.02	Demonstrate vigilance for fraud or potential fraud and take appropriate action where it is suspected
05.03	Make decision as to validity of claim up to the limit of personal agreed authority.
05.04	Evaluate issues effectively and make appropriate decisions
05.05	Issue correspondence and/or documentation promptly
Be able to negotiate complex claims.	
06.01	Arrange for potential recoveries to be pursued
06.02	Negotiate the liability and/or quantum of damages
06.03	Agree final settlement and inform interested parties
06.04	Arrange for the settlement to be completed promptly and in the agreed manner
Be able to keep accurate and complete records	
07.01	State the importance of accurate cause codes and event dates in claims records
07.02	Complete accurate records
07.03	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
08.01	
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Establishing and maintaining investor details and records
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8702 : Establishing and maintaining investor details and records

Be able to obtain and clarify the information needed to establish and/or maintain investor records.	
Assessment Criterion - The learner can:	
01.01	identify the information needed to create and/or maintain investor records.
01.02	obtain all the required information and/or documentation
01.03	clarify any information which is unclear
01.04	gather additional information where necessary
Be able to process the information received.	
02.01	use the information received to create and/or update investor records so that they are accurate and complete
02.02	identify, investigate and resolve any potential problems in investor records
Be able to provide the investor with information about their records.	
03.01	provide the investor with accurate information about the records which have been created and/or updated
Be able to keep accurate and complete records.	
04.01	keep accurate and complete records of all actions taken
04.02	make sure that investor records are kept secure and confidential
Be able to act within personal authority levels	
05.01	identify limits of responsibility
05.02	identify and refer any situations which require authorisation
05.03	identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
06.01	describe the main features of the key product types relevant to the work being carried out
06.02	describe the organisational policies, procedures and service standards which apply to establishing and maintaining investor details and records
06.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
06.04	carry out work in accordance with organisational policies, procedures and service standards
06.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
06.06	explain how other individuals and teams impact on the work being carried out
06.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
07.01	describe the key market information and terminology relevant to the work being carried out
07.02	explain the legal requirements and industry regulations which apply to establishing and maintaining investor details and records
07.03	make sure work complies with relevant legal requirements and industry regulations
07.04	identify any instances of actual or potentialnon compliance with industry regulations
07.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
07.06	explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Processing corporate actions on behalf of investors
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8716 : Processing corporate actions on behalf of investors

Be able to provide information to investors about corporate actions.	
Assessment Criterion - The learner can:	
01.01	identify corporate actions which have a potential impact on investors
01.02	obtain appropriate information from relevant sources about corporate actions
01.03	assess the impact of corporate actions on the holdings of investors
01.04	arrange for investors to be provided with clear, accurate and complete information about corporate actions within the set timescales
01.05	present information in a way that promotes understanding
Be able to monitor the processing of corporate actions.	
02.01	monitor the progress of specific corporate actions using relevant sources
02.02	identify further information about specific corporate actions which may have an impact on investors as it becomes available
02.03	assess the impact of further information about specific corporate actions on the holdings of investors
02.04	arrange for investors to be provided with further information about specific corporate actions, where appropriate, within set timescales
02.05	seek instructions from investors in relation to the information provided, where appropriate
Be able to process instructions from investors about corporate actions.	
03.01	make sure that instructions are received from investors in relation to the information provided about specific corporate actions within the set timescales
03.02	check that instructions received from investors about corporate actions are from authorised persons
03.03	arrange for instructions about corporate actions to be carried out in line with investors requirements
Be able to act within personal authority levels	
04.01	identify limits of responsibility
04.02	identify and refer any situations which require authorisation
04.03	identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to processing corporate actions
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	explain how other individuals and teams impact on the work being carried out
05.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	explain the legal requirements and industry regulations which apply to processing corporate actions
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	identify any instances of actual or potentialnon compliance with industry regulations
06.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
06.06	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Facilitating an administrative service for mortgage and/or financial planning clients
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/602/5410 : Facilitating an administrative service for mortgage and/or financial planning clients

Be able to deal with complex requests for information from clients and colleagues	
Assessment Criterion - The learner can:	
01.01	explain the organisations procedures for dealing with new business
01.02	identify the products and services authorised to be discussed within the job role
01.03	respond to complex requests for information from clients and internal colleagues within the limits of the job role
01.04	identify requests for information about financial products and services outside limits of authority and pass these to the appropriate person
Be able to collate information required to prepare quotations and illustrations for complex mortgage and/or other complex financial planning products	
02.01	identify the information required for the preparation of complex quotations and illustrations
02.02	collate information required to prepare complex quotations and illustrations
02.03	describe the actions that need to be taken where further information is needed
02.04	describe how complex quotations and illustrations can be obtained
02.05	obtain quotations and illustrations, within limits of authority, to meet the clients needs and that comply with organisational requirements
Be able to assist mortgage advisers or financial planners prepare for client meetings	
03.01	prepare all necessary information for use by the financial planner or mortgage advisor as part of a client meeting
03.02	prepare information for the attention of the client which is clear, accurate and relevant to their needs
03.03	describe the types of documents required by the financial planner or mortgage as part of a client meeting
Be able to monitor the flow of business and appointments and identify priorities for further action	
04.01	identify the organisations procedures for monitoring the flow of business
04.02	monitor the flow of business and identify priorities for further action
04.03	describe how to monitor the suitability of appointments in the financial planners or mortgage advisors diary, and the actions requiring to be taken
04.04	monitor the quantity and quality of appointments in the financial planner or mortgage advisors diary
04.05	identify priorities for further action
Be able to undertake general administrative duties relating to dealing with mortgage and/or financial planning clients	
05.01	explain how accurate office administration systems can be implemented and maintained
05.02	maintain accurate and up to date records in line with the organisations requirements
05.03	explain current business priorities
05.04	maintain regular contact with the financial planner or mortgage advisor and appropriate colleagues
Be able to comply with codes, laws and regulatory requirements	
06.01	explain the organisations procedures for storing and retrieving confidential records
06.02	make sure confidential records are stored and retrieved in line with organisational requirements
06.03	describe the regulatory framework within which the organisation operates
06.04	describe the legal requirements, industry regulations, organisational policies and professional codes
06.05	comply with legal requirements, industry regulations, organisational policies and professional codes in all activities

Qualification Framework :	RQF
Title :	Calculating and quoting pension scheme retirement benefits
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	5
SSAs :	15.1 Accounting and Finance
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. Evidence is collected during normal working activity for any three of the following types of retirement benefits: (a) ill-health retirement (b) early retirement (c) normal retirement (d) late retirement (e) retirement from preserved. The pension schemes used for this unit should be the ones used by the learner during their normal working activity and should be either DB or DC but there is no requirement for both to be covered in this unit.

Unit: L/503/0508 : Calculating and quoting pension scheme retirement benefits

Be able to interpret and apply pension scheme rules in the event of a leaver notification	
Assessment Criterion - The learner can:	
01.01	Identify and apply scheme rules and definitions for all given schemes in the event of a member leaving the scheme
Be able to check that members details received are acceptable and complete under legislative and scheme rules	
02.01	Collect and process the retiring members details accurately and correctly in accordance with scheme and legislative requirements
02.02	Identify and resolve any discrepancies, unusual features or court orders relating to member details
Be able to calculate members benefits and the circumstances under which benefits may need to be recalculated	
03.01	Perform calculations to accurately determine retiring members benefits
03.02	Implement the pension scheme requirements for medical evidence where appropriate
03.03	Settle the retiring members benefits within the service level commitment
Be able to quote benefits which match retirement benefit calculations in line with scheme, organisational and statutory requirements	
04.01	Provide complete and accurate information to accompany the quotation ensuring that benefits quoted match calculations
04.02	Perform activities in a way that meets Disclosure requirements
Be able to provide an accurate quote on retirement benefits which match retirement benefit calculations in line with scheme, organisational and statutory requirements	
05.01	Provide an accurate and understandable quote to the appropriate person, based on calculations in line with scheme, organisational and statutory requirements
05.02	Provide the appropriate person with all relevant documentation

Qualification Framework :	RQF
Title :	Debt Collection Case Management Principles _pre legal_
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	4
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: L/601/2715 : Debt Collection Case Management Principles _pre legal_

Understand the principles of debt collection administration.	
Assessment Criterion - The learner can:	
01.01	Explain the importance of ensuring the accuracy and timeliness of documents issued and received.
01.02	Explain how to monitor the progress of debt collections to ensure compliance with legal and organisational requirements.
01.03	Explain how to ensure that all documentation and payment records are up-to-date and appropriate in accordance with legal and organisational requirements.
Understand how to liaise with relevant parties in relation to debt collection.	
02.01	Explain the importance of ensuring that relevant parties are kept informed about payments received and other relevant circumstances.
02.02	Explain how to identify and liaise with relevant parties to obtain advice and assistance during the debt collection process in accordance with legal and organisational requirements.
Understand how to prepare documentation and evidence to support the commencement of legal proceedings.	
03.01	Explain the importance of confirming that debt collection procedures and timescales have been followed to support the case for legal proceedings.
03.02	Explain potential corrective action where necessary procedures have not been followed.
03.03	Explain how to identify when a debt collection case reaches the stage of escalation to legal proceedings in accordance with legal and organisational requirements.
03.04	Explain how to compile evidence in preparation for legal proceedings in accordance with legal and organisational requirements.

Qualification Framework	: RQF
Title	: Providing information to customers in a financial services environment
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/601/8319 : Providing information to customers in a financial services environment

Be able to acknowledge customer requests for information in a financial services environment	
Assessment Criterion - The learner can:	
01.01	Acknowledge customers within organisational timescales and treat them in a courteous manner
01.02	Identify the different methods of receiving financial information
01.03	Find out accurately the information the customer requires about financial services products and/or services to meet their needs
01.04	Recognise any requests for information about financial services products and/or services which they are not authorised to deal with
01.05	Explain the sources of information and advice within the organisation
01.06	Pass any requests for information about financial services products and/or services to the person authorised to deal with them accurately and within organisational timescales
Be able to provide information on financial products and/or services to customers	
02.01	Maintain an up-to-date knowledge of the organisations financial services products and/or services, including features, benefits and terms and conditions
02.02	Provide information about the financial services products and/or services to customers which is clear, accurate and relevant to their needs
02.03	Encourage customers to ask questions and seek clarification
02.04	Confirm the financial products and/or services referred to provides the information requested by the customer
02.05	Recognise the point at which a customer requires advice and not information and arrange for them to be referred to those authorised to give advice
02.06	Keep a record of the information about financial services products and/or services provided, following organisational procedures
02.07	Disclose confidential information only to the people authorised to receive it
02.08	Explain the organisations customer service and complaints procedure
02.09	Comply with legal requirements, industry regulations, organisational policies and professional codes at all times
02.10	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role

Qualification Framework	: RQF
Title	: Overseeing investment operation systems and processes
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/601/8708 : Overseeing investment operation systems and processes

Be able to monitor investment operations systems and processes.	
Assessment Criterion - The learner can:	
01.01	gather information about the efficiency of investment operations systems and processes
01.02	monitor investment operations systems and processes for their continuing ability to facilitate work outputs to the required standards and to maintain investor satisfaction.
01.03	assess the understanding and competence of the users of operations systems and processes
01.04	take action to remedy any identified weaknesses in the understanding and competence of the users of operations systems and processes
Be able to resolve problem areas relating to investment operations systems and processes.	
02.01	identify and investigate problem areas relating to investment operations systems and processes.
02.02	forewarn individuals and teams about problem areas when using specific investment operations systems and processes
02.03	resolve problem areas relating to investment operations systems and processes as soon as possible, where it is within authority and competence to do so.
02.04	make sure details of problems are accurate and passed to the appropriate people within required timescales, where it is not within authority and/or competence to resolve.
Be able to recommend changes and improvements to investment operations systems and processes.	
03.01	identify potential changes which could be made to improve to the investment operations systems and processes currently used in the organisation.
03.02	evaluate the efficiency of potential alternative investment operations systems and processes compared to the systems and processes currently used in the organisation.
03.03	evaluate the cost effectiveness of potential alternative investment operations systems and processes compared to the systems and processes currently used in the organisation.
03.04	prepare information specifying the changes needed to update the investment operations systems and processes currently used in the organisation to meet changing requirements.
03.05	present information about potential improvements to investment operations systems and processes, stating clearly the objectives, operational considerations and implementation costs.
03.06	obtain feedback on recommendations for changes to investment operations systems and processes from relevant people
Be able to work within internal procedures	
04.01	describe the main features of the key product types relevant to the work being carried out
04.02	describe the organisational policies, procedures and service standards which apply to overseeing investment operation systems and processes
04.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
04.04	carry out work in accordance with organisational policies, procedures and service standards
04.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
04.06	explain how other individuals and teams impact on the work being carried out
04.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
05.01	describe the key market information and terminology relevant to the work being carried out
05.02	explain the legal requirements and industry regulations which apply to overseeing investment operation systems and processes
05.03	make sure work complies with relevant legal requirements and industry regulations
05.04	identify any instances of actual or potentialnon compliance with industry regulations
05.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
05.06	explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Underwriting complex alterations to life, pensions and investment contracts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 28
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/601/8790 : Underwriting complex alterations to life, pensions and investment contracts

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand the features and benefits provided by life, pensions and investment products	
02.01	Explain the features and benefits provided by the main products available including those that are not current
Understand procedures for dealing with mid-term adjustments and cancellations to life assurance, pension and investment business	
03.01	Identify clauses, extensions and limitations that may be applied, including those that are standard and non-standard
03.02	Describe organisational procedures for determining decisions regarding complex alterations and cancellations, including those that do not meet acceptance criteria
03.03	Describe organisational procedures for determining decisions regarding complex alterations and cancellations, where the process would be outside of authority
03.04	Describe the information and/or documentation required to make alterations to existing contracts for life, pensions and investment business
03.05	Identify sources of advice and information
Be able to make sure that information supplied by customers in support of a proposed complex alteration is sufficient and accurate enough for underwriting to take place	
04.01	Deal with requests for complex alterations in the time required
04.02	Check there are sufficient details provided regarding an application to make a complex alteration, to allow the application to proceed
04.03	Clarify incomplete or inconsistent information with the customer, in a professional and understanding manner and in the time required
04.04	Notify any interested parties of requests for amendment to contracts, making information available only to those who need it and have a right to it
Be able to decide if the proposed complex alteration to a life, pension or investment contract is acceptable	
05.01	Apply relevant underwriting criteria, including non-standard extensions and limitations to decide whether to accept or decline applications to make an alteration
05.02	Determine any terms and conditions to be applied
05.03	Refer any application to alter a contract outside personal authority limits to the person who can deal with it
Be able to inform the customer of the outcome regarding a proposed complex alteration to a life, pension or investment contract	
06.01	Advise the customer and interested parties in a professional and understanding manner of the outcome of the application and any terms and conditions to be applied
06.02	Make sure information regarding the application and the outcome is made available only to those who need it and have a right to it
06.03	Maintain accurate and complete records within the customers and business files
Understand the requirements of all codes, laws and regulatory requirements	
07.01	
07.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
07.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
08.01	Comply with all codes, laws and regulatory requirements

Qualification Framework	: RQF
Title	: Processing applications for securing additional pension scheme benefit
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/503/0503 : Processing applications for securing additional pension scheme benefit

Be able to validate applications for pension scheme additional voluntary contributions	
Assessment Criterion - The learner can:	
01.01	Make sure the required information has been received
01.02	Check and validate member applications for proper authorisation
01.03	Check and validate member application for discrepancies or unusual features
01.04	Resolve discrepancies in member application where applicable
01.05	Identify sources of information for resolution of discrepancies
Be able to process applications for pension scheme additional voluntary contributions	
02.01	Describe how to interpret and apply statutory and scheme regulations following an application to purchase additional benefits
02.02	Outline how to apply calculation methods and standard practices
02.03	Processaccurately members applications and documents in accordance with statutory and scheme requirements
02.04	Inform relevant parties where applicant elects to proceed
02.05	Inform the applicant of the decision made with a clear explanation if an application is ruled invalid in line with the service level commitment
Be able to update member details	
03.01	Update accurately members records to reflect chosen option
Be able to make updates following application	
04.01	Make system updates accurately where applicable
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
05.01	Outline the relevant legislation as they pertain to pensions
05.02	Demonstrate an awareness of timescales and schedules for updating, presentation and dispatch of data
05.03	Outline the consequences of non-compliance with legal requirements
05.04	Identify the correct policies, practices and procedures for signatories and authorisations
05.05	Explain the difference between giving financial advice and providing facts to the member

Qualification Framework	: RQF
Title	: Calculating and issuing Cash Equivalent Transfer Value CETV
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/503/0517 : Calculating and issuing Cash Equivalent Transfer Value CETV

Be able to interpret and apply pension scheme rules in the event of a Cash Equivalent Transfer Value (CETV)	
Assessment Criterion - The learner can:	
01.01	Identify and apply scheme rules and definitions for all given schemes in the event of a Cash Equivalent Transfer Value (CETV) request
01.02	Explain the relevant policy cover, terms and conditions
Be able to obtain and verify appropriate valid documentation	
02.01	Obtain and verify appropriate valid documentation within required timescales
Know how to process pension sharing and earmarking on divorce	
03.01	Explain how to accurately apply calculation methods in line with organisational and scheme requirements
03.02	Outline where to identify sources of information for the resolution of discrepancies
03.03	Outline the internal processes that need to be followed in order to process pension sharing and earmarking orders
03.04	Describe how to identify and apply the different forms of Divorce Court Orders and to what schemes these apply
03.05	Describe what a pre-order notification is
Be able to calculate Cash Equivalent Transfer Value (CETV)	
04.01	Investigate and resolve any discrepancies
04.02	Calculate accurately the CETV within required timescales and in accordance with organisational and scheme procedures
Be able to provide the correct calculated Cash Equivalent Transfer Value (CETV) to the appropriate person	
05.01	Provide the member or solicitor with accurate information, taking into account their status within the scheme, within required timescales and adhering to correct procedures
05.02	Update member details
Understand the relevant legal, industry and organisational requirements relevant to calculating and issuing Cash Equivalent Transfer Value (CETV)	
06.01	Outline what information needs to be provide and to whom in order to progress members claims
06.02	Outline the relevant legislation as they pertain to pensions
06.03	Keep to timescales and schedules for updating, presentation and dispatch of data
06.04	Outline the consequences of non-compliance with legal requirements
06.05	Identify the correct policies, practices and procedures for signatories and authorizations
06.06	Outline the difference between giving financial advice and providing facts to the member

Qualification Framework :	RQF
Title :	Support learning and development within own area of responsibility
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	25
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: M/600/9676 : Support learning and development within own area of responsibility

Be able to identify the learning needs of colleagues in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Identify gaps between requirements of colleagues current or future work roles and their existing knowledge, understanding and skills.
01.02	Prioritise learning needs of colleagues.
01.03	Produce personal development plans for colleagues in own area of responsibility.
Understand how to develop a learning environment in own area of responsibility.	
02.01	Explain the benefits of continual learning and development.
02.02	Explain how learning opportunities can be provided for own area of responsibility.
Be able to support colleagues in learning and its application.	
03.01	Identify information, advice and guidance to support learning.
03.02	Communicate to colleagues to take responsibility for their own learning.
03.03	Explain to colleagues how to gain access to learning resources.
03.04	Support colleagues to practise and reflect on what they have learned.
Be able to evaluate learning outcomes and future learning and development of colleagues.	
04.01	Examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes.
04.02	Support colleagues when updating their personal development plan.

Qualification Framework :	RQF
Title :	Debt Repayment Monitoring Practice
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	4
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/2738 : Debt Repayment Monitoring Practice

Be able to review debtor accounts.	
Assessment Criterion - The learner can:	
01.01	Ensure procedures are in place to review cases in accordance with organisational requirements.
01.02	Review debtor accounts in accordance with targets and organisational and legal requirements.
01.03	Identify payments, settlements and instances of non-repayment in debtor accounts.
01.04	Prioritise cases where further action is required.
Be able to instigate action in response to non-payment.	
02.01	Instigate action appropriate to the circumstances of the debtor in response to continued non-repayment.
02.02	Ensure that legal notices are serviced promptly in accordance with organisational and legal requirements.
02.03	Negotiate and agree with the debtor suitable revised repayment arrangements
02.04	Check the accuracy and validity of repayment calculations in accordance with organisational requirements.
Be able to how to monitor debtor accounts to safeguard repayment arrangements.	
03.01	Monitor levels of repayments and any shortfalls, maintaining appropriate levels of contact with the debtor
03.02	Maintain contact with clients to ensure repayment levels are in accordance with their instructions.
03.03	Take appropriate action where repayment levels no longer accord with clients instructions.
03.04	Maintain records of debtor accounts in accordance with organisational and legal requirements.

Unit Specification
M/601/8264
Establishing, monitoring and maintaining bank or building society accounts for customers

Qualification Framework	:	RQF
Title	:	Establishing, monitoring and maintaining bank or building society accounts for customers
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	4
Unit Credit Value	:	5
SSAs	:	15.1 Accounting and Finance
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8264 : Establishing, monitoring and maintaining bank or building society accounts for customers

Be able to set up accurate customer account records and store them securely	
Assessment Criterion - The learner can:	
01.01	Identify the features of the products and services offered by the organisation
01.02	Discuss and confirm with the customer that the features of the account meet their requirements
01.03	Resolve any queries and complaints
01.04	Adapt communication style to meet the different needs of the customer
01.05	Implement security procedures that protect both the customers and the organisations interests when issuing facilities
01.06	Arrange for the relevant departments to issue account documentation and facilities to customers in accordance with agreements made with them
Be able to deal with requests for the transfer of funds	
02.01	Discuss and confirm with the customer the transfer requirements
02.02	Identify the procedures for dealing with instances of balances and transfers that are out of the ordinary
02.03	Confirm the authenticity of account details and transfer instructions before transferring funds
02.04	Inform customers sensitively if they have insufficient funds for transfers to be made
02.05	Explain how customers who may have difficulties keeping to arrangements can be assisted
02.06	Arrange for the transfer of funds into and out of accounts according to the customers instructions and, where required, confirm the transfer in writing
Be able to maintain and monitor customers accounts	
03.01	Monitor and update customer account records and store them securely
03.02	Explain the importance of maintaining security and confidentiality
03.03	Comply with the organisations procedures for maintaining security and confidentiality
03.04	Explain the purpose of monitoring accounts
03.05	Monitor account activity and performance and advise customers of new or alternative facilities that may better meet their requirements
03.06	Agree renewals or reappraisals of facilities with the customer and, where required, arrange for them to be confirmed in writing
03.07	Authorise, reject or pass to the appropriate authority requests to extend account facilities
03.08	Explain the value to customers of maintaining contact with the organisation
03.09	Encourage customers to maintain contact with the organisation when they may have difficulties keeping to arrangements or when they may require assistance
Be able to monitor and comply with all codes, laws and regulatory requirements	
04.01	Make sure all security requirements are in place and complied with
04.02	Identify suspicious or irregular transactions, being vigilant for money laundering, taking appropriate action where necessary
04.03	Follow the organisation's requirements for maintaining data protection
04.04	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements as they impact on the job role
04.05	Ensure all organisation's requirements relating to relevant codes, legal and regulatory requirements are in place and complied with

Qualification Framework	: RQF
Title	: Underwriting complex policy alterations
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8362 : Underwriting complex policy alterations

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	
Understand organisational procedures and the circumstances for granting cover	
03.01	
03.02	Summarise organisational systems and procedures for recording and amending information
Be able to obtain and clarify the required information to progress a complex policy alteration.	
04.01	Deal with new requests for alterations promptly
04.02	Identify the details needed to proceed with the request and confirm they have been gained
04.03	Deal with alterations which fall under personal levels of authorisation and pass others to the appropriate person
04.04	Clarify information which is unclear
04.05	Gain additional information where required
Be able to process the alteration.	
05.01	Identify and take into account any existing business
05.02	Identify any features in the request which indicate it should be declined or referred and proceed accordingly
05.03	Make sure all requirements are clearly understood and, when necessary, obtain confirmation that these have been acted on
05.04	Refer any situations outside personal authority limits to the appropriate person/department
05.05	Apply underwriting criteria using automated or manual procedures
Be able to provide details of decision.	
06.01	Provide a quotation with appropriate terms to the customer
06.02	Provide information on alternative products or services if the customer declines the quotation
06.03	Explain to the customerwhen cover has been granted and any special conditions
06.04	Arrange for accurate documentation to be provided to those who need it
Be able to keep accurate and complete records.	
07.01	Complete accurate records
07.02	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
08.01	
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Unit Specification
M/601/8488
Evaluating risk as an insurance intermediary and advise other intermediaries

Qualification Framework	: RQF
Title	: Evaluating risk as an insurance intermediary and advise other intermediaries
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8488 : Evaluating risk as an insurance intermediary and advise other intermediaries

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	
Understand processes for working with other intermediaries	
03.01	Outline possible sources of advice and information available at work
03.02	Outline organisational customer service standards and procedures
03.03	Outline organisational policies for dealing with complaints
03.04	Outline the information and material facts that should be supplied by other intermediaries when advising them on or placing business on their behalf
03.05	Describe organisational procedures for recording recommendations made to other intermediaries
03.06	Outline the organisations procedures for contact with insurers
Be able to evaluate a risk to be placed on behalf of a retail intermediary	
04.01	Obtain from the retail intermediary all information and relevant documentation required to assess their needs and those of their clients
04.02	Investigate the circumstances and nature of the risk further when appropriate
04.03	Analyse and evaluate the information and material facts regarding the risk
04.04	Formulate advice to be given which provides the best market situation for the retail intermediary, given the nature of the request and the employers policies, procedures and status
04.05	Communicate the outcome with the retail intermediary in a professional and understanding manner and in a style appropriate to their needs and the relationship
Be able to advise retail intermediaries regarding risks to be placed on their behalf	
05.01	Give advice to the retail intermediary in accordance with agreements to place business on their behalf and in a way that protects the relationship
05.02	Explain recommendations to the retail intermediary fully and clearly, encouraging the intermediary to ask questions and seek clarification
05.03	Confirm the retail intermediary understands the advice given
05.04	Agree with the retail intermediary the course of action to be taken
05.05	Confirm the advice given in accordance with the organisations procedures
05.06	Make sure information and documentation regarding business with retail intermediaries and risks are stored safely and made available only to those who need them and have a right to them
05.07	Maintain accurate and complete records within the other intermediarys and business files
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Processing complex insurance business as an intermediary
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8555 : Processing complex insurance business as an intermediary

Understand the structure of the market for general insurance business and the roles and responsibilities of the various parties within it related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
02.02	Explain the significance of cover being subject to conditional acceptance
02.03	Outline the features of new business that may require investigation by insurers
Understand how to calculate and handle payments	
03.01	Outline how to calculate premiums using manual and/or automated systems
Be able to process requests for complex insurance cover	
04.01	Deal with risks within agreed level of responsibility, the authority given by the customer and employers guidelines
04.02	Resolve difficulties associated with new business according to business agreements, legal requirements and the limit of authority
04.03	Communicate with the customer in a style appropriate to the customer and the circumstances of the risk
04.04	Refer any situations not authorised to deal with to the appropriate person/department
04.05	Request any documentation and/or information required
04.06	Make sure information and documentation regarding customers and risks are stored safely and made available only to those who need them and have a right to them
Be able to place complex new business with insurers	
05.01	Submit details to insurers in an appropriate style, manner and timescale appropriate to the risk, with information supplied clearly and concisely
05.02	Identify and resolve any discrepancies in the information supplied
05.03	Negotiate terms and conditions with insurers to the best advantage possible to customers
05.04	Agree final terms and premium
Be able to finalise complex insurance cover	
06.01	Process the new business for payment
06.02	Issue confirmation of cover
06.03	Make sure cover documentation is accurate, legible and meet legal and regulatory requirements
06.04	Monitor the progress of new business with insurers and resolve any delays in a professional manner
06.05	Arrange for the issue of documentation to the client in accordance with employers policy and legal and regulatory requirements
06.06	Maintain accurate and complete records within the customers and business files
Understand the requirements of all codes, laws and regulatory requirements	
07.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
07.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
07.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
08.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Qualification Framework	: RQF
Title	: Reconciling investment market transactions
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8703 : Reconciling investment market transactions

Be able to reconcile transactions and account balances.	
Assessment Criterion - The learner can:	
01.01	identify stock and/or monetary transactions which require reconciliation with investor, stakeholder or bank account balances.
01.02	identify and obtain the information needed to carry out the reconciliation
01.03	reconcile stock and/or monetary transactions with investor, stakeholder or bank account balances accurately.
01.04	deal with reconciliation according to the priority required by employers procedures
01.05	explain the potential consequences of errors in reconciliation for the organisation and other stakeholders
Be able to resolve issues and problems identified during reconciliation.	
02.01	identify and investigate discrepancies or problems identified during reconciliation
02.02	resolve discrepancies or problems identified during reconciliation
02.03	refer discrepancies or problems that cannot be resolved to the appropriate authority.
Be able to provide information about reconciliations.	
03.01	prepare information about account balances which is accurate and complete
03.02	present information in the required format
03.03	provide information within timescales required by employer
Be able to act within personal authority levels	
04.01	identify limits of responsibility
04.02	identify and refer any situations which require authorisation
04.03	identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to reconciling investment market transactions
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	explain how other individuals and teams impact on the work being carried out
05.07	describe sources of information and advice within the organisation
Be able to comply external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	describe the legal requirements and industry regulations which apply to reconciling investment market transactions
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	identify any instances of actual or potentialnon compliance with industry regulations
06.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
06.06	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Monitoring and reviewing financing and credit facilities
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 13
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/602/5425 : Monitoring and reviewing financing and credit facilities

Be able to gather information required for reviewing customer accounts for financing and credit facilities	
Assessment Criterion - The learner can:	
01.01	explain the financing and/or credit facilities offered by the organisation and the terms and conditions that apply to them
01.02	describe the organisation's policies and procedures for monitoring and reviewing accounts
01.03	explain the limits of own authority when monitoring and reviewing financing and/or credit facilities
01.04	explain to whom any accounts which are outside own authority should be referred
01.05	identify financing and/or credit facilities for which a review is appropriate
01.06	gather all the information necessary to carry out the review
Be able to analyse account activities and recognise potential problems	
02.01	explain the process of analysing information on accounts, including the warning signs of potential debt
02.02	explain the types, causes and significance of variances and trends in accounts
02.03	analyse the activity on the account identifying any trends and patterns
02.04	describe the warning signs of potential debt and failure to maintain agreed payments
02.05	recognise the warning signs of potential debt and failure to maintain agreed payments
Be able to investigate factors affecting customers ability to maintain payments	
03.01	investigate external factors that may impact on customers' ability to maintain agreed terms and conditions
03.02	describe the process of investigating adverse variances or trends and how to recognise when further action is required
03.03	investigate any indicators of adverse variances or trends in the account
Be able to initiate action required following monitoring and review of customer accounts	
04.01	identify variances in the account for which action is required in accordance with the organisations procedures
04.02	identify the causes of variances in the account
04.03	re-evaluate securities held against financing and/or credit facilities and identify variances for which action is required
04.04	describe possible strategies for dealing with problems within accounts
04.05	seek prompt action from the customer to solve any problems with their account
04.06	explain the implications of closing accounts
04.07	refer matters outside own authority to an appropriate authority
Be able to understand and comply with regulatory requirements for monitoring and reviewing accounts	
05.01	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on own activities
05.02	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Processing Pension Scheme Death Benefits
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/503/0512 : Processing Pension Scheme Death Benefits

Know the details of the specific pension scheme that are worked with	
Assessment Criterion - The learner can:	
01.01	Outline the relevant policy cover, terms and conditions
Be able to validate applications for pension scheme death benefits	
02.01	Confirm the identity and status of the person making the request for information in line with organisational and legislative requirements
02.02	Make sure the required information has been received
02.03	Check and validate member applications for proper authorisation
02.04	Check and validate member application for discrepancies or unusual features
02.05	Resolve discrepancies in member application where applicable
Be able to process applications for pension scheme death benefits	
03.01	Process accurately pension scheme death benefit applications and documents in accordance with statutory and scheme requirements
03.02	Inform the applicant of the benefit payable with a clear explanation if an application is ruled invalid in line with the service level commitment
03.03	Arrange the payment of the death benefits and any ongoing dependents pension promptly
03.04	Describe when it is necessary to apply actuarial factors or annuity rates
Be able to update member details	
04.01	Update deceased members records to reflect their change of member status
04.02	Update members dependents records and set up pensions payments taking account of scheme rules
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
05.01	Explain the relevant legislation as they pertain to pensions
05.02	Demonstrate an awareness of timescales and schedules for updating, presentation and dispatch of data
05.03	Outline the consequences of non-compliance with legal requirements
05.04	Identify the correct policies, practices and procedures for signatories and authorisations
05.05	Outline the difference between giving financial advice and providing facts to the member

Qualification Framework	: RQF
Title	: Processing and maintaining bilateral and / or syndicated loans
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/503/1126 : Processing and maintaining bilateral and / or syndicated loans

Be able to obtain the information needed to process and/or maintain bilateral and/or syndicated loans	
Assessment Criterion - The learner can:	
01.01	Identify the information needed to create and/or maintain loan records
01.02	Obtain all the required information and/or documentation
01.03	Check the accuracy of the information and/or documentation obtained
01.04	Resolve any inaccuracies identified
Be able to process the information received	
02.01	Use the information received to create and/or maintain loan facilities so that they are accurate and complete
02.02	Monitor and gather market information needed to create and/or maintain loan facilities
02.03	Manage the workflow to make sure that loan records are processed within required deadlines
Be able to process fees relating to bilateral and/or syndicated loans	
03.01	Identify fees which are overdue
03.02	Investigate and resolve overdue fees
03.03	Maintain accurate and up to date records of overdue fees
Be able to act within personal authority levels	
04.01	Identify limits of responsibility
04.02	Identify and refer any situations which require authorisation
04.03	Identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
05.01	Describe the main features of the key product types relevant to the work being carried out
05.02	Describe the organisational policies, procedures and service standards which apply to processing and maintaining bilateral and syndicated loans
05.03	Explain the potential consequences of not complying with relevant organisational policies and procedures

Qualification Framework	: RQF
Title	: Managing the business relationship with clients in a financial services environment
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 18
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/601/8290 : Managing the business relationship with clients in a financial services environment

Be able to prepare to offer excellent customer service to clients	
Assessment Criterion - The learner can:	
01.01	Make sure knowledge of the organisations financial services products and/or services relevant to your work is up-to-date
01.02	Make sure your personal knowledge of the financial services market relevant to the job role is up-to-date
01.03	Organise self to make sure attention to the client is consistently prompt
Be able to manage client needs and expectations	
02.01	Use knowledge of the financial services market and the financial services products and/or services offered by the organisation to identify client needs and expectations
02.02	Provide information to the client in a manner which promotes understanding and takes account of their needs and motivations
02.03	Meet clients expectations consistently
02.04	Manage the relationship with clients to enhance the flow of financial services business
Be able to maintain excellent customer service for clients	
03.01	Prioritise objectives and plan work to make best use of time and resources
03.02	Reorganise work to respond to unexpected additional workloads
03.03	Reorganise work when systems, people or resources have been unreliable
03.04	Keep accurate and up-to-date records of all actions taken
Be able to deal with feedback from customers about financial services products and or services	
04.01	Respond appropriately to clients comments about the products or services the organisation is offering have been made
04.02	Make all relevant people aware of repeated comments made by clients
Be able to comply with internal and external procedures and regulations	
05.01	Carry out work in accordance with organisational policies and procedures
05.02	Ensure compliance with the legal requirements and industry regulations relevant to the job role

Qualification Framework	: RQF
Title	: Processing Trades
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/601/8709 : Processing Trades

Be able to process electronic instructions.	
Assessment Criterion - The learner can:	
01.01	identify electronic instructions which are due to be processed
01.02	check that electronic instructions scheduled for processing are accurate and complete
01.03	repair instructions which are not accurate and complete to enable them to be processed within the required deadlines
Be able to process manual instructions	
02.01	identify manual instructions which require processing
02.02	check that manual instructions which require processing are accurate and complete
02.03	identify and resolve any errors and discrepancies in manual instructions which require processing
02.04	request asset set ups when required to enable instructions to be processed within the required deadlines.
02.05	process manual instructions within the required deadlines.
Be able to monitor the processing of instructions.	
03.01	track the performance of each assigned task to make sure it is operating to maintain the required work outputs
03.02	identify any problems or delays in processing instructions
03.03	report problems or delays in processing instructions to the relevant authority
03.04	maintain accurate and complete daily records of all non processed and held over work
03.05	provide accurate and complete information about non processed and held over work within the required timescales to relevant people
03.06	explain the importance of accurate trade processing to the organisation and its clients
Be able to act within personal authority levels	
04.01	identify limits of responsibility
04.02	identify and refer any situations which require authorisation
04.03	identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to processing trades
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.06	explain how other individuals and teams impact on the work being carried out
05.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	describe the legal requirements and industry regulations which apply to processing trades
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	identify any instances of actual or potentialnon compliance with industry regulations
06.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
06.06	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Processing complex requests for payment against life, pensions and investment contracts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 28
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/601/8791 : Processing complex requests for payment against life, pensions and investment contracts

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand the features and benefits provided by life, pensions and investment products	
02.01	Explain the features and benefits provided by the main products available, including those that are not current
Understand the process for dealing with requests for payment on life assurance, pension and investment products	
03.01	Explain the roles and responsibilities of others that may have an interest or involvement in requests for payment
03.02	Describe organisational procedures for dealing with requests for payment, including those that are complex
03.03	Outline the procedures to be taken when documentation cannot be produced by the claimant
03.04	Describe the information and/or documentation required to process a request for payment on a contract for life, pensions and investment business
03.05	Identify sources of advice and information
Be able to decide if a requested payment against a life, pension or investment contract may be made, when the claim is not routine	
04.01	Identify all policies which may affect or apply to requests for payment
04.02	Obtain all of the required information and documentation for each policy
04.03	Clarify with the claimant any discrepancies and queries, including any incomplete or inconsistent information, in the time required
04.04	Refer any request for payment outside of personal authority limits to the person who can deal with it
04.05	Establish correctly who holds title and who is entitled to receive payment
04.06	Check the request for payment is valid, that documentation is correct and that all other criteria are met
04.07	Make sure that systems used to monitor the progress of complex requests for payment are kept up to date
Be able to authorise and calculate payment against a life, pension or investment contract, when the claim is not routine	
05.01	Calculate the settlement in accordance with the terms of the contract
05.02	Provide information to the claimants or their representative which is clear, accurate, relevant to their needs and within the time required
05.03	Handle problems or complaints associated with complex requests for payment in accordance with organisational procedure and legal requirements
05.04	Arrange authorised payments according to organisational procedures
05.05	Maintain accurate and complete records within the customers and business files
05.06	Make sure information regarding the request and the outcome is made available only to those who need it and have a right to it
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with all codes, laws and regulatory requirements

Qualification Framework	: RQF
Title	: Charging and controlling securities for financing
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 3
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/602/5420 : Charging and controlling securities for financing

Be able to assign and/or deposit securities	
Assessment Criterion - The learner can:	
01.01	describe the types of security, quasi-security and assets that can be charged
01.02	describe the formalities needed to complete the assignment and/or deposit of securities
01.03	identify all parties concerned with the organisation's interest in securities
01.04	arrange for the assignment and/or deposit of securities
01.05	complete the charge over the required security in accordance with the organisations requirements
Be able to monitor securities for financing	
02.01	describe the organisation's guidelines and procedures for maintaining the validity of security
02.02	establish and update the current market value of the security
02.03	confirm that all the insurances required for the security are current
02.04	confirm that all the insurances required for the security are sufficient in value
02.05	confirm that all the insurances required for the security are valid for the required time span, where necessary
Be able to release securities assigned and/or deposited for financing	
03.01	release securities within own level of authority, in accordance with the organisations policies
03.02	send notices to all interested parties indicating the cancellation of the organisations interest
03.03	confirm that legal releases are made with reference to the organisations legal representative if appropriate
03.04	present discharged securities to the customer against formal receipt, where appropriate
03.05	complete all appropriate documentation in accordance with the required procedures
Be able to understand and comply with legislation and regulation relating to charging and controlling securities for financing	
04.01	maintain accurate and up-to-date records relating to charging and controlling securities for financing
04.02	describe the organisations
04.03	comply with legal requirements, industry regulations, organisational policies and professional codes

Qualification Framework	: RQF
Title	: Providing callers with specialised assistance in a financial services environment
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/602/5482 : Providing callers with specialised assistance in a financial services environment

Be able to identify and agree with the customer the required specialist assistance	
Assessment Criterion - The learner can:	
01.01	Confirm the callers perceptions of the specialist assistance they are seeking in line with organisational procedures
01.02	Assess the information provided by the caller in sufficient detail to decide the most appropriate action to take
01.03	Inform the caller of possible actions and their implications where there are a range of these
01.04	Agree with the caller the nature and extent of specialist assistance required to meet their needs
Be able to provide caller with specialised assistance	
02.01	Provide specialist assistance which is appropriate to the callers needs and within personal levels of authority and knowledge
02.02	Direct callers to the relevant person for further assistance when specialist assistance required does not meet their needs
02.03	Contact the relevant person to establish the next step when specialist assistance required is outside personal levels of knowledge and/or authority
02.04	Take further action through implementing approved procedures where problems are encountered in providing the assistance required
Understand how and be able to communicate effectively to a caller within organisational procedures	
03.01	Operate the organisations telephone and supporting equipment in line with organisational guidelines and procedures
03.02	Explain the importance of speaking clearly when dealing with customers by telephone
03.03	Explain the effects of facial expressions that can be detected by other parties on the telephone
03.04	Explain the importance of adapting speech to meet the needs of customers who may find some words, phrases or accents hard to understand
03.05	Explain the importance of keeping customers informed if they are on hold during a call
03.06	Explain the importance of not talking over an open telephone
03.07	Explain how to adapt and use effective methods of communication to help a callers understanding
03.08	Explain the importance of time management, and how to use it effectively when balancing the needs of callers with those of your organisation
Be able to work within organisational procedures and legal and regulatory requirements	
04.01	Record the information gathered and the assistance offered accurately and in line with organisational procedures
04.02	Comply with legal requirements, industry regulations, organisational policies and professional codes
04.03	Describe personal levels of responsibility, and to whom to refer when such levels are exceeded
04.04	Describe organisational call handling standards relating to the quality of calls and the service provided
04.05	Describe organisational guidelines for handling abusive calls
04.06	Describe organisational requirements relating to the application of codes, laws and regulatory requirements, as they impact on the job role

Qualification Framework	: RQF
Title	: Processing Pension Scheme Leavers Benefits
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/503/0504 : Processing Pension Scheme Leavers Benefits

Know the details of the specific pension scheme that are worked with	
Assessment Criterion - The learner can:	
01.01	Explain the relevant policy cover, terms and conditions
Be able to validate applications for pension scheme leavers benefits	
02.01	Confirm the identity and status of the person making the request for information in line with organisational and legislative requirements
02.02	Make sure the required information has been received
02.03	Check and validate member applications for proper authorisation
02.04	Check and validate member application for discrepancies or unusual features
02.05	Resolve discrepancies in member application where applicable
Be able to determine requested options allowable based on member records, scheme rules and legislation	
03.01	Show the full range of requested options taking into account the members records, scheme rules and relevant legislation
03.02	Identify and take into account any necessary supplementary and discretionary benefits in the calculating of leaver benefits
03.03	Describe two circumstances when a members benefits may be withheld
Be able to process pension scheme leavers benefits	
04.01	Process member notifications anddocuments in accordance with statutory and scheme requirements
04.02	Check that contributions due are paid up to date and unitized where appropriate
04.03	Notify the tax authorities if the scheme is contracted out
Be able to update records	
05.01	Update accurately members records to reflect chosen option
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
06.01	Explain the relevant legislation as they pertain to pensions
06.02	Demonstrate an awareness of timescales and schedules for updating, presentation and dispatch of data
06.03	Outline the consequences of non-compliance with legal requirements
06.04	Identify the correct policies, practices and procedures for signatories and authorizations
06.05	Outline the difference between giving financial advice and providing facts to the member

Qualification Framework :	RQF
Title :	Providing information on pension schemes on enquiry
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	10
Unit Credit Value :	5
SSAs :	15.1 Accounting and Finance
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. Assessment Criteria 3.1 - relevant legislation would include Anti-money laundering, Data protection, Age discrimination, Access to Medical Records, Disclosure, Cancellation Notices, Tax Regulations, Pensions Act and Trust Act

Unit: T/503/0521 : Providing information on pension schemes on enquiry

Be able to ascertain the enquirers status and the information required by them	
Assessment Criterion - The learner can:	
01.01	Ascertain the identity and status of the enquirer
01.02	Ascertain the enquirers right to information and refer to the appropriate person if necessary within the required timescale
01.03	Determine what information is required by the enquirer
Be able to provide information required by the enquirer in line with organisational procedures	
02.01	Provide relevant information to the enquirer within scheme, organisational and statutory timescales
02.02	Provide relevant information to the enquirer in the prescribed manner and format
02.03	Record all information provided in line with regulatory and organisational procedures
02.04	Complete relevant internal procedures to requirements
Be able to comply with scheme and industry rules	
03.01	Identify the current legislation relating to pensions and confidentiality
03.02	Identify the effects of legislation on the information which can be provided
03.03	Comply with current legislation relating to pensions and confidentiality
03.04	Describe accurately the scheme rules

Qualification Framework :	RQF
Title :	Provide leadership and direction for own area of responsibility
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	30
Unit Credit Value :	5
SSAs :	1.4 Public Services, 14.1 Foundations For Learning and Life, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/9601 : Provide leadership and direction for own area of responsibility

Be able to lead in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Identify own strengths and ability to lead in a leadership role.
01.02	Evaluate strengths within own area of responsibility.
Be able to provide direction and set objectives in own area of responsibility.	
02.01	Outline direction for own area of responsibility.
02.02	Implement objectives with colleagues that align with those of the organisation.
Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement.	
03.01	Communicate the agreed direction to individuals within own area of responsibility.
03.02	Collect feedback to inform improvement.
Be able to assess own leadership performance.	
04.01	Assess feedback on own leadership performance.
04.02	Evaluate own leadership performance.

Qualification Framework	: RQF
Title	: Recruit staff in own area of responsibility
Unit Level	: Level 5
Unit Sub Level	: None
Guided Learning Hours	: 25
Unit Credit Value	: 4
SSAs	: 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/9663 : Recruit staff in own area of responsibility

Be able to review human resource requirements to meet business objectives in own area of responsibility.	
Assessment Criterion - The learner can:	
01.01	Examine the human resources required to meet objectives in own area of responsibility.
01.02	Identify gaps between current and required human resources to meet objectives.
01.03	Assess the options for human resource requirements to meet objectives.
Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.	
02.01	Explain how to ensure recruitment and selection processes are fair.
02.02	Explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met.
02.03	Explain when to seek specialist expertise throughout the recruitment process.
Be able to participate in the recruitment and selection process.	
03.01	Consult with relevant others to produce or update job descriptions.
03.02	. Agree with colleagues the stages in the recruitment and selection process for identified vacancies.
03.03	Identify the methods and criteria that will be used in the recruitment and selection process.
Be able to evaluate the recruitment and selection process and identify improvements for the future.	
04.01	Assess and select candidates using agreed methods and criteria.
04.02	Evaluate the recruitment and selection methods and criteria used in own area of responsibility.
04.03	Identify ways of improving future recruitment and selection.

Qualification Framework :	RQF
Title :	Debt Collection Negotiations Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	15
Unit Credit Value :	3
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/2711 : Debt Collection Negotiations Principles

Know how to make contact with the debtor in an effective and appropriate way.	
Assessment Criterion - The learner can:	
01.01	Explain how to make appropriate contact with the debtor in accordance with legal and organisational requirements.
01.02	Explain evidence provided to the debtor which authenticates the collectors relationship to the creditor in accordance with legal and organisational requirements.
01.03	Explain information provided to the debtor to explain their debt obligation, legal position and consequences of non-compliance in accordance with legal and organisational requirements.
Understand the impact of a debtors profile on the collection process.	
02.01	Explain how to establish a debtors profile.
02.02	Explain the impact of a debtors profile on the collection process.
02.03	With reference to the debtors profile, explain how to identify and report suspicions of fraudulent activity/money laundering in accordance with organisational requirements.
Know how to record and where appropriate, investigate any disputes.	
03.01	Explain how to source, gather and evaluate evidence as part of dispute investigation.
03.02	Explain actions available following a dispute investigation.
03.03	Explain the different departments/external agencies to which the debtor can be referred for advice and help.
03.04	Explain how to maintain customer records in accordance with organisational and legal requirements.
Know how to negotiate repayment solutions.	
04.01	Explain strategies to achieve full payment in accordance with organisational and legal requirements.
04.02	Explain how to prepare and implement a repayment plan.
04.03	Explain appropriate action where there is failure to reach agreement for payment.
04.04	Explain effective and appropriate methods of communications, which are non-prejudicial to the creditors legal position.

Unit Specification
T/601/8346
Underwriting complex new risks

Qualification Framework	: RQF
Title	: Underwriting complex new risks
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/8346 : Underwriting complex new risks

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand organisational procedures and the circumstances for granting cover	
03.01	Explain organisational procedures and the circumstances for granting cover subject to: •Standard acceptance •Conditional acceptance
Be able to obtain the required information from the customer.	
04.01	Gather sufficient information to enable the risk to be assessed accurately.
04.02	Accept or decline only new risks which fall under personal levels of authority and pass others to the appropriate person.
04.03	Describe the probable signs of fraud and the action required for dealing with each
04.04	Identify any differences between policy cover and the customers requirements.
04.05	Resolve customer requirements that fall within personal authority limits.
Be able to underwrite the risk following industry and organisational processes.	
05.01	Apply current underwriting criteria to reflect the features of the risk.
05.02	Decide whether to accept or decline the risk: • Taking into account the risk itself • The effects on the insured's business
05.03	Apply appropriate limitations and extensions of cover to reflect the features of the risk.
05.04	Refer any situations outside personal authority limits to the appropriate person /department.
05.05	Inform the customer of any risk improvements required.
05.06	Take action to avoid unnecessary delays in underwriting the risk.
05.07	Demonstrate an awareness of current market trends and developments.
Be able to provide the customer with details of the underwriting decision.	
06.01	Inform the customer of the decision.
06.02	Agree final terms and conditions including premium.
Be able to keep accurate and complete records	
07.01	Complete accurate records.
07.02	Maintain accurate records.
Understand the requirements of all codes, laws and regulatory requirements	
08.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements.	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Qualification Framework	: RQF
Title	: Dealing with complex claims for uninsured losses
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/8461 : Dealing with complex claims for uninsured losses

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand the roles and functions of other parties involved in claims	
03.01	Explain the roles and functions of other parties involved in claims
Be able to obtain and evaluate information required to progress a complex claim for uninsured losses	
04.01	Refer any situations outside personal authority limits to the appropriate person/department
04.02	Obtain any information and/or documentation required to progress the claim
04.03	Deal with any discrepancies in information and/or documentation
Be able to communicate with interested parties to organisational standards and timescales	
05.01	Give guidance which will provide the best situation for the customer, given legal principles, loss mitigation and prospects of recovery
05.02	Make sure the claim is formulated and submitted to the third party correctly
05.03	Make recommendations for further action which will help the customer arrive at the settlement
Be able to negotiate complex claims	
06.01	Correctly negotiate the claim in the best interests of the customer and the organisation
06.02	Notify all interested parties of the outcome of the claim
Be able to keep accurate and complete records	
07.01	Complete accurate records
07.02	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
08.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
09.01	Comply with all codes, laws and regulatory requirements

Unit Specification
T/601/8704
Maintaining the custody of assets on behalf of the investor

Qualification Framework	: RQF
Title	: Maintaining the custody of assets on behalf of the investor
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/8704 : Maintaining the custody of assets on behalf of the investor

Be able to arrange for the transfer of assets.	
Assessment Criterion - The learner can:	
01.01	agree and record arrangements for the transfer of assets with the investor
01.02	check that agreements with the investor for the transfer of assets have been made by authorised persons
01.03	check assets held on behalf of the investor and arrange for them to be deposited in authorised accounts
01.04	arrange for the transfer of assets within required timescales
Be able to maintain records of assets held on behalf of the investor.	
02.01	monitor market activity relating to the transfer of assets
02.02	reconcile market transactions with assets held in custody on behalf of the investor
02.03	keep complete, accurate and up to date records of investors assets
02.04	make sure that investor records are kept secure and confidential
Be able to resolve errors discrepancies in records and transactions.	
03.01	identify and investigate errors and discrepancies in asset records and transactions
03.02	resolve errors and discrepancies in asset records and transactions
Be able to provide information to investors about their asset records.	
04.01	arrange for the investor to be provided with information about their asset records in the required format and in a way that promotes understanding
04.02	arrange for the investor to be provided with information about their asset records in the required timescales
04.03	arrange for investors to be informed of actual and/or potential problems relating to their accounts
04.04	make sure that information about asset records is made available only to those who need it and have a right to it
Be able to act within personal authority levels	
05.01	identify and refer any situations which require authorisation
05.02	identify and refer any situations which fall outside area of responsibility
Be able to work within internal procedures	
06.01	describe the main features of the key product types relevant to the work being carried out
06.02	describe the organisational policies, procedures and service standards which apply to arranging the settlement of investment transactions
06.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
06.04	carry out work in accordance with organisational policies, procedures and service standards
06.05	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
06.06	explain how other individuals and teams impact on the work being carried out
06.07	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
07.01	describe the key market information and terminology relevant to the work being carried out
07.02	explain the legal requirements and industry regulations which apply to arranging the settlement of investment transactions
07.03	make sure work complies with relevant legal requirements and industry regulations
07.04	identify any instances of actual or potentialnon compliance with industry regulations
07.05	take any actions needed to deal with instances of actual or potential non compliance with industry regulations, reporting these to the relevant authority when required
07.06	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out

Unit Specification
T/601/8718
Dealing with complaints relating to financial services products and /or services

Qualification Framework	: RQF
Title	: Dealing with complaints relating to financial services products and /or services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 68
Unit Credit Value	: 8
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/601/8718 : Dealing with complaints relating to financial services products and /or services

Be able to acknowledge and investigate complaints relating to financial services products and/or services.	
Assessment Criterion - The learner can:	
01.01	identify complaints about financial services products and/or services which require investigation
01.02	acknowledge receipt of the complaint to the complainant within required timescales and in the required format
01.03	accurately record receipt of the complaint
01.04	gather information from relevant sources to enable the nature and severity of the complaint to be assessed
01.05	report any complaints that are outside authority to deal with to the appropriate person
Be able to keep the complainant informed of the progress and outcome of complaints about financial services products and/or services.	
02.01	seek further information where necessary to fully investigate the complaint
02.02	issue a holding letter if the complaint cannot be resolved within required timescales
02.03	provide the complainant with clear, accurate and complete details of any decision reached within required timescales and in the required format
02.04	explain to the complainant any further options available to them where a decision has been reached
02.05	provide information to the complainant in a manner which promotes understanding and takes account of their needs and motivations
Be able to keep accurate and complete records of complaints about financial services products and/or services.	
03.01	keep accurate and complete records of all the complaints dealt with
03.02	make sure that the records of complaints are kept secure and confidential
Be able to recommend changes to the organisations procedures for handling complaints about financial services products and/or services.	
04.01	identify changes to the organisations systems and procedures which are necessary to avoid future complaints
04.02	prepare information specifying the changes needed to the organisations systems and procedures which are necessary to avoid future complaints
04.03	present information about proposed changes to the organisations systems and procedures, stating clearly why they are needed to all relevant people
04.04	obtain feedback on recommendations for changes to the organisations systems and procedures
Be able to work within internal procedures	
05.01	describe the main features of the key product types relevant to the work being carried out
05.02	describe the organisational policies, procedures and service standards which apply to dealing with complaints
05.03	explain the potential consequences of not complying with relevant organisational policies and procedures and service standards
05.04	carry out work in accordance with organisational policies, procedures and service standards
05.05	make sure work complies with relevant legal requirements and industry regulations
05.06	identify the other individuals and teams within the organisation who affect or are affected by the work being carried out
05.07	explain how other individuals and teams impact on the work being carried out
05.08	describe sources of information and advice within the organisation
Be able to comply with external requirements and regulations	
06.01	describe the key market information and terminology relevant to the work being carried out
06.02	describe the legal requirements and industry regulations relevant to the work being carried out
06.03	make sure work complies with relevant legal requirements and industry regulations
06.04	explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

Qualification Framework	: RQF
Title	: Processing pension scheme transfers
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance. This unit must be assessed in line with the appropriate Assessment Strategy from the FSSC.

Unit: Y/503/0513 : Processing pension scheme transfers

Be able to interpret and apply pension scheme rules in the event of a transfer notification	
Assessment Criterion - The learner can:	
01.01	Establish correctly authorization for every transfer in request before further action is taken in line with organisational, legislative and scheme rules
01.02	Establish validity of pension scheme transfer requests ensuring all proposed transfers are from or to another UK registered scheme or Qualifying Recognised Overseas Pension Scheme (QROPS)
01.03	Explain the relevant policy cover, terms and conditions
01.04	Investigate and resolve any discrepancies in, or unusual features of, all transfer requests
01.05	Check for Divorce Court Orders and account for Court Orders credit/debit protection where appropriate
Be able to calculate entitlements in accordance with scheme rules	
02.01	Calculate accurately entitlements in accordance with scheme rules and advice of the scheme actuary
Be able to inform members of their available options	
03.01	Inform fully the beneficiary, sponsor or trustee of their: •available options •transferred benefits •calculation rights complying with statutory and scheme requirements
03.02	Check that the beneficiary, sponsor of trustee has fully understood the information provided
Be able to process pension scheme rules in the event of a transfer	
04.01	Describe the internal process which must be followed to issue transfer quotation
04.02	Request payment of transfer values in a timely fashion where appropriate and in line with organisational and legal requirements
04.03	Gain the appropriate authority to make the payment
04.04	Accurately process all updates to member information within organisational timescales
04.05	Update or create member records to show details of the transfer
04.06	Identify and notify the relevant departments of the transfer
Understand the effect of changes in a members circumstances	
05.01	Explain the effect of changes in a members circumstances to a transfer
Understand the relevant legal, industry and organisational requirements relevant to processing applications for pension scheme benefit	
06.01	Explain the relevant legislation as they pertain to pensions
06.02	Demonstrate an awareness of timescales and schedules for updating, presentation and dispatch of data
06.03	Outline the consequences of non-compliance with legal requirements
06.04	Identify the correct policies, practices and procedures for signatories and authorisations
06.05	Outline the difference between giving financial advice and providing facts to the member

Qualification Framework	:	RQF
Title	:	Organise the delivery of reliable customer service
Unit Level	:	Level 3
Unit Sub Level	:	None
Guided Learning Hours	:	40
Unit Credit Value	:	6
SSAs	:	15.2 Administration
Unit Grading Structure	:	Pass
Assessment Guidance	:	Please refer to the Online iCQ Assessment Guidance. The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Unit: Y/601/1230 : Organise the delivery of reliable customer service

plan and organise the delivery of reliable customer service	
Assessment Criterion - The learner can:	
01.01	plan, prepare and organise everything they need to deliver services or products to different types of customers
01.02	organise what they do to ensure that they are consistently able to give prompt attention to your customers
01.03	reorganise their work to respond to unexpected additional workloads
review and maintain customer service delivery	
02.01	maintain service delivery during very busy periods and unusually quiet periods
02.02	maintain service delivery when systems, people or resources have let them down
02.03	consistently meet their customers expectations
02.04	balance the time they take with their customers with the demands of other customers seeking their attention
02.05	respond appropriately to their customers when customers make comments about the products or services they are offering
02.06	alert others to repeated comments made by their customers
02.07	take action to improve the reliability of their service based on customer comments
02.08	monitor the action they have taken to identify improvements in the service they give to their customers
use recording systems to maintain reliable customer service	
03.01	record and store customer service information accurately following organisational guidelines
03.02	select and retrieve customer service information that is relevant, sufficient and in an appropriate format
03.03	quickly locate information that will help solve a customers query
03.04	supply accurate customer service information to others using the most appropriate method of communication
understand how to organise the delivery of reliable customer service	
04.01	describe organisational procedures for unexpected situations and their role within them
04.02	describe resource implications in times of staff sickness and holiday periods and their responsibility at these times
04.03	explain the importance of having reliable and fast information for their customers and their organisation
04.04	evaluate the organisational procedures and systems for delivering customer service
04.05	identify useful customer feedback and explain how to decide which feedback should be acted on
04.06	describe how to communicate feedback from customers to others
04.07	evaluate the organisational procedures and systems for recording, storing, retrieving and supplying customer service information
04.08	explain the legal and regulatory requirements regarding the storage of data

Qualification Framework :	RQF
Title :	Payment Processing Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	5
Unit Credit Value :	1
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/2717 : Payment Processing Principles

Understand how to process payment transactions.	
Assessment Criterion - The learner can:	
01.01	Explain the information required to process a range of payment transactions.
01.02	Explain how to collect transaction details from a range of customers, including those with particular requirements.
01.03	Explain how to check and validate information provided in accordance with organisational and legal requirements.
01.04	Explain how to confirm transactions when authorisation criteria have been met in accordance with organisational requirements.
Understand how to identify and resolve problems in relation to payment transactions.	
02.01	Explain how to seek further information where discrepancies are identified or transactions can not be approved in accordance with organisational requirements.
02.02	Explain any legal requirements, industry regulations, professional codes and organisational policies in relation to payment transactions.
Understand how to accurately record payment transactions.	
03.01	Explain how to accurately record and store payment transactions in accordance with organisational and legal requirements.

Qualification Framework :	RQF
Title :	Debt Collection Operations Management Principles
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	4
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/2720 : Debt Collection Operations Management Principles

Understand how to maintain effective debt collection processes.	
Assessment Criterion - The learner can:	
01.01	Explain debt collection processes which ensure compliance with legal requirements, industry licences and regulations, organisational policies and professional codes.
01.02	Explain how to maintain service level agreements.
01.03	Explain methods for checking the quality and integrity of work.
Understand how to train and support employees.	
02.01	Explain how to establish training needs.
02.02	Explain options for the resolution of complex cases.
02.03	Explain how to supervise and support employees.
Understand how to review debt collection processes and implement improvements.	
03.01	Explain how to implement and monitor targets.
03.02	Explain the use of management information.
03.03	Explain the introduction of debt collection improvement systems.

Qualification Framework :	RQF
Title :	Debtor Call Handling Practice
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	15
Unit Credit Value :	3
SSAs :	15.1 Accounting and Finance, 15.2 Administration, 15.3 Business Management, 15.4 Marketing and Sales, 15.5 Law and Legal Services
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/2734 : Debtor Call Handling Practice

Be able to plan outbound telephone calls with debtors.	
Assessment Criterion - The learner can:	
01.01	Plan for complex telephone calls to debtors.
01.02	Assemble relevant information to refer to during a complex call with a debtor.
Be able to conduct inbound and outbound telephone calls with debtors.	
02.01	Operate telephone equipment correctly.
02.02	Demonstrate appropriate action if there is a disruption.
02.03	Verify the identity of a caller or respondent ensuring that information is made available only to those entitled to it with reference to appropriate legislation.
02.04	Keep confidential all information when unable to make contact with the debtor and if necessary can explain legal requirements.
02.05	Explain to the debtor any quality checks and recordings which may be made during a call.
02.06	Ask appropriate questions in order to build up an accurate picture of the debtors situation in a wide range of circumstances.
02.07	Use effective vocal techniques to ensure that the information conveyed is clear and coherent to the debtor.
02.08	Deal professionally with a range of callers, including abusive ones.
Be able to record inbound and outbound telephone calls with debtors.	
03.01	Establish precise reason for inbound calls from debtors.
03.02	Maintain and review records of calls which include summaries of outcomes and agreed actions in accordance with organisational requirements.

Unit Specification
Y/601/8257
Managing branch counter services

Qualification Framework	: RQF
Title	: Managing branch counter services
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 6
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/8257 : Managing branch counter services

Be able to make sure all counters are prepared for service	
Assessment Criterion - The learner can:	
01.01	. Check that counters have been prepared and set up for service according to the organisations procedures
01.02	. Make sure cash levels in the tills meet organisational guidelines
Be able to monitor counter service ensuring effective delivery	
02.01	. Monitor counter activity to make sure that customer needs are met in the time required
02.02	. Resolve identified errors in the time required
02.03	. Check counter activities and documentation conform to the organisations requirements
02.04	. Make sure cash levels in tills are maintained in line with the organisations requirements
02.05	Explain how to handle suspicious or irregular transactions including unauthorised withdrawals, suspected forgery of documents, suspected forged money, money laundering in accordance with the organisations guidelines
02.06	. Handle suspicious or irregular transactions in accordance with the organisations guidelines
Be able to make sure all counters are closed according to organisation procedures	
03.01	. Deal with discrepancies in accordance with the organisations procedures
03.02	. Confirm that counters are closed in accordance with the organisations procedures
Be able to monitor and comply with all codes, laws and regulatory requirements	
04.01	. Complete documentation clearly and accurately
04.02	. Make sure all security requirements are in place and complied with
04.03	. Explain the organisations requirements relating to relevant codes, legal and regulatory requirements
04.04	. Make sure all organisation's requirements relating to relevant codes, legal and regulatory requirements are in place and complied with by staff
04.05	. Explain the skills required for effective supervision of counter staff and for encouraging teamwork

Qualification Framework	: RQF
Title	: Dealing with complex claims for insured losses
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/8470 : Dealing with complex claims for insured losses

Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including
Understand how to deal with complex claims for insured losses	
03.01	Describe required actions which may have to be taken by insured following a loss
03.02	Explain the roles and functions of other parties involved in claims
03.03	Explain organisational procedures for handling late notification of claims
03.04	Identify sources of advice and information
Be able to obtain information required to progress a complex claim	
04.01	Confirm that the intimation of the claim is accurate, complete and recorded correctly
04.02	Evaluate the circumstances of the claim to assess if it is valid
04.03	Refer any situations outside personal authority limits to the appropriate person/department
04.04	Make sure there is sufficient information to submit the claim to the insurer, requesting missing information or documentation
04.05	Obtain all relevant information and/or documentation requested by insurers
Be able to help customers and insurers to deal with the claim	
05.01	Dispatch the appropriate correspondence and/or documentation within the timescales required
05.02	Explain the likely outcomes of the claim to the customer within organisational timescales
05.03	Resolve difficulties associated with the claim according to business agreements, legal requirements, market practices and the limit of personal authority
Be able to negotiate complex claims	
06.01	Negotiate the claim in the best interests of the customer and the organisation
06.02	Arrange interim payment where appropriate
06.03	Finalise the claim and advise all interested parties
Be able to keep accurate and complete records	
07.01	Complete accurate records
07.02	Maintain accurate records
Understand the requirements of all codes, laws and regulatory requirements	
08.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification
Y/601/8517
Processing complex insurance renewals as an intermediary

Qualification Framework	: RQF
Title	: Processing complex insurance renewals as an intermediary
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 27
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/8517 : Processing complex insurance renewals as an intermediary

Understand the structure of the market for general insurance business and the roles and responsibilities of the various parties within it related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Define the various parties in the structure of the insurance market related to the work carried out
01.02	Describe the roles and responsibilities of the parties identified
Understand the details of general insurance policies	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including: •Standard extensions and/or limitations •Non-standard extensions and/or limitations
Understand how to process complex insurance renewals as an intermediary	
03.01	Outline how to calculate premiums for relevant policies
03.02	Outline the organisations procedures for contacting underwriters
03.03	Outline methods available for payment of premiums including credit and instalment facilities
03.04	Explain the information that should be supplied by clients to enable general insurance renewals to be processed
Understand the importance of customer service in the financial services industry	
04.01	Outline organisational customer service standards and procedures
04.02	Explain organisational policy and procedures regarding communicating with customers
04.03	Outline organisational policies for dealing with complaints
Be able to process complex renewals of insurance cover	
05.01	Identify accurately forthcoming renewals within the timescale required by the employer and regulator
05.02	Request documentary evidence and/or any information required and store this securely
05.03	Resolve difficulties associated with the renewal according to business agreements, legal requirements and the limit of the authority
05.04	Refer any situations not authorised to deal with to the appropriate person/department
Be able to arrange complex renewals	
06.01	Identify and resolve any discrepancies or omissions in the information supplied regarding the renewal, in a professional and understanding manner
06.02	Identify any features that indicate fresh underwriting should take place and/or whether to re-broke the risks when appropriate
06.03	Negotiate renewal terms and conditions with insurers to the best advantage possible to customers
06.04	Resolve any inaccuracies and/or ambiguities in renewal documentation and/or information
06.05	Dispatch the renewal documentation to the customer in the time required
06.06	Request renewal instructions from the customer
Be able to finalise complex renewals	
07.01	Monitor the progress of the renewal and deal with any delays in a professional manner
07.02	Explain clearly any delays in completing the renewal and take appropriate action
07.03	Check renewal documentation are accurate and make arrangements for inaccuracies to be rectified
07.04	Arrange for renewal documentation to be released tocustomers when arrangements for payment have been agreed and in accordance with employers policy and legal and regulatory requirements
07.05	Maintain accurate and complete records within the customers and business files
Understand the requirements of all codes, laws and regulatory requirements	
08.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
08.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
08.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification
Y/601/8744
Processing documentation for complex life, pensions and investment contracts

Qualification Framework	: RQF
Title	: Processing documentation for complex life, pensions and investment contracts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 5
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/8744 : Processing documentation for complex life, pensions and investment contracts

Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out	
Assessment Criterion - The learner can:	
01.01	Outline the structure of the market for financial services
01.02	Explain the roles and responsibilities of providers of financial services products
01.03	Explain the roles and responsibilities of intermediaries in the provision of financial services products
Understand how to prepare policies and other documentation	
02.01	Identify sources of advice and information
02.02	Identify clauses, extensions and limitations that may be applied, including those that arestandard and non-standard
02.03	Explain how to prepare policies and other documentation for life, pensions and investment contracts
02.04	Describe organisational procedures for dealing with mid-term adjustments and cancellations
Understand the importance of customer service in the financial services industry	
03.01	Explain organisational policy and procedures regarding communicating with customers
03.02	Outline organisational policies for dealing with complaints
Be able to prepare documentation using standard and non-standard clauses, extensions and limitations for new and/or altered life, pensions and investment contracts	
04.01	Enter correct information in the appropriate location when preparing documentation for new and/or altered complex contracts
04.02	Correctly incorporate standard and non-standard clauses, extensions and limitations in documentation for new and/or altered contracts
04.03	Produce documentation in accordance with the organisations policies and procedures
04.04	Resolve any ambiguities or discrepancies regarding documentation
Be able to issue to customers documentation with non-standard wordings, extensions and limitations for new and/or altered life, pensions and investment contracts	
05.01	Check that documentation produced is accurate before issuing it to customers and make sure any errors are corrected
05.02	Issue documentation in the time required
05.03	Make sure documentation and information is only passed to those who need it and have a right to it
05.04	Maintain accurate and complete records within the customers and business files
Understand the requirements of all codes, laws and regulatory requirements	
06.01	Explain the policies and procedures which apply to own job role to include: •Legal requirements •Professional codes •Industry regulations
06.02	Summarise the relevant insurance and legal principles and regulations relevant to the work carried out
06.03	Describe the action required when an activity falls outside of personal authority
Be able to comply with all codes, laws and regulatory requirements	
07.01	Comply with all codes, laws and regulatory requirements

Qualification Framework	: RQF
Title	: Appraising and authorising applications for personal financing and credit facilities
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 11
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/602/5418 : Appraising and authorising applications for personal financing and credit facilities

Be able to assess applications for personal financing and/or credit facilities	
Assessment Criterion - The learner can:	
01.01	describe the guidelines and procedures for handling applications for financing and/or credit facilities
01.02	identify, confirm and record the customers financing and/or credit requirements
01.03	explain the features, terms and conditions of the financing and credit requirements authorised to promote
01.04	explain the features and benefits to the customer of the types of financing and/or credit facilities offered by the organisation including the conditions that apply
01.05	obtain the information necessary to carry out an assessment of the application
01.06	complete required credit checks and record the results
01.07	seek clarification from customers when assessments reveal discrepancies or inconsistencies
01.08	refer applications outside the job role to the appropriate person
Be able to apply the decision-making process and communicate decisions to customers	
02.01	explain the information required from the customer to allow or decline financing and/or credit facilities
02.02	explain the organisations assessment factors
02.03	make decisions to allow or decline financing and/or credit facilities using information from customers and knowledge of the organisations assessment factors
02.04	explain the need for integrity, fairness and consistency in the decision making process
02.05	describe the organisations methods for communicating decisions to customers
02.06	inform customers of the decision and the terms and conditions that apply
02.07	provide the customer with the essential information, and/or supporting material relating to the facility
02.08	check the customers understanding and provide opportunities to ask questions and seek clarification
02.09	describe the organisations guidelines for handling customer complaints
02.10	deal with queries or complaints about financing decisions within the organisations timescales
Be able to activate the facility	
03.01	describe the organisation's procedures for activating financing and/or credit facilities
03.02	arrange to obtain the customers agreement to the facility in writing, if required
03.03	take action to activate the facility and advise the customer
03.04	keep accurate and up-to-date records of actions taken
Be able to comply with all codes, laws and regulatory requirements	
04.01	explain the need for vigilance of financial crime in all activities
04.02	show vigilance for potential risks of criminal activities
04.03	describe the legal requirements, industry regulations, organisational policies and professional codes
04.04	comply with legal requirements, industry regulations, organisational policies and professional codes in all activities

Unit Specification
Y/602/5421
Appraising applications for business financing and credit facilities

Qualification Framework	: RQF
Title	: Appraising applications for business financing and credit facilities
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/602/5421 : Appraising applications for business financing and credit facilities

Be able to prepare to assess applications for business financing and/or credit facilities	
Assessment Criterion - The learner can:	
01.01	identify, confirm and record the customers financing and/or credit requirements
01.02	describe the different categories of customers and their needs
01.03	obtain the information necessary to carry out an assessment of the application for financing and/or credit facilities
Be able to assess applications for business financing and/or credit applications	
02.01	assess the customers objectives, business targets, strengths and weaknesses accurately
02.02	complete all relevant credit checks, where appropriate
02.03	justify the customers business viability using both financial and non-financial information
02.04	assess the need for, and availability of, security in accordance with the organisations guidelines
02.05	obtain all necessary valuations and reports about the customers assets offered as security and compare them to the customers valuation, where appropriate
02.06	seek clarification from customers when assessments reveal discrepancies or inconsistencies
Be able to apply the decision-making process and communicate decisions to customers	
03.01	evaluate all facts and factors when making decisions to allow, or decline, financing and/or credit facilities
03.02	explain the need for integrity, fairness and consistency in decision making
03.03	make clear recommendations to the appropriate authority when the application has to be referred
03.04	inform the customer of the decision to allow or decline financing and/or credit facilities
03.05	explain the potential borrowing options and their features and benefits, together with essential information relating to these options
03.06	describe how to recognise opportunities for negotiation and cross-selling with customers
03.07	describe the types of financing and/or credit facility authorised to promote and sell
03.08	explain the conditions that apply to the financing and credit facilities authorised to promote
03.09	describe the benefits and features of each facility that the job role is authorised to promote and sell
Be able to understand and comply with regulatory requirements for appraising and authorising business applications for financing and/or credit facilities	
04.01	describe relevant legislation and regulation affecting the work authorised to carry out
04.02	explain the organisation's guidelines and procedures for handling applications for business financing and/or credit facilities
04.03	explain the limits of own authority to appraise and authorise business financing and/or credit facilities
04.04	comply with legal requirements, industry regulations, organisational policies and professional codes

Unit Specification
K/601/8330
Operating payment by instalments

Qualification Framework	: RQF
Title	: Operating payment by instalments
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/601/8330 : Operating payment by instalments

Be able to arrange payment by instalments	
Assessment Criterion - The learner can:	
01.01	Identify transactions which are to be paid by instalments
01.02	Check the instalment instruction contains relevant and correct information
01.03	Obtain missing information from the appropriate source
01.04	Set up payment records correctly
Be able to monitor payments made by instalment	
02.01	Monitor the customers compliance with the agreed arrangements
02.02	Issue appropriate notifications when default timescales are exceeded
02.03	Correctly apply organisational escalation procedures when dealing with late payments
02.04	Explain the escalation procedures within the organisation when authority is exceeded
Be able to deal with failed payments	
03.01	Operate chase up procedures for failed payments
03.02	Identify the reasons for failed payments
03.03	Agree with the customer appropriate arrangements to amend instructions
03.04	Use the relevant sources of information and advice within the organisation when necessary
03.05	Explain the sources of information and advice within the organisation
03.06	Act within personal authority limits recognising when to refer to others
Be able to comply with all codes, laws and regulatory requirements	
04.01	Follow appropriate banking transfer systems
04.02	Use standard coding systems including rejection codes
04.03	Access and maintain up to date information
04.04	Follow organisations timescale standards where applicable
04.05	Comply with legal requirements, industry regulations, organisational policies and professional codes
04.06	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role

Qualification Framework	: RQF
Title	: Assessing and using complex financial information to reconcile accounts
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/601/8323 : Assessing and using complex financial information to reconcile accounts

Be able to assess complex financial information	
Assessment Criterion - The learner can:	
01.01	Deal with complex financial information according to the priority required by the organisations procedures
01.02	Clarify the reasons for non-matched entries which have been referred by others
01.03	Take appropriate action for non-matched entries
Be able to deal with and resolve complex queries	
02.01	Respond to correspondence on complex queries within organisational timescales
02.02	Keep appropriate people informed of the progress of queries on accounts
02.03	Collect information about complex queries and take appropriate action
02.04	Clarify information on unresolved complex queries
02.05	Explain the organisations customer service and complaints procedure
02.06	Process complex queries when they are resolved and update account information
02.07	Confirm customers accounts are reconciled, updating and storing them in the required format notifying others as required
02.08	Follow organisations systems, procedures and organisational timescales for reconciling customer payments
Be able to comply with all codes, laws and regulatory requirements	
03.01	Explain what is meant by personal authority limits
03.02	Act within personal authority limits and recognise when to refer to others
03.03	Follow organisations requirements relating to the application of codes, laws and regulatory requirements
03.04	Comply with legal requirements, industry regulations, organisational policies and professional codes
03.05	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role

Qualification Framework	: RQF
Title	: Operating credit control procedures
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 4
SSAs	: 15.1 Accounting and Finance
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/601/8324 : Operating credit control procedures

Be able to identify non payment	
Assessment Criterion - The learner can:	
01.01	Identify the different methods of receiving financial information
01.02	Identify instances of non-payment
01.03	Identify bad and potentially bad debts accurately
01.04	Establish the reasons for non-payment
Be able to take appropriate action with non payment	
02.01	Explain the organisations policy and procedure for communicating with customers
02.02	Take action to recover monies due by clarifying discrepancies and requesting any outstanding amounts
02.03	Explain why and how respect should be shown to customers
02.04	Obtain the customers agreement to pay the amount owed
02.05	Agree appropriate methods of payment with the customer and monitor their compliance with these
02.06	Identify continued non-payment and take appropriate action
02.07	Take the nature and circumstances of the account holder into account when deciding what action to take
02.08	Explain the organisations customer service and complaints procedure
02.09	Explain the sources of information and advice within the organisation
Be able to comply with all codes, laws and regulatory requirements	
03.01	Follow the organisations systems, procedures and time limits for dealing with late payments
03.02	Act within the personal authority limits recognising when to refer to others
03.03	Keep accurate and up-to-date records of all actions taken
03.04	Comply with legal requirements, industry regulations, organisational policies and professional codes
03.05	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role

Barred Units

Barred Unit		Unit
Description	Source Unit	Target Units
	Providing information to customers in a financial services environment (L/601/8319)	Preparing and presenting information to stakeholders (J/503/1124)
		Providing information on pension schemes on enquiry (T/503/0521)
	Preparing and presenting investment market information to stakeholders (H/601/8701)	Preparing and presenting information to stakeholders (J/503/1124)
		Providing information on pension schemes on enquiry (T/503/0521)
	Creating and processing pension scheme new entrant records (D/503/0495)	Providing information on pension schemes on enquiry (T/503/0521)
	Processing applications for securing additional pension scheme benefit (M/503/0503)	Providing information on pension schemes on enquiry (T/503/0521)
	Payment Processing Practice (K/601/2737)	Providing information on pension schemes on enquiry (T/503/0521)