

## Qualification Specification

**600/8221/5**

iCQ Level 2 Certificate in Providing  
Financial Services (RQF)



### Qualification Details

Title : iCQ Level 2 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 2  
Qualification Sub Level : None  
EQF Level : Level 3  
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 : 21  
Min Credits at/above Level : 21  
Minimum Guided Learning Hours : 133  
Maximum Guided Learning Hours : 138  
Diploma Guided Learning Hours : 133  
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 21 credits. All units must be achieved from Group M, (14 credits), plus a minimum of 1 credit 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-H).  
Age Ranges : Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes  
Qualification Objective : This qualification enables learners who work in a financial services environment to develop their skills and knowledge further

# Qualification Specification

## 600/8221/5

### iCQ Level 2 Certificate in Providing Financial Services (RQF)



#### Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
<b>OAG) Over-arching Group</b>	<b>Yes</b>	0	3	3	21	0
└─M) Mandatory Units	<b>Yes</b>	3	3	3	14	14
└─O) Further optional units	<b>Yes</b>	61	1	0	1	0
<b>P) Pathway Options</b>	<b>Yes</b>	0	1	1	6	0
<b>H) Debt collections - optional units</b>	<b>No</b>	0	2	0	7	0
└─H1) Debt repayment monitoring	<b>No</b>	2	2	2	7	7
└─H2) Payment processing	<b>No</b>	2	2	2	2	2
└─H3) Debt collection case management (pre-legal)	<b>No</b>	2	2	2	8	8
└─H4) Debtor call handling	<b>No</b>	2	2	2	5	5
└─H5) Debt collection negotiations	<b>No</b>	2	2	2	7	7
└─H6) Preparation for debt collection	<b>No</b>	2	2	2	5	5
<b>A) Bank and building society accounts - optional units</b>	<b>No</b>	8	2	0	7	0
<b>B) Customer payments for financial products and services - optional units</b>	<b>No</b>	6	2	0	8	0
<b>C) General insurance - optional units</b>	<b>No</b>	15	2	0	7	0
<b>D) Investment operations - optional units</b>	<b>No</b>	4	2	0	7	0
<b>E) Life, pensions and investments - optional units</b>	<b>No</b>	7	2	0	7	0
<b>F) Financing and credit - optional units</b>	<b>No</b>	5	2	0	6	0
<b>G) Administration for financial planning and/or mortgage intermediaries - optional units</b>	<b>No</b>	6	2	0	7	0

#### Group M Mandatory Units

URN	Title	Level	GLH	Credit
<a href="#">A/602/5475</a>	Planning and organising work in a financial services environment	2	33	4
<a href="#">J/602/5477</a>	Complying with regulations within the financial services environment	2	52	6
<a href="#">K/602/5472</a>	Improving and maintaining workplace competence in a financial services environment	2	33	4

#### Group O Further optional units

URN	Title	Level	GLH	Credit
<a href="#">A/601/2712</a>	Debtor Call Handling Principles	2	10	2
<a href="#">A/601/8445</a>	Processing straightforward new insurance claims notifications	2	30	5
<a href="#">A/601/8719</a>	Processing life, pensions and investment business applications	2	27	5
<a href="#">A/601/8722</a>	Processing straightforward requests for payment against life, pensions and investment contracts	2	27	5
<a href="#">D/601/2718</a>	Debt Repayment Monitoring Principles	2	15	3
<a href="#">D/601/2735</a>	Debt Collection Case Management Practice _pre legal_	2	20	4
<a href="#">D/601/8261</a>	Operating a multi-currency till	2	15	5
<a href="#">D/602/5405</a>	Processing instructions for straightforward mortgage and/or financial planning business	2	10	4
<a href="#">F/601/8320</a>	Processing customers financial transactions	2	8	4
<a href="#">F/601/8334</a>	Underwriting straightforward new risks	2	30	5
<a href="#">F/602/5431</a>	Processing applications for financing and credit facilities	2	5	3
<a href="#">H/502/8599</a>	Generating and qualifying sales leads	2	15	2
<a href="#">H/601/1540</a>	Support customers using on-line customer services	2	33	5
<a href="#">H/601/2705</a>	Preparation for Debt Collection Principles	2	10	2
<a href="#">H/601/8259</a>	Operating a sterling counter till	2	11	4
<a href="#">H/602/5485</a>	Dealing with customers by telephone in a financial services environment	2	15	4
<a href="#">J/502/8577</a>	Selling by telephone - inbound	2	27	4
<a href="#">J/502/8580</a>	Selling by telephone - outbound	2	27	4
<a href="#">J/601/1210</a>	Deliver reliable customer service	2	33	5
<a href="#">J/601/2714</a>	Debt Collection Case Management Principles _pre legal_	2	20	4
<a href="#">J/601/8254</a>	Authorising financial transactions using telecommunications	2	10	4
<a href="#">J/601/8321</a>	Assessing and using straightforward financial information to reconcile accounts	2	10	4
<a href="#">J/602/5494</a>	Promoting the organisations additional financial services products and services	2	15	4
<a href="#">K/601/2737</a>	Payment Processing Practice	2	5	1
<a href="#">K/601/8277</a>	Processing documentation for bank or building society accounts	2	10	4
<a href="#">K/601/8330</a>	Operating payment by instalments	3	10	4
<a href="#">K/601/8456</a>	Dealing with straightforward claims for insured losses	2	30	5
<a href="#">K/601/8554</a>	Processing straightforward insurance business as an intermediary	2	27	5
<a href="#">L/502/8564</a>	Selling face to face	2	25	4
<a href="#">L/601/0933</a>	Give customers a positive impression of yourself and your organisation.	2	33	5
<a href="#">L/601/1225</a>	Deal with customers using bespoke software	2	33	5
<a href="#">L/601/2729</a>	Debt Collection Negotiations Practice	2	20	4
<a href="#">L/601/2732</a>	Debtor Call Handling Practice	2	15	3

<a href="#">L/601/8319</a>	Providing information to customers in a financial services environment	2	9	4
<a href="#">L/601/8336</a>	Processing straightforward insurance policy documentation	2	30	5
<a href="#">L/601/8546</a>	Processing straightforward mid-term amendments	2	27	5
<a href="#">L/602/5433</a>	Processing documentation for financing and credit facilities	2	5	3
<a href="#">L/602/5500</a>	Dealing with requests to cancel financial services products or services	2	15	4
<a href="#">M/601/1511</a>	Resolve customer service problems	2	40	6
<a href="#">M/601/2738</a>	Debt Repayment Monitoring Practice	3	20	4
<a href="#">M/601/8328</a>	Preparing and pursuing statements of account for financial products and services	2	6	4
<a href="#">M/601/8717</a>	Processing payments relating to stakeholder investment transactions or accounts	2	51	6
<a href="#">M/601/8720</a>	Underwriting straightforward alterations to life, pensions and investment contracts	2	27	5
<a href="#">M/602/5408</a>	Contributing to reports for mortgage and/or financial planning clients	2	8	4
<a href="#">R/601/2716</a>	Payment Processing Principles	2	5	1
<a href="#">R/601/8323</a>	Assessing and using complex financial information to reconcile accounts	3	9	4
<a href="#">R/601/8371</a>	Underwriting straightforward policy alterations	2	30	5
<a href="#">R/601/8452</a>	Settling straightforward insurance claims	2	30	5
<a href="#">R/601/8743</a>	Processing documentation for straightforward life, pensions and investment contracts	2	26	5
<a href="#">T/502/8588</a>	Preparing and delivering a sales demonstration	2	20	3
<a href="#">T/601/2708</a>	Debt Collection Negotiations Principles	2	15	3
<a href="#">T/601/2725</a>	Preparation for Debt Collection Practice	2	15	3
<a href="#">T/601/8251</a>	Setting up bank or building society accounts for customers	2	15	4
<a href="#">T/601/8475</a>	Agreeing the settlement of straightforward claims for uninsured losses	2	30	5
<a href="#">Y/601/8288</a>	Building effective relationships with clients in a financial services environment	2	10	3
<a href="#">Y/601/8324</a>	Operating credit control procedures	3	10	4
<a href="#">Y/601/8341</a>	Processing straightforward insurance renewals	2	30	5
<a href="#">Y/601/8467</a>	Processing straightforward claims for uninsured losses	2	30	5
<a href="#">Y/601/8503</a>	Processing straightforward insurance renewals as an intermediary	2	27	5
<a href="#">Y/601/8713</a>	Assessing and using financial information to reconcile stakeholder investment accounts	2	51	6
<a href="#">Y/602/5404</a>	Providing an administrative service for mortgage and/or financial planning clients	2	7	4

#### Group H1 Debt repayment monitoring

URN	Title	Level	GLH	Credit
<a href="#">D/601/2718</a>	Debt Repayment Monitoring Principles	2	15	3
<a href="#">M/601/2738</a>	Debt Repayment Monitoring Practice	3	20	4

#### Group H2 Payment processing

URN	Title	Level	GLH	Credit
<a href="#">K/601/2737</a>	Payment Processing Practice	2	5	1
<a href="#">R/601/2716</a>	Payment Processing Principles	2	5	1

#### Group H3 Debt collection case management (pre-legal)

URN	Title	Level	GLH	Credit
<a href="#">D/601/2735</a>	Debt Collection Case Management Practice _pre legal_	2	20	4
<a href="#">I/601/2714</a>	Debt Collection Case Management Principles _pre legal_	2	20	4

#### Group H4 Debtor call handling

URN	Title	Level	GLH	Credit
<a href="#">A/601/2712</a>	Debtor Call Handling Principles	2	10	2
<a href="#">L/601/2732</a>	Debtor Call Handling Practice	2	15	3

#### Group H5 Debt collection negotiations

URN	Title	Level	GLH	Credit
<a href="#">L/601/2729</a>	Debt Collection Negotiations Practice	2	20	4
<a href="#">T/601/2708</a>	Debt Collection Negotiations Principles	2	15	3

#### Group H6 Preparation for debt collection

URN	Title	Level	GLH	Credit
<a href="#">H/601/2705</a>	Preparation for Debt Collection Principles	2	10	2
<a href="#">T/601/2725</a>	Preparation for Debt Collection Practice	2	15	3



Unit Specification  
**A/602/5475**  
Planning and organising work in a financial services environment

Qualification Framework: RQF  
Title: Planning and organising work 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](#).

<b>Unit: A/602/5475 : Planning and organising work in a financial services environment</b>	
<b>Be able to develop a work plan</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Identify work objectives which must be fulfilled
01.02	Make sure all the necessary resources to complete work objectives are available
01.03	Identify the organisational and regulatory timescales that may affect work planning
01.04	Use work planning tools to develop a work plan
01.05	Prioritise work objectives which must be fulfilled
01.06	Identify difficulties that may affect work planning
<b>Be able to meet work plan objectives</b>	
02.01	Seek any necessary assistance to meet work demands
02.02	Report and discuss any difficulties with work promptly to the appropriate person
02.03	Check that time is being used effectively
02.04	Identify where improvements could be made to use time more effectively
02.05	Update work plan as objectives are met
<b>Be able to work with others</b>	
03.01	Co-operate with, and offer assistance to, colleagues to help achieve common objectives
03.02	Fulfill commitments made to other colleagues wherever possible
03.03	Advise colleagues promptly of any difficulties or where it will be impossible to carry out commitments made



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

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](#).

<b>Unit: J/602/5477 : Complying with regulations within the financial services environment</b>	
<b>Be able to find out and identify the regulatory requirements relevant to the job role</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Be able to comply with financial regulations</b>	
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
<b>Be able to identify and respond to failures to comply with financial regulations</b>	
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

## Unit Specification

**K/602/5472**

Improving and maintaining workplace competence in a financial services environment



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 responsibilities 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



Unit Specification  
**A/601/2712**  
Debtor Call Handling Principles

Qualification Framework : RQF

Title : Debtor Call Handling Principles

Unit Level : Level 2

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: A/601/2712 : Debtor Call Handling Principles**

**Know how to plan outbound telephone calls with debtors.**

**Assessment Criterion - The learner can:**

01.01	Describe how to plan for outbound telephone calls with a range of debtors.
01.02	Describe 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	Describe how to operate telephone equipment.
02.02	Describe how to verify the identity of a caller or respondent in accordance with legal and organisational requirements.
02.03	Describe information confidential to their organisation and the debtor.
02.04	Describe the procedure to be followed when unable to contact the debtor, in accordance with organisational requirements.
02.05	Describe the importance of keeping the debtor informed about quality checks and recordings made during a call.
02.06	Describe organisational procedures for recording calls.
02.07	Describe appropriate questions for building up an accurate picture of the debtors situation.
02.08	Describe vocal techniques for conveying clear and coherent information to the debtor.
02.09	Describe how to handle abusive calls.

**Know how to record inbound and outbound telephone calls with debtors.**

03.01	Explain how to record information in accordance with organisational requirements.
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Unit Specification  
**A/601/8445**  
 Processing straightforward new insurance claims notifications

Qualification Framework : RQF  
 Title : Processing straightforward new insurance claims notifications  
 Unit Level : Level 2  
 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](#).

<b>Unit: A/601/8445 : Processing straightforward new insurance claims notifications</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand the information required to process a claim, including organisational procedures</b>	
03.01	Describe the information including documentation required to process a claim
03.02	Summarise organisational policies and procedures for processing claims
03.03	Explain organisational procedures for handling late notification of claims
03.04	Describe organisational procedures for handling emergency claims situations
03.05	Describe the probable signs of fraud in a claim and the action required for dealing with each
03.06	Identify sources of advice and information
03.07	State the importance of accurate cause codes and event dates in claims records
<b>Be able to assess whether the claim is valid.</b>	
04.01	Obtain any necessary information including documentation to take the claim forward.
04.02	Identify claims which are not valid and take the appropriate action.
04.03	Refer any situations outside personal authority limits to the appropriate person/department.
04.04	Prepare, review and/or update reserves for claims.
<b>Be able to communicate with customers regarding the progress of the claim.</b>	
05.01	Inform any party with a legitimate interest of the procedures and requirements for progressing the claim.
05.02	Provide information to the claimant or their representative which is clear, accurate and relevant to their needs within the timescales required.
05.03	Handle problems or complaints associated with the claim in accordance with organisational procedures.
<b>Be able to keep accurate and complete records.</b>	
06.01	Complete accurate records
06.02	Maintain accurate records.
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
07.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
08.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.





Unit Specification  
**A/601/8719**  
 Processing life, pensions and investment business applications

Qualification Framework : RQF  
 Title : Processing life, pensions and investment business applications  
 Unit Level : Level 2  
 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](#).

<b>Unit: A/601/8719 : Processing life, pensions and investment business applications</b>	
<b>Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand how to process life, pensions and investment business applications</b>	
02.01	Identify sources of advice and information
02.02	Explain the features and benefits provided by the main products available
02.03	Identify clauses, extensions and limitations that may be applied
02.04	Explain the circumstances in which various extensions and limitations may be used
02.05	Explain standard application or enquiry questions, identifying acceptable answers
<b>Be able to decide if a life, pension or investment business application can be processed</b>	
03.01	Check there are sufficient details provided regarding an application to allow the application to proceed
03.02	Clarify incomplete or inconsistent information with the customer, in the time required
03.03	Process the application in the time required
03.04	Enter accurate and complete information regarding the application into the appropriate system
<b>Be able to complete a quotation for life, pension or investment business</b>	
04.01	Refer any application outside of personal authority limits to the person who can deal with it
04.02	Confirm eligibility requirements for the business are met by applying relevant underwriting criteria, including standard extensions and limitations
04.03	Make the correct underwriting decision, applying relevant terms and conditions where appropriate
<b>Be able to inform the customer of the underwriting decision regarding a quotation for life, pension or investment business</b>	
05.01	Advise the customer of the underwriting decision and the terms and conditions to be applied
05.02	Make sure the information is made available only to those who need it and have a right to it
05.03	Arrange for the issue of relevant quotation documentation in the time required
05.04	Make sure that all quotations are followed up by the relevant person
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements.</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Unit Specification  
**A/601/8722**

Processing straightforward requests for payment against life, pensions and investment contracts



Qualification Framework : RQF

Title : Processing straightforward requests for payment against life, pensions and investment contracts

Unit Level : Level 2

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](#).

<b>Unit: A/601/8722 : Processing straightforward requests for payment against life, pensions and investment contracts</b>	
<b>Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand how to process straightforward requests for payment against life, pensions and investments contracts</b>	
02.01	Identify sources of advice and information
02.02	Explain the features and benefits provided by the main products available, including those that are not current
02.03	Explain the significance of documentation lost or that cannot be produced by the claimant
02.04	Outline the procedures to be taken when documentation cannot be produced by the claimant
02.05	Explain the roles and responsibilities of others that may have an interest or involvement in requests for payment
02.06	Explain how to identify and deal with fraud or potential fraud in requests for payment
<b>Be able to decide if the requested payment against a life, pension or investment contract may be made</b>	
03.01	Identify all policies which may affect or apply to requests for payment
03.02	Obtain all of the required information and/or documentation for each policy
03.03	Clarify incomplete or inconsistent information with the claimant, in the time required
03.04	Refer any request for payment outside of personal authority limits to the person who can deal with it
03.05	Establish who holds title and who is entitled to receive payment
03.06	Check the request for payment is valid and that documentation is correct
03.07	Make sure that systems used to monitor the progress of straightforward requests for payment are kept up to date
<b>Be able to progress payment against a life, pension or investment contract</b>	
04.01	Calculate the settlement in accordance with the terms of the contract
04.02	Provide information to the claimants or their representative which is clear, accurate and relevant to their needs, in the time required
04.03	Arrange authorised payments according to organisational procedures
04.04	Maintain accurate and complete records within the claimants and business files
04.05	Make sure information regarding the request and the outcome is made available only to those who need it and have a right to it
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
05.01	Comply with all codes, laws and regulatory requirements
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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



Unit Specification  
**D/601/2718**  
Debt Repayment Monitoring Principles

Qualification Framework : RQF

Title : Debt Repayment Monitoring Principles

Unit Level : Level 2

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](#).

<b>Unit: D/601/2718 : Debt Repayment Monitoring Principles</b>	
<b>Understand how to review debtor accounts.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe how to review debtor accounts in an ethical manner and accordance with organisational and legal requirements.
01.02	Describe the use of computerised systems in the debt collections process, including override identification.
01.03	Describe how to identify payments, settlements and instances of non-repayment in debtor accounts.
01.04	Describe effects of operational targets on collection activities.
01.05	Describe the criteria used to prioritise cases where further action is required.
01.06	Outline the legal rights of different types of creditors and debtors.
<b>Understand how to instigate action in response to non-payment.</b>	
02.01	Describe how to instigate action appropriate to debtor circumstance, in response to continued non-repayment.
02.02	Outline the types of legal notices served in relation to debt collection.
02.03	Describe how to negotiate and agree suitable revised repayment arrangements with the debtor.
02.04	Describe how to check the accuracy and validity of repayment calculations.
<b>Understand how to monitor debtor accounts to safeguard repayment arrangements.</b>	
03.01	Describe potential problems with the debtor that might impact on future repayments.
03.02	Describe circumstances when revised repayment negotiations would be appropriate and inappropriate.
03.03	Describe how to maintain records of debtor accounts.



Unit Specification  
**D/601/2735**  
Debt Collection Case Management Practice \_pre legal\_

Qualification Framework : RQF

Title : Debt Collection Case Management Practice \_pre legal\_

Unit Level : Level 2

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](#).

<b>Unit: D/601/2735 : Debt Collection Case Management Practice _pre legal_</b>	
<b>Be able to monitor progress of debt collection procedures.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Monitor the progress of straightforward debt collection cases to ensure compliance with legal and organisational requirements.
01.02	Ensure all documentation and payment records are up-to-date and appropriate in accordance with legal and organisational requirements.
<b>Be able to liaise with relevant parties in relation to debt collection.</b>	
02.01	Keep relevant parties informed about payments received, and other relevant circumstances.
02.02	Liaise with relevant parties to obtain assistance during the debt collection process in accordance with legal and organisational requirements.
<b>Be able to prepare documentation and evidence to support the commencement of legal proceedings.</b>	
03.01	Confirm that debt collection procedures and timescales have been followed to support straightforward cases for legal proceedings.
03.02	Compile evidence in preparation for legal proceedings in accordance with legal and organisational requirements.

Unit Specification  
**D/601/8261**  
 Operating a multi-currency till



Qualification Framework: RQF  
 Title : Operating a multi-currency till  
 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](#).

<b>Unit: D/601/8261 : Operating a multi-currency till</b>	
<b>Be able to set up a multi-currency till and prepare for dealing with customers</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain how to set up the computer terminal or manual equipment according to the organisations procedures
01.02	Set up the computer terminal or manual equipment according to the organisations procedures
01.03	Confirm that cash levels in their multi-currency till are within organisational guidelines
01.04	Identify and resolve errors correctly and promptly
01.05	Prepare the counter area for service
01.06	Have current counter promotional materials available
01.07	Explain level of responsibility for dealing with the products/services being promoted
<b>Be able to operate a multi-currency till applying counter security measures</b>	
02.01	Carry out counter transactions, checking the customers identity and financial status in accordance with the organisations requirements
02.02	Identify the organisations buying and selling rates for the currencies being offered
02.03	Identify the types of foreign currency required for different designations
02.04	Provide information regarding the foreign currencies available and the organisation's buying and selling rates
02.05	Identify transactions carrying a charge and calculate and apply such charges correctly
02.06	Provide cash in currencies and denominations to meet the needs of the customer
02.07	Maintain appropriate cash levels in their multi-currency till
<b>Be able to shut down a multi-currency till</b>	
03.01	Close and balance their multi-currency till correctly
03.02	Trace any errors and take any action necessitated by them
03.03	Complete documentation accurately
03.04	Shut down the computer terminal or manual equipment according to the organisations procedures
<b>Be able to monitor and comply with all codes, laws and regulatory requirements</b>	
04.01	Make sure all security requirements are in place and complied with
04.02	Describe typical forms of suspicious or irregular transactions and the organisations procedures for handling them
04.03	Identify suspicious or irregular transactions, being vigilant for money laundering, taking appropriate action where necessary
04.04	Explain the organisations requirements for dealing with possible money laundering and with maintaining data protection
04.05	Follow the organisation's requirements for maintaining data protection
04.06	Explain the organisations requirements for the application of codes, laws and regulatory requirements and their impact on the job role
04.07	Ensure all organisation's requirements relating to relevant codes, legal and regulatory requirements are in place and complied with

## Unit Specification

### D/602/5405

Processing instructions for straightforward mortgage and/or financial planning business



Qualification Framework : RQF

Title : Processing instructions for straightforward mortgage and/or financial planning business

Unit Level : Level 2

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: D/602/5405 : Processing instructions for straightforward mortgage and/or financial planning business

##### Be able to process client requests for straightforward financial products and services once agreed

###### Assessment Criterion - The learner can:

- |       |  |
|-------|--|
| 01.01 | describe the types of mortgage or financial planning products offered by the organisation  |
| 01.02 | describe the types of adjustments that can be made to mortgage or planning products  |
| 01.03 | identify and request the information required from the client in order to progress their request relating to mortgage or financial planning products |
| 01.04 | submit instructions relating to the clients request to the product provider, in line with the organisations procedures and timescales                |
| 01.05 | seek clarification or supporting information from the client to support their request, where required  |
| 01.06 | refer requests that are not within the level of authority to the appropriate person  |
| 01.07 | monitor the progress of requests relating to mortgage or financial planning products, keeping relevant parties informed of any delays                |
| 01.08 | resolve any queries or discrepancies in the information supplied to the product provider   |
| 01.09 | identify sources of further information and guidance   |

##### Be able to process payment and complete documentation

- |       |  |
|-------|--|
| 02.01 | Identify the organisations procedures for processing payments  |
| 02.02 | prepare invoices detailing chargeable products and services sold to clients for issue at the appropriate time          |
| 02.03 | make arrangements for the receipt of payment in relation to the requested mortgage or financial planning products      |
| 02.04 | Identify the types of documents that are required to be issued to clients  |
| 02.05 | confirm documents received from the product provider are accurate and complete, resolving any discrepancies identified |
| 02.06 | issue documents received from the product provider to the client in line with the organisations procedures             |
| 02.07 | maintain accurate and up to date records in line with the organisations requirements                                   |

##### Be able to comply with codes, laws and regulatory requirements

- |       |  |
|-------|--|
| 03.01 | Identify the organisations procedures for securely recording and storing information                                   |
| 03.02 | comply with the organisations procedures for securely recording and storing information                                |
| 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 |



Unit Specification  
**F/601/8320**  
Processing customers financial transactions

Qualification Framework: RQF  
Title: Processing customers' financial transactions  
Unit Level: Level 2  
Unit Sub Level: None  
Guided Learning Hours: 8  
Unit Credit Value: 4  
SSAs: 15.1 Accounting and Finance  
Unit Grading Structure: Pass  
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: F/601/8320 : Processing customers financial transactions</b>	
<b>Be able to deal with customer transactions and documentation</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Receive payments from and/or make payments to customers
01.02	Confirm that amounts and balances are accurate
01.03	Process payments accurately in accordance with the organisations procedures
01.04	Recognise discrepancies in documentation and take appropriate action
01.05	Make sure that all documentation, entries and records are accurate and legible
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
02.01	Follow the organisations systems, procedures and organisational timescales
02.02	Explain the organisations customer service and complaints procedure
02.03	Act within personal authority limits and recognising when to refer to others
02.04	Explain the sources of information and advice within the organisation
02.05	Identify the different methods of receiving financial information
02.06	Comply with legal requirements, industry regulations, organisational policies and professional codes
02.07	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role



Unit Specification  
**F/601/8334**  
 Underwriting straightforward new risks

Qualification Framework: RQF  
 Title: Underwriting straightforward new risks  
 Unit Level: Level 2  
 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](#).

<b>Unit: F/601/8334 : Underwriting straightforward new risks</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Be able to identify the nature and level of straightforward new risks.</b>	
03.01	Gather sufficient information to enable the risk to be assessed accurately
03.02	Accept or decline risks which fall within personal authority limits and pass others to the appropriate person
03.03	Identify any differences between policy cover and the customers requirements.
<b>Be able to underwrite the risk following industry and organisational processes.</b>	
04.01	Apply the current underwriting criteria to reflect the features of the risk
04.02	Resolve the customers requirements that fall inside personal level of authority
04.03	Inform the customer of any risk improvements required
04.04	Provide the customer with details of underwriting decision
04.05	Agree final terms and conditions including the premium
<b>Be able to keep accurate and complete records.</b>	
05.01	Complete accurate records during transactions
05.02	Maintain accurate records
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies



Unit Specification  
**F/602/5431**  
 Processing applications for financing and credit facilities



Qualification Framework: RQF  
 Title: Processing applications for financing and credit facilities  
 Unit Level: Level 2  
 Unit Sub Level: None  
 Guided Learning Hours: 5  
 Unit Credit Value: 3  
 SSAs: 15.1 Accounting and Finance  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: F/602/5431 : Processing applications for financing and credit facilities</b>	
<b>Be able to confirm and match customers requirements for financing and/or credit to an appropriate facility</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	describe the organisations available financing and credit facilities
01.02	identify and confirm the customers requirements for financing and or credit and match them to an appropriate facility
01.03	provide the customer with essential information about the proposed facility
01.04	check the customers understanding and provide them with opportunities to ask questions and seek clarification
01.05	identify the people to whom queries and applications can be referred and from whom advice can be obtained
<b>Be able to process applications for financing and/or credit facilities</b>	
02.01	obtain and record the information necessary to enable decisions about application for financing and/or credit facilities
02.02	obtain clarification from customers when information provided reveals discrepancies or inconsistencies
02.03	refer applications outside own authority to the appropriate people
02.04	inform the customer of the financing decision and the terms and conditions that apply
02.05	obtain the customers agreement to the facility, if required
02.06	inform the customer of the process to release funds according to the financing agreement
<b>Be able to understand and comply with legislation and regulation relating to the processing of applications for financing and credit facilities</b>	
03.01	identify the records that need to be maintained
03.02	keep accurate and complete records describe the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on activities
03.03	comply with legal requirements, industry regulations, organisational policies and professional codes



Unit Specification  
**H/502/8599**  
Generating and qualifying sales leads

Qualification Framework: RQF  
Title: Generating and qualifying sales leads  
Unit Level: Level 2  
Unit Sub Level: None  
Guided Learning Hours: 15  
Unit Credit Value: 2  
SSAs: 15.4 Marketing and Sales  
Unit Grading Structure: Pass  
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: H/502/8599 : Generating and qualifying sales leads</b>	
<b>Understand the practices, legislation, regulation and codes of practice that relate to generating and qualifying sales leads</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe the organisational practices for acquiring contact lists and databases
01.02	Describe the practices relating to the sharing of customer information across the organisation
01.03	Identify the legislation and regulation relating to generating and qualifying sales leads
01.04	Explain the ethical codes of conduct relating to the generating and qualifying of leads
<b>Understand the process of generating and qualifying sales leads</b>	
02.01	Explain how customers are segmented
02.02	Explain why and when different methods of contacting a prospect should be used
02.03	Explain how to identify and access key decision makers
02.04	Explain the importance of establishing buying needs and the contacts attitude to buying
02.05	Explain how the information provided by customers is assessed for potential up selling and cross selling
02.06	Explain how to identify customers who have high order value potential or up selling and cross selling opportunities
<b>Be able to prospect for customers</b>	
03.01	Identify the target market customers and prospects according to the agreed criteria
03.02	Source and gather market and prospect information according to the agreed criteria
03.03	Qualify the sales contact according to the agreed criteria
03.04	Record details of sales contact in accordance with organisational procedures



Unit Specification  
**H/601/1540**  
Support customers using on-line customer services

Qualification Framework : RQF

Title : Support customers using on-line customer services

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 33

Unit Credit Value : 5

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.

<b>Unit: H/601/1540 : Support customers using on-line customer services</b>	
<b>establish the type and level of support their customer needs to achieve on-line customer service</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	ensure that they are up-to-date and with the on-line services that their customers use
01.02	identify what the customer is trying to achieve and what they are having difficulties with
01.03	question their customer to discover the customers degree of familiarity with the system
01.04	offer their customer the option of trying the on-line approach once more
01.05	agree with their customer the exact nature of the problem and steps that may be taken to overcome it
<b>support on-line customer service in conversation with their customer</b>	
02.01	explore the on-line customer system in order to develop their own knowledge and skills in its use
02.02	step through the screen sequence with their customer whilst allowing them to operate the system for themselves
02.03	address their customer in an understanding and supportive manner
02.04	explain to their customer why certain steps are required in the process
02.05	offer the options to their customer of stepping them through the process or completing the transaction themselves
02.06	promote access to additional services or products when supporting customers on-line
<b>understand how to support customers using on-line services</b>	
03.01	explain how their organisations system for on-line service delivery works
03.02	describe the importance of close active listening to discover what their customer is trying to achieve
03.03	identify ways to communicate clearly with customers who have different levels of skills and understanding of the on-line system
03.04	explain why it is generally preferable for their customer to complete a transaction for themselves
03.05	explain the importance of building customer confidence in using the on-line system by supporting and encouraging
03.06	compare the benefits and drawbacks of talking a customer through use of the system or completing the transaction themselves
03.07	identify additional services or products that may be promoted to on-line customers



Unit Specification  
**H/601/2705**  
Preparation for Debt Collection Principles

Qualification Framework : RQF

Title : Preparation for Debt Collection Principles

Unit Level : Level 2

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](#).

<b>Unit: H/601/2705 : Preparation for Debt Collection Principles</b>	
<b>Understand how to obtain sufficient information to commence debt collection.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe types of financial and non-financial information required before commencement of debt collection.
01.02	Describe how to confirm details of the debtor or their nominated representative in accordance with legal and organisational requirements.
01.03	Describe how to locate missing information in accordance with legal and organisational requirements.
01.04	Describe how to locate debtors.
<b>Understand how rules and regulations relate to debtors and the collection of debt.</b>	
02.01	Describe debt collection options available for main debtor types, including deceased debtors.
02.02	Identify insolvency options available for different debt types.
02.03	Describe how to manage the collection of debt from vulnerable debtors.
<b>Understand if debt collection procedures need to commence.</b>	
03.01	Explain whether debt collection should commence in a range of circumstances.

Unit Specification  
**H/601/8259**  
 Operating a sterling counter till



Qualification Framework: RQF  
 Title: Operating a sterling counter till  
 Unit Level: Level 2  
 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](#).

<b>Unit: H/601/8259 : Operating a sterling counter till</b>	
<b>Be able to set up a sterling counter till and prepare for dealing with customers</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain how to set up the computer terminal or manual equipment according to the organisations procedures
01.02	Set up the computer terminal or manual equipment according to the organisations procedures
01.03	Confirm that cash levels in the till are within organisational guidelines
01.04	Identify and resolve errors correctly and in the time required
01.05	Prepare the counter area for service
01.06	Have current counter promotional materials available
01.07	Explain level of responsibility for dealing with these products/services being promoted
<b>Be able to operate a sterling counter till applying counter security measures</b>	
02.01	Carry out counter transactions, checking the customers identity and financial status in accordance with the organisations requirements
02.02	Identify transactions carrying a charge and calculate and apply such charges correctly
02.03	Provide cash in denominations to meet the needs of the customer and the organisation
02.04	Maintain appropriate cash levels in their till
<b>Be able to shut down a sterling counter till</b>	
03.01	Close and balance their till correctly
03.02	Trace any errors and take any action necessitated by them
03.03	Complete documentation accurately
03.04	Shut down the computer terminal or manual equipment according to the organisations procedures
<b>Be able to monitor and comply with all codes, laws and regulatory requirements</b>	
04.01	Make sure all security requirements are in place and complied with
04.02	Explain the organisations requirements for dealing with possible money laundering and with maintaining data protection
04.03	Describe typical forms of suspicious or irregular transactions and the organisations procedures for handling them
04.04	Identify suspicious or irregular transactions and take appropriate action
04.05	Explain the organisations requirements for the application of codes, laws and regulatory requirements and their impact on the job role
04.06	Make sure all organisation's requirements relating to relevant codes, legal and regulatory requirements are in place and complied with



Unit Specification  
**H/602/5485**  
 Dealing with customers by telephone in a financial services environment

Qualification Framework : RQF  
 Title : Dealing with customers by telephone in a financial services environment  
 Unit Level : Level 2  
 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](#).

<b>Unit: H/602/5485 : Dealing with customers by telephone in a financial services environment</b>	
<b>Be able to open a conversation with a customer using a telephone and supporting equipment</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Operate the telephone and supporting equipment efficiently and effectively and within organisational requirements
01.02	Greet customers following organisational guidelines
01.03	Open the conversation positively and establish a rapport with the customer
<b>Understand how and be able to communicate effectively with the customer using a telephone and supporting equipment</b>	
02.01	Adapt style of communication to meet the needs of customers and the circumstances
02.02	Explain the importance of speaking clearly when dealing with customers by telephone
02.03	Explain the effects of facial expressions that can be detected by other parties on the telephone
02.04	Explain the importance of adapting speech to meet the needs of customers who may find some words, phrases or accents hard to understand
02.05	Respond positively to queries and/or objections from customers about financial services products and/or services
02.06	Provide information to the customer clearly and concisely
02.07	Collect information from customer accurately so that mistakes are not made and questions are not repeated
02.08	Make sure conversations with colleagues cannot be heard by the customer
<b>Be able to deal with customer needs by telephone</b>	
03.01	Establish the purpose of the call as early in the conversation as possible
03.02	Inform the customer when it is required to put them on hold to access information
03.03	Identify the options for meeting the customers needs for financial services products and/or services
03.04	Choose the option that is most likely to lead to customer satisfaction with the organisations financial services products and/or services
03.05	Manage the length of the call cost-effectively for the customer and within organisational requirements
03.06	Summarise the outcome of the call and any actions required following the call
03.07	Record the relevant information following organisational guidelines
<b>Be able to comply with legal and organisational requirements</b>	
04.01	Comply with legal requirements and industry regulations
04.02	Make information available to those who need it and who have a right to it
04.03	Describe personal levels of authority and whom to refer to when 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	Follow organisational guidelines when dealing with abusive callers
04.07	Describe organisational requirements relating to the application of codes, laws and regulatory requirements as they impact on activities



Unit Specification  
**J/502/8577**  
Selling by telephone - inbound

Qualification Framework: RQF  
Title: Selling by telephone - inbound  
Unit Level: Level 2  
Unit Sub Level: None  
Guided Learning Hours: 27  
Unit Credit Value: 4  
SSAs: 15.4 Marketing and Sales  
Unit Grading Structure: Pass  
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: J/502/8577 : Selling by telephone - inbound</b>	
<b>Understand how to sell by telephone (inbound)</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe the advantages and disadvantages of selling by inbound telephone sales calls
01.02	Describe when the following techniques can be applied when selling by inbound telephone sales calls: cross-selling, up-selling and selling add-ons
01.03	Describe the listening and questioning techniques used for selling during inbound telephone sales calls
01.04	Describe the different methods used to sell benefits during inbound telephone sales calls
<b>Understand how to close the sale during inbound telephone sales calls</b>	
02.01	Explain how to manage customer behaviour during inbound telephone sales calls
02.02	Describe methods for closing sales during inbound telephone sales calls
02.03	Explain how to evaluate and measure the success of inbound telephone sales calls
02.04	Describe interactive ICT options available to support telephone sales activities
<b>Be able to prepare for the inbound telephone sales call</b>	
03.01	Identify objectives for selling products and/or services by inbound telephone sales calls
03.02	Organise materials for a call in accordance with the sales call plan
<b>Be able to identify customer needs during inbound telephone sales calls</b>	
04.01	Greet and respond to callers in accordance with organisational procedures
04.02	Obtain information from customers about their needs
04.03	Assess the potential value of calls and customers
04.04	Identify products and/or services with features and functions that customers need or want
04.05	Identify opportunities for further sales and/or sales of other products and/or services
<b>Be able to present products and/or services to the customer during inbound telephone sales calls</b>	
05.01	Explain the benefits and features of products and/or services offered
05.02	Interpret the customers reaction and decide how to progress the sale
<b>Be able to deal with sales objections during inbound telephone sales calls</b>	
06.01	Identify sales objections prior to dealing with the customer
06.02	Clarify objections and identify potential sales opportunities from them
06.03	Deal with customer queries and objections with clear and accurate responses
06.04	Resolve customer queries about the product and/or service
06.05	Reassure the customer to confirm their objections have been overcome
06.06	Develop a positive relationship with the customer and identify and pursue further customer contact
<b>Be able to close the sale during inbound telephone sales calls</b>	
07.01	Perform a trial close to establish whether or not further objections exist
07.02	Gain commitment from the customer to close the sale
07.03	Complete the formalities of the sale following organisational procedures
07.04	Provide customer feedback and reaction to products and/or services to appropriate people in own organisation

Unit Specification  
**J/502/8580**  
 Selling by telephone - outbound



Qualification Framework: RQF  
 Title: Selling by telephone - outbound  
 Unit Level: Level 2  
 Unit Sub Level: None  
 Guided Learning Hours: 27  
 Unit Credit Value: 4  
 SSAs: 15.4 Marketing and Sales  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: J/502/8580 : Selling by telephone - outbound</b>	
<b>Understand how to sell by telephone (outbound)</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe the advantages and disadvantages of selling by outbound telephone sales calls
01.02	Describe when the following techniques can be applied when selling by outbound telephone sales calls: cross-selling, up-selling and selling add-ons
01.03	Describe the listening and questioning techniques used for selling during outbound telephone sales calls
01.04	Describe the different methods used to sell benefits during outbound telephone sales calls
<b>Understand how to close the sale during outbound telephone sales calls</b>	
02.01	Explain how to manage customer behaviour during outbound telephone sales calls
02.02	Describe methods for closing sales during outbound telephone sales calls
02.03	Explain how to evaluate and measure the success of outbound telephone sales calls
02.04	Describe interactive ICT options available to support telephone sales activities
<b>Be able to prepare for the inbound telephone sales call</b>	
03.01	Identify objectives for selling products and/or services by outbound telephone sales calls
03.02	Use agreed call lists or leads to plan sales calls
03.03	Organise materials for the call in accordance with the sales call plan
<b>Be able to identify customer needs during outbound telephone sales calls</b>	
04.01	Assess the potential value of calls and customers
04.02	Prioritise calls according to likely customer value and probability of closure
04.03	Obtain information from customers about their needs
04.04	Identify products and/or services with features and functions that customers need or want
04.05	Identify opportunities for further sales and/or sales of other products and/or services
<b>Be able to present products and/or services to the customer during outbound telephone sales calls</b>	
05.01	Explain the benefits and features of products and or services offered
05.02	Interpret the customers preferred solution and decide how to progress the sale
<b>Be able to deal with sales objections during outbound telephone sales calls</b>	
06.01	Identify likely sales objections prior to dealing with the customer
06.02	Clarify objections and identify potential sales opportunities from them
06.03	Deal with customer queries and objections with clear and accurate responses
06.04	Resolve customer queries about the product and/or service
06.05	Reassure the customer to confirm their objections have been overcome
06.06	Develop a positive relationship with customers and identify and pursue further customer contact
<b>Be able to close the sale during outbound telephone sales calls</b>	
07.01	Perform a trial close to establish whether or not further objections exist
07.02	Gain a commitment from the customer
07.03	Complete the formalities of the sale following organisational procedures
07.04	Provide customer feedback and reaction to products or services to appropriate people in own organisation





Unit Specification  
**J/601/1210**  
Deliver reliable customer service

Qualification Framework : RQF

Title : Deliver reliable customer service

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 33

Unit Credit Value : 5

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.

<b>Unit: J/601/1210 : Deliver reliable customer service</b>	
<b>prepare to deal with customers</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	keep their knowledge of their organisations services or products up-to-date
01.02	ensure that the area they work in is tidy, safe and organised efficiently
01.03	prepare and arrange everything they need to deal with customers before their shift or period of work commences
<b>give consistent service to customers</b>	
02.01	make realistic customer service promises to customers
02.02	ensure that their promises balance the needs of their customers and their organisation
02.03	keep their promises to customers
02.04	inform their customers if they cannot keep their promises due to unforeseen circumstances
02.05	recognise when their customers needs or expectations have changed and adapt their service to meet the new requirements
02.06	keep their customers informed if delivery of the service needs to involve passing them on to another person or organisation
<b>check customer service delivery</b>	
03.01	check that the service they have given meets their customers needs and expectations
03.02	identify when they could have given better service to customers and how their service could have been improved
03.03	share information with colleagues and service partners to maintain and improve their standards of service delivery.
<b>know how to deliver reliable customer service</b>	
04.01	describe their organisations services or products
04.02	explain their organisations procedures and systems for delivering customer service
04.03	describe methods or systems for measuring an organisations effectiveness in delivering customer service
04.04	explain their organisations procedures and systems for checking service delivery
04.05	explain their organisations requirements for health and safety in their area of work



Unit Specification  
**J/601/2714**  
Debt Collection Case Management Principles \_pre legal\_

Qualification Framework : RQF

Title : Debt Collection Case Management Principles \_pre legal\_

Unit Level : Level 2

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](#).

<b>Unit: J/601/2714 : Debt Collection Case Management Principles _pre legal_</b>	
<b>Understand the principles of debt collection administration.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Outline the purpose and legal status of documents used in the debt collection process.
01.02	Outline the importance of ensuring the accuracy and timeliness of documentation.
01.03	Describe the types of external stakeholders that can offer support in relation to the debt collection process.
01.04	Describe how to ensure that all documentation and payment records are appropriate and up-to-date in accordance with legal and organisational requirements.
01.05	Outline suitable methods of monitoring debt collection procedures.
<b>Understand how to liaise with relevant parties in relation to debt collection.</b>	
02.01	Describe the importance of ensuring relevant parties are kept informed about payments received and other relevant circumstances.
02.02	Outline types of information that should be provided to relevant parties when dealing with vulnerable debtors.
02.03	Describe circumstances when it would be in the interests of the creditor to write off a debt.
<b>Understand how to prepare documentation and evidence to support the commencement of legal proceedings.</b>	
03.01	Outline a method to confirm that debt collection procedures have been followed correctly to support the case for legal proceedings.
03.02	Identify sources of information related to case law and guidelines for expert witnesses.
03.03	Describe 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	Describe how to compile evidence in preparation for legal proceedings in accordance with legal and organisational requirements.



Unit Specification  
**J/601/8254**  
Authorising financial transactions using telecommunications

Qualification Framework: RQF  
Title: Authorising financial transactions using telecommunications  
Unit Level: Level 2  
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](#).

<b>Unit: J/601/8254 : Authorising financial transactions using telecommunications</b>	
<b>Be able to obtain and confirm all necessary details to commence the transaction process</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Identify and discuss requirements with the customer adapting communication styles as necessary
01.02	Explain the validation and authorisation procedures that apply to transactions and why applied
01.03	Make sure information supplied is validated, as required, using the appropriate validation process
01.04	Confirm understanding of requirements with the customer
01.05	Refer problems that are outside personal levels of authority to the appropriate person
<b>Be able to apply the organisations authorisation criteria</b>	
02.01	Seek further information where discrepancies in the information provided are identified
02.02	Compare the details of the transaction with the organisations authorisation criteria
02.03	Identify and refer any problem transactions following organisational procedures
02.04	Maintain a productive relationship with customers
02.05	Explain how to establish productive relationships with customers by telephone
02.06	Follow organisational guidelines for handling those who are uncooperative, angry or abusive
<b>Be able to complete the transaction following organisational procedures</b>	
03.01	Confirm the transaction with the customer when the authorisation criteria have been met
03.02	Follow organisational procedures when transactions cannot be approved
03.03	Identify and report suspicions of fraudulent activity to the appropriate authority
03.04	Record details of the transactions accurately
03.05	Explain the organisations requirements relating to the legal requirements, industry regulations, organisational policies and professional codes which impact on the job role
03.06	Comply with legal requirements, industry regulations, organisational policies and professional codes



## Unit Specification

**J/601/8321**

Assessing and using straightforward financial information to reconcile accounts

Qualification Framework : RQF

Title : Assessing and using straightforward financial information to reconcile accounts

Unit Level : Level 2

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: J/601/8321 : Assessing and using straightforward financial information to reconcile accounts**

#### **Be able to assess straightforward financial information**

##### **Assessment Criterion - The learner can:**

01.01 Deal with straightforward financial information according to the priority required by the organisations procedures

01.02 Receive straightforward financial information and match entries to customers accounts

01.03 Identify the different methods of receiving financial information

01.04 Identify any non-matched entries and the source of payment of these

01.05 Clarify the reasons for non-matched entries with the appropriate person or records

01.06 Take appropriate action for non-matched entries referring to others when necessary

#### **Be able to deal with and resolve straightforward queries**

02.01 Respond to correspondence within organisational timescales

02.02 Keep appropriate people informed of the progress of queries on accounts obtaining advice and guidance as required

02.03 Collect information about queries and take appropriate action

02.04 Identify unresolved queries

02.05 Identify, where necessary, when to pass unresolved queries to the appropriate person

02.06 Follow escalation procedures when dealing with unresolved queries

02.07 Explain the escalation procedures within the organisation when authority is exceeded

02.08 Explain the sources of information and advice within the organisation

02.09 Explain the organisations customer service and complaints procedure

02.10 Process queries when they are resolved and update account information

02.11 Confirm customers accounts are reconciled, updating and storing them in the required format

02.12 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 recognising 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



Unit Specification  
**J/602/5494**  
 Promoting the organisations additional financial services products and services

Qualification Framework : RQF  
 Title : Promoting the organisation's additional financial services products and services  
 Unit Level : Level 2  
 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](#).

<b>Unit: J/602/5494 : Promoting the organisations additional financial services products and services</b>	
<b>Understand how and be able to identify appropriate additional financial services to promote to customers</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe how to access relevant information about organisational products or services
01.02	Update and develop personal knowledge of organisational financial services products or services
01.03	Identify the key features regarding organisational products or services within personal area of responsibility
01.04	Identify appropriate additional financial services products or services to promote to the customer
01.05	Identify opportunities to offer customers additional financial services products and /or services to meet their demands and needs
<b>Understand how and be able to ensure that the customer is provided with sufficient information to enable them to make an informed decision about the products or services offered</b>	
02.01	Describe how to promote additional financial services products or services when communicating with customers
02.02	Describe the procedures and techniques for communicating with new and existing customers
02.03	Secure the customers agreement when interest is shown in the additional financial services products or services and take action to ensure their prompt delivery
02.04	Provide the customer with the opportunity to ask questions about the additional financial services products or services which are being offered
02.05	Provide information to customers which is accurate and sufficient for them to make an informed decision about the additional financial services products or services
<b>Be able to regularly review sales targets for financial services products or services</b>	
03.01	Review targets for the sale of financial services products or services regularly
<b>Be able to comply with legal and organisational requirements</b>	
04.01	Follow organisational procedures where the customer shows no interest in the additional financial services products or services
04.02	Describe the limits of personal authority and responsibility when promoting organisational products and services
04.03	Refer requests for information and advice which are outside personal limits of authority or competence to the relevant person promptly
04.04	Describe to whom customers should be referred for information or advice which is outside personal level of authority or competence
04.05	Describe organisational sales process relevant to area of responsibility
04.06	Comply with legal requirements, industry regulations, organisational policies and professional code
04.07	Describe organisational requirements relating to the application of codes, laws and regulatory requirements as they impact on the job role

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Unit Specification  
**K/601/2737**  
Payment Processing Practice

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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](#).

<b>Unit: K/601/2737 : Payment Processing Practice</b>	
<b>Be able to process payment transactions.</b>	
<b>Assessment Criterion - The learner can:</b>	
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.
<b>Be able to resolve problems in relation to payment transactions.</b>	
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.
<b>Be able to accurately record payment transactions.</b>	
03.01	Accurately record payment transactions in accordance with organisational requirements.



Unit Specification  
**K/601/8277**  
Processing documentation for bank or building society accounts

Qualification Framework : RQF  
Title : Processing documentation for bank or building society accounts  
Unit Level : Level 2  
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](#).

<b>Unit: K/601/8277 : Processing documentation for bank or building society accounts</b>	
<b>Be able to gather information needed to process the documentation</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Collect all relevant information
01.02	Explain the sources of information and advice within the organisation
01.03	Manage all relevant information collected from the various sources obtaining advice or further information where needed
01.04	Explain what is meant by the limits of authority and describe how this applies to the role
01.05	Describe the organisations policy and procedures for communicating with customers
<b>Be able to produce the documentation</b>	
02.01	Enter correct information in the relevant location
02.02	Check accuracy of all information
02.03	Recognise any ambiguities or discrepancies in the information given
02.04	Resolve ambiguities or discrepancies dealing with such situations following the organisations policy and procedures
<b>Be able to issue the documentation</b>	
03.01	Check all records are accurate and complete before issuing documentation
03.02	Ensure commitments made to clients are met, keeping them informed of any delays
03.03	Ensure validation of the customers details prior to issue of any documentation, following organisational procedures
03.04	Issue documentation within organisational timescales
03.05	Confirm with the customer the accuracy of the documentation
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
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	Comply with legal requirements, industry regulations, organisational policies and professional codes
04.05	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role



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](#).

<b>Unit: K/601/8330 : Operating payment by instalments</b>	
<b>Be able to arrange payment by instalments</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Be able to monitor payments made by instalment</b>	
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
<b>Be able to deal with failed payments</b>	
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
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



Unit Specification  
**K/601/8456**  
 Dealing with straightforward claims for insured losses



Qualification Framework: RQF  
 Title: Dealing with straightforward claims for insured losses  
 Unit Level: Level 2  
 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](#).

<b>Unit: K/601/8456 : Dealing with straightforward claims for insured losses</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand how to deal with straightforward claims for insured losses</b>	
03.01	Describe required actions which may have to be taken by an insured following a loss
03.02	Outline relevant circumstances in which a claim may be repudiated or only partially met
03.03	Explain the roles and functions of other parties involved in claims
03.04	Identify sources of advice and information
<b>Be able to obtain information required to progress a straightforward claim for insured losses</b>	
04.01	Refer any situations outside personal authority limits to the appropriate person/department
04.02	Obtain accurate and complete information required to proceed with the claim, resolving any queries
04.03	Request any information and/or documentation required to support the claim
<b>Be able to provide advice to customers to help deal with the claim</b>	
05.01	Identify any reasons why full settlement may not be made and notify the customer of these
05.02	Give clear guidance to customers on any necessary loss mitigation and the actions they need to take to proceed with the claim
05.03	Advise the customer of any specialists involved with the claim where appropriate
05.04	Arrange for settlement of the claim
<b>Be able to work within organisational timescales when dealing with straightforward claims</b>	
06.01	Submit details to insurers in a manner and timescale appropriate to the claim
06.02	Monitor the progress of the claim and deal with any delays
06.03	Handle problems or complaints associated with the claim in accordance with organisational procedures
<b>Be able to keep accurate and complete records</b>	
07.01	Complete accurate records
07.02	Maintain accurate records
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
08.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Unit Specification  
**K/601/8554**  
 Processing straightforward insurance business as an intermediary



Qualification Framework : RQF  
 Title : Processing straightforward insurance business as an intermediary  
 Unit Level : Level 2  
 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](#).

<b>Unit: K/601/8554 : Processing straightforward insurance business as an intermediary</b>	
<b>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</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including 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
<b>Be able to process requests for straightforward insurance cover</b>	
03.01	Deal with risks within agreed level of responsibility, the authority given by the customer and the employers guidelines
03.02	Communicate with the customer in a style appropriate to the customer and the circumstances of the risk
03.03	Obtain any relevant supplementary information and documentation required to process proposals for new business
03.04	Refer any situations not authorised to deal with to the appropriate person/department
<b>Be able to place straightforward new business with insurers</b>	
04.01	Submit details to insurers in a manner and timescale appropriate to the risk
04.02	Inform the customer of the terms and the cover provided
04.03	Identify and resolve any discrepancies in the information supplied
04.04	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
<b>Be able to finalise straightforward insurance cover</b>	
05.01	Process the payment correctly and by the appropriate means
05.02	Make sure cover documentation is accurate, legible and meets legal and regulatory requirements
05.03	Explain how cover documentation may not meet legal and regulatory requirements and what action should be taken if it does not do so
05.04	Arrange for the issue of insurance documentation to the customer in accordance with employers policy and regulatory requirements
05.05	Maintain accurate and complete records within the customers and business files
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification  
**L/502/8564**  
 Selling face to face



Qualification Framework: RQF  
 Title: Selling face to face  
 Unit Level: Level 2  
 Unit Sub Level: None  
 Guided Learning Hours: 25  
 Unit Credit Value: 4  
 SSAs: 15.4 Marketing and Sales  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: L/502/8564 : Selling face to face</b>	
<b>Understand how to sell to customers face to face</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the differences between proactive and reactive selling
01.02	Explain how techniques such as cross-selling, up-selling and the sale of add-ons can be applied when selling in face to face situations
01.03	Describe the types of listening and questioning techniques used for selling in face to face situations
01.04	Explain how to interpret non-verbal behaviour in face to face sales situations
01.05	State the differences between benefits and features
01.06	Describe the different methods used to sell benefits
01.07	Explain how to involve the prospect in reaching solutions to sales problems
<b>Be able to prepare for the sale</b>	
02.01	Develop a structured sales plan for the meeting that makes effective use of the time available
02.02	Select resources to be used during contact with the customer that are consistent with the plan
<b>Be able to conduct a face to face sales meeting with the customer</b>	
03.01	Follow organisational standards of personal presentation when meeting customers
03.02	Work within social and cultural constraints relating to the sector/industry and/or customer
03.03	Behave in a way that is likely to develop a rapport with the customer
03.04	Identify customer requirements through the use of questioning and active listening
03.05	Confirm customer requirements by summarising their buying needs and interests
03.06	Identify products and/or services which match the customers needs and confirm with the customer that they are suitable
03.07	Communicate unique selling points to the customer
03.08	Communicate unique selling points to the customer
03.09	Provide the customer with opportunities to discuss and assess features and benefits of products and/or services
03.10	Interpret buying signals and act on them to progress the sale
03.11	Provide the customer with materials to support the promotion of products and/or services
<b>Be able to deal with sales objections during face to face sales situations</b>	
04.01	Identify sales objections prior to dealing with the customer
04.02	Clarify objections and identify potential sales opportunities from them
04.03	Evaluate potential trade-offs that will be mutually beneficial to the customer and to the organisation
04.04	Record any area in which the product and/or service does not meet the customers requirements
04.05	Resolve customer queries about the product and/or service
04.06	Reassure the customer and confirm their objections have been overcome
<b>Be able to close the sale</b>	
05.01	Perform a trial close to establish whether or not further objections exist
05.02	Gain a commitment from the customer to close the sale
05.03	Complete the formalities of the sale following organisational procedures



## Unit Specification

### L/601/0933

Give customers a positive impression of yourself and your organisation.

Qualification Framework : RQF

Title : Give customers a positive impression of yourself and your organisation.

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 33

Unit Credit Value : 5

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

<b>Unit: L/601/0933 : Give customers a positive impression of yourself and your organisation.</b>	
<b>establish rapport with customers</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	meet their organisations standards of appearance and behaviour
01.02	greet their customer respectfully and in a friendly manner
01.03	communicate with their customer in a way that makes them feel valued and respected
01.04	identify and confirm their customers expectations
01.05	treat their customer courteously and helpfully at all times
01.06	keep their customer informed and reassured
01.07	adapt their behaviour to respond to different customer behaviour
<b>respond appropriately to customers</b>	
02.01	respond promptly to a customer seeking help
02.02	choose the most appropriate way to communicate with their customer
02.03	check with their customer that they have fully understood their expectations
02.04	respond promptly and positively to their customers questions and comments
02.05	allow their customer time to consider their response and give further explanation when appropriate
<b>communicate information to customers</b>	
03.01	quickly find information that will help their customer
03.02	give their customer information they need about the services or products offered by their organisation
03.03	recognise information that their customer might find complicated and check whether they fully understand
03.04	explain clearly to their customers any reasons why their expectations cannot be met
<b>understand how to give customers a positive impression of themselves and the organisation</b>	
04.01	describe their organisations standards for appearance and behaviour
04.02	explain their organisations guidelines for how to recognise what their customer wants and respond appropriately
04.03	identify their organisations rules and procedures regarding the methods of communication they use
04.04	explain how to recognise when a customer is angry or confused
04.05	identify their organisations standards for timeliness in responding to customer questions and requests for information



Unit Specification  
**L/601/1225**  
Deal with customers using bespoke software

Qualification Framework : RQF  
Title : Deal with customers using bespoke software  
Unit Level : Level 2  
Unit Sub Level : None  
Guided Learning Hours : 33  
Unit Credit Value : 5  
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.

<b>Unit: L/601/1225 : Deal with customers using bespoke software</b>	
<b>prepare to deliver customer service using bespoke software</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	sign on and open access to appropriate functions in the IT system
01.02	navigate the architecture and geography of the customer service site to ensure they can access all appropriate areas
01.03	explore screen or menu routes that are most appropriate for the customer service they are seeking to deliver
01.04	ensure that they are familiar with the software manual, help screens or help lines to know where to locate technical support when needed
01.05	prepare their work area to deliver customer service using bespoke software
<b>deliver customer service using bespoke software</b>	
02.01	identify their customer or the services or products they wish to access
02.02	follow organisational procedures to step through the system in a way that responds to their customers needs
02.03	use search or other specialist functions within the software to respond to customer requests
02.04	enter new records using the bespoke software system
02.05	amend customer service records in the bespoke software system
02.06	communicate with their customers in terms they can understand relating to the software system
02.07	follow organisational procedures to lead the conversation in a way that makes it easy to follow the paths and sequences of the bespoke software
02.08	interpret error messages and act on them to support their customer service
02.09	refer their customer to a colleague following organisational procedures if they are unable to complete the transaction
<b>understand how to deal with customers using bespoke software</b>	
03.01	describe access and sign-on routines for the bespoke software system
03.02	describe the architecture and geography of the bespoke software system
03.03	identify different screen or menu routes that can be followed to meet customer requirements
03.04	identify sources of support and help for the bespoke software including manuals, help screens and help lines
03.05	explain the importance of preparing a work area before delivering customer service
03.06	explain search or other enquiry facilities within the bespoke software system
03.07	state the importance of avoiding jargon and system terminology when communicating with customers
03.08	describe ways to respond to error messages when using a bespoke software system
03.09	identify referral points and sources of information when they are unable to meet customer needs using the bespoke software system



Unit Specification  
**L/601/2729**  
Debt Collection Negotiations Practice

Qualification Framework : RQF

Title : Debt Collection Negotiations Practice

Unit Level : Level 2

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](#).

<b>Unit: L/601/2729 : Debt Collection Negotiations Practice</b>	
<b>Be able to make contact with the debtor in an effective and appropriate way.</b>	
<b>Assessment Criterion - The learner can:</b>	
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.
<b>Be able to establish if a debtor is able to make full and immediate payment.</b>	
02.01	Establish the debtors ability and willingness to pay in accordance with the debtors profile in straightforward cases.
02.02	Record the debtors agreement for repayment of the full amount in accordance with legal and organisational requirements.
02.03	Report and record suspicions of fraudulent activity/money laundering to the appropriate parties in accordance with legal and organisational requirements.
<b>Be able to record and where appropriate, investigate disputes.</b>	
03.01	Record and investigate a range of basic disputes for all or part of the debt.
03.02	Take action appropriate to the investigation which might involve referral to a manager
03.03	Refer the debtor to other departments/external agencies where appropriate.
03.04	Maintain customer records in accordance with organisational and legal requirements.
<b>Be able to negotiate repayment solutions.</b>	
04.01	Achieve full payment in accordance with organisational and legal requirements.
04.02	Establish a realistic repayment plan with the debtor in accordance with organisational requirements.
04.03	Communicate and document details of the repayment agreement to relevant parties in accordance with legal and organisational requirements.
04.04	Identify appropriate action where there is failure to reach agreement for repayment.

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Unit Specification  
**L/601/2732**  
Debtor Call Handling Practice

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Qualification Framework : RQF

Title : Debtor Call Handling Practice

Unit Level : Level 2

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: L/601/2732 : Debtor Call Handling Practice**

**Be able to plan outbound telephone calls with debtors.**

**Assessment Criterion - The learner can:**

01.01 Plan for telephone calls to debtors.

01.02 Assemble relevant information to refer to during call with 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 information is made available only to those entitled to it.

02.04 Keep confidential all information when unable to make contact with the debtor in accordance with organisational 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.

02.07 Use effective vocal techniques to ensure that the information conveyed is clear and coherent to the debtor.

02.08 Deal satisfactorily with objections raised during telephone conversations with debtors.

**Be able to record inbound and outbound telephone calls with debtors.**

03.01 Establish precise reason for inbound calls from debtors.

03.02 Keep up-to-date records of calls which include summaries of outcomes and agreed actions in accordance with organisational requirements.



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

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](#).

<b>Unit: L/601/8319 : Providing information to customers in a financial services environment</b>	
<b>Be able to acknowledge customer requests for information in a financial services environment</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Be able to provide information on financial products and/or services to customers</b>	
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



Unit Specification  
**L/601/8336**  
 Processing straightforward insurance policy documentation



Qualification Framework : RQF  
 Title : Processing straightforward insurance policy documentation  
 Unit Level : Level 2  
 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](#).

<b>Unit: L/601/8336 : Processing straightforward insurance policy documentation</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Be able to prepare straightforward insurance policy documentation.</b>	
03.01	Enter correct information in the appropriate location.
03.02	Resolve any ambiguities or discrepancies.
03.03	Incorporate standard clauses and endorsement wordings correctly.
03.04	Refer any situations outside personal authority limits to the appropriate person/department.
<b>Be able to issue documentation to the required procedures promptly.</b>	
04.01	Produce the correct documentation in accordance with organisational procedures.
04.02	Issue documentation promptly to those who need it.
04.03	Check that the documentation is accurate.
<b>Be able to keep accurate and complete records.</b>	
05.01	Complete accurate records during the transactions.
05.02	Maintain accurate records.
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements.</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.



Unit Specification  
**L/601/8546**  
 Processing straightforward mid-term amendments

Qualification Framework: RQF  
 Title: Processing straightforward mid-term amendments  
 Unit Level: Level 2  
 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](#).

<b>Unit: L/601/8546 : Processing straightforward mid-term amendments</b>	
<b>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</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Be able to process straightforward mid-term amendments of insurance cover</b>	
03.01	Obtain sufficient, accurate information required to proceed with the amendment
03.02	Clarify information which is unclear and obtain additional information where required
03.03	Refer any situations not authorised to deal with to the appropriate person/department
03.04	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
<b>Be able to arrange straightforward mid-term amendments with insurers</b>	
04.01	Communicate accurate and complete information regarding the adjustment to the insurer or underwriter in the appropriate way
04.02	Identify any features that indicate fresh underwriting should take place and decide whether to re-broke the risk
04.03	Clarify with the customer any queries raised by the insurers and pass the information back to the insurers
04.04	Give customers accurate information which meets their requirements
<b>Be able to finalise straightforward mid-term amendments to insurance policies</b>	
05.01	Monitor the progress of the adjustment and deal with any delays where appropriate in a professional manner
05.02	Make arrangements for any adjustment in premium and by the means appropriate to customers circumstances and requirements
05.03	Check for and rectify any discrepancies in amendment documentation
05.04	Arrange to issue amendment documentation to the customer within the time required
05.05	Maintain accurate and complete records within the customers and business files
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification  
**L/602/5433**  
 Processing documentation for financing and credit facilities



Qualification Framework : RQF  
 Title : Processing documentation for financing and credit facilities  
 Unit Level : Level 2  
 Unit Sub Level : None  
 Guided Learning Hours : 5  
 Unit Credit Value : 3  
 SSAs : 15.1 Accounting and Finance  
 Unit Grading Structure : Pass  
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: L/602/5433 : Processing documentation for financing and credit facilities</b>	
<b>Be able to input information required for processing documentation for financing and credit facilities</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	describe how customer records can be accessed following organisational guidelines
01.02	gather the information needed to process the documentation
01.03	describe the organisations systems and procedures for recording information
01.04	enter correct information in the appropriate location
<b>Be able to produce documentation and check for problems and discrepancies</b>	
02.01	describe the organisations procedures for preparing documentation as evidence of financing and/or credit facilities
02.02	produce documents which are accurate and in accordance with the organisations procedures
02.03	check and resolve any ambiguities or discrepancies
02.04	describe the organisations policies and procedures for security and disclosure of information
02.05	issue documents promptly to those who need them
02.06	keep accurate and complete records
02.07	review the final documentation for accuracy and revise where necessary
<b>Be able to understand and comply with legislation and regulation covering financing and credit facilities as they relate to the processing of documentation</b>	
03.01	explain the organisations requirements relating to the application of codes, laws and regulatory requirements, as they impact on the processing of documentation
03.02	comply with legal requirements, industry regulations, organisational policies and professional codes



Unit Specification  
**L/602/5500**  
Dealing with requests to cancel financial services products or services

Qualification Framework : RQF  
Title : Dealing with requests to cancel financial services products or services  
Unit Level : Level 2  
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](#).

<b>Unit: L/602/5500 : Dealing with requests to cancel financial services products or services</b>	
<b>Understand how and be able to discuss the reason for the cancellation with the customer</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Acknowledge customers promptly and treat them in a courteous manner
01.02	Establish accurately the reasons why the customer wishes to cancel the financial services product or service when cancelling financial services or products
01.03	Identify appropriate information from the current customer record
01.04	Refer any situations beyond personal levels of authority to the appropriate person/department
<b>Understand how and be able to ensure the customer fully understands all the features and benefits which would be lost, if cancelled</b>	
02.01	Describe organisational policy and procedures for communicating with customers
02.02	Explain the demands and needs of different customers
02.03	Provide information to the customer which is accurate and sufficient for the customer to make an informed decision about whether to cancel the financial services product or service
02.04	Explain to the customer all of the features and benefits that will be lost through cancellation to enable the customer to make an informed decision
02.05	Check the customers understanding of all the features and benefits that will be lost through cancellation
02.06	Provide the customer with the opportunity to ask questions about the financial services product/s or services they wish to cancel
02.07	Explain the contract terms and conditions of the relevant products and services
<b>Be able to arrange for the customer records to be amended accordingly and for confirmation to be sent to the customer</b>	
03.01	Follow organisational procedures once the customer decides to proceed with the cancellation
<b>Be able to work within organisational procedures and legal and regulatory requirements</b>	
04.01	Keep accurate and complete records at all stages and in line with organisational procedures
04.02	Comply with legal requirements, industry regulations, organisational policies and professional codes
04.03	Describe organisational requirements relating to the application of codes, laws and regulatory requirements as they impact on the job role
04.04	Describe the structure of the financial services market and the roles and responsibilities of the various parties within it as they impact on the job role
04.05	Describe organisational service standards and procedures including those for dealing with complaints

Unit Specification  
**M/601/1511**  
 Resolve customer service problems



Qualification Framework : RQF  
 Title : Resolve customer service problems  
 Unit Level : Level 2  
 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.

<b>Unit: M/601/1511 : Resolve customer service problems</b>	
<b>spot customer service problems</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	listen carefully to customers about any problem they have raised
01.02	ask customers about the problem to check their understanding
01.03	recognise repeated problems and alert the appropriate authority
01.04	share customer feedback with others to identify potential problems before they happen
01.05	identify problems with systems and procedures before they begin to affect customers
<b>pick the best solution to resolve customer service problems</b>	
02.01	identify the options for resolving a customer service problem
02.02	work with others to identify and confirm the options to resolve a customer service problem
02.03	work out the advantages and disadvantages of each option for their customer and the organisation
02.04	pick the best option for their customer and the organisation
02.05	identify for their customer other ways that problems may be resolved if they are unable to help
<b>take action to resolve customer service problems</b>	
03.01	discuss and agree the options for solving the problem with their customer
03.02	take action to implement the option agreed with their customer
03.03	work with others and their customer to make sure that any promises related to solving the problem are kept
03.04	keep their customer fully informed about what is happening to resolve the problem
03.05	check with their customer to make sure the problem has been resolved to the customers satisfaction
03.06	give clear reasons to their customer when the problem has not been resolved to the customers satisfaction
<b>know how to resolve customer service problems</b>	
04.01	describe organisational procedures and systems for dealing with customer service problems
04.02	explain how to defuse potentially stressful situations
04.03	describe how to negotiate
04.04	identify the limitations of what they can offer their customer
04.05	describe types of action that may make a customer problem worse and should be avoided



Unit Specification  
**M/601/2738**  
Debt Repayment Monitoring Practice

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](#).

<b>Unit: M/601/2738 : Debt Repayment Monitoring Practice</b>	
<b>Be able to review debtor accounts.</b>	
<b>Assessment Criterion - The learner can:</b>	
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.
<b>Be able to instigate action in response to non-payment.</b>	
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.
<b>Be able to how to monitor debtor accounts to safeguard repayment arrangements.</b>	
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/601/8328

#### Preparing and pursuing statements of account for financial products and services



Qualification Framework : RQF

Title : Preparing and pursuing statements of account for financial products and services

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

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/601/8328 : Preparing and pursuing statements of account for financial products and services**

##### **Be able to prepare statements of account for financial products and services**

###### **Assessment Criterion - The learner can:**

01.01 Allocate all outstanding amounts and agree entries for settlement

01.02 Carry out any special account arrangements as agreed with the customer

01.03 Identify particular areas of concern and take the appropriate action

01.04 Dispatch statements in order of priority

01.05 Keep an accurate record of the dates on which statements are dispatched

##### **Be able to pursue statements of account for financial products and services**

02.01 Identify the different methods of receiving financial information

02.02 Identify items in dispute and take appropriate action

02.03 Provide copies of documentation when requested

02.04 Evaluate and determine the validity of entries when these have not been agreed

02.05 Keep appropriate personnel informed of proposed accounting action

02.06 Pass outstanding items for settlement when they have been resolved

02.07 Pass unresolved items to the appropriate person

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 timescales

03.02 Act within the personal authority limits recognising when to refer to others

03.03 Explain what is meant by personal authority limits

03.04 Keep accurate and up-to-date records

03.05 Comply with legal requirements, industry regulations, organisational policies and professional codes

03.06 Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role



Unit Specification  
**M/601/8717**

Processing payments relating to stakeholder investment transactions or accounts

Qualification Framework : RQF

Title : Processing payments relating to stakeholder investment transactions or accounts

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 51

Unit Credit Value : 6

SSAs : 15.1 Accounting and Finance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: M/601/8717 : Processing payments relating to stakeholder investment transactions or accounts</b>	
<b>Be able to process payments due from and/or to stakeholders</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	identify payments received from and/or due to stakeholders
01.02	collect all the information and/or documentation required to process the payment
01.03	clarify any information which is unclear
01.04	gather additional information where necessary
01.05	process payments accurately and within required timescales
01.06	identify potential problems with payments and take the appropriate action
<b>Maintain records of payments due from and/or to stakeholders</b>	
02.01	keep accurate and complete records of all actions taken
02.02	make sure that investor records are kept secure and confidential
<b>Be able to act within personal authority levels</b>	
03.01	identify limits of responsibility
03.02	identify and refer any situations which require authorisation
03.03	identify and refer any situations which fall outside area of responsibility
<b>Be able to work within internal procedures</b>	
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 processing payments
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
<b>Be able to comply with external requirements and regulations</b>	
05.01	describe the key market information and terminology relevant to the work being carried out
05.02	describe the legal requirements and industry regulations which apply to processing payments
05.03	make sure work complies with relevant legal requirements and industry regulations
05.04	identify any instances of actual or potential non compliance with industry regulations
05.05	explain the consequences of not complying with legal and industry regulations relevant to the work being carried out



## Unit Specification

**M/601/8720**

Underwriting straightforward alterations to life, pensions and investment contracts



Qualification Framework : RQF

Title : Underwriting straightforward alterations to life, pensions and investment contracts

Unit Level : Level 2

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](#).

<b>Unit: M/601/8720 : Underwriting straightforward alterations to life, pensions and investment contracts</b>	
<b>Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand how to underwrite straightforward alterations to life, pensions and investment contracts</b>	
02.01	Identify sources of advice and information
02.02	Explain the features and benefits provided by the main products available, including those that are not current
02.03	Identify clauses, extensions and limitations that may be applied
02.04	Explain the circumstances in which various extensions and limitations may be used
02.05	Explain the information and/or documentation required to underwrite alterations to existing contracts
<b>Be able to make sure that information supplied by customers in support of a proposed alteration is sufficient and accurate enough for underwriting to take place</b>	
03.01	Deal with requests for straightforward alterations in the time required
03.02	Check there are sufficient details provided regarding an application to make straightforward alterations to allow the application to proceed
03.03	Clarify incomplete or inconsistent information with the customer in the time required
03.04	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
<b>Be able to decide if the proposed alteration to a life, pension or investment contract can be accepted</b>	
04.01	Apply relevant underwriting criteria, including standard extensions and limitations to decide whether to accept or decline applications to alter contracts
04.02	Refer any application to make an alteration outside of personal authority limits to the person who can deal with it
<b>Be able to inform the customer of the outcome regarding a proposed alteration to a life, pension or investment contract</b>	
05.01	Inform the customer and interested parties of the outcome of the application and any terms and conditions to be applied
05.02	Make sure information regarding the application and the outcome is made available only to those who need it and have a right to it
05.03	Maintain accurate and complete records within the customers and business files
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with all codes, laws and regulatory requirements



Unit Specification  
**M/602/5408**  
 Contributing to reports for mortgage and/or financial planning clients

Qualification Framework : RQF  
 Title : Contributing to reports for mortgage and/or financial planning clients  
 Unit Level : Level 2  
 Unit Sub Level : None  
 Guided Learning Hours : 8  
 Unit Credit Value : 4  
 SSAs : 15.1 Accounting and Finance  
 Unit Grading Structure : Pass  
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: M/602/5408 : Contributing to reports for mortgage and/or financial planning clients</b>	
<b>Be able to contribute to the preparation of reports with mortgage advisers or financial planners</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	describe the types of mortgage and financial planning reports produced by the organisation
01.02	agree own contribution to be made to the preparation of reports with mortgage advisers or financial planners
01.03	identify the information needed for the report using appropriate and up to date sources
<b>Be able to create report content</b>	
02.01	create the report content from the information obtained, in line with organisational requirements, systems and protocols
02.02	supplement reports with appropriate supporting documents and literature
02.03	make sure completed reports are checked and authorised by the financial planner or mortgage advisor
<b>Be able to contribute to the production of valuations</b>	
03.01	identify the organisations procedures for preparing valuations
03.02	assist the financial planner or mortgage advisor to produce and issue client valuations
03.03	make sure valuations are checked and authorised by the financial planner or mortgage advisor
<b>Be able to comply with relevant codes, laws and regulatory requirements</b>	
04.01	describe the organisations procedures for storing and retrieving confidential records
04.02	explain the importance of ensuring the confidentiality of records at all times
04.03	make sure confidential records are stored and retrieved in line with organisational requirements
04.04	explain the legal requirements, industry regulations, organisational policies and professional codes
04.05	comply with legal requirements, industry regulations, organisational policies and professional codes in all activities

Unit Specification  
**R/601/2716**  
Payment Processing Principles



Qualification Framework : RQF

Title : Payment Processing Principles

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](#).

<b>Unit: R/601/2716 : Payment Processing Principles</b>	
<b>Understand how to process payment transactions.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Outline the information required to process a payment transaction.
01.02	Describe how to collect transaction details from a range of customers, including those with particular requirements.
01.03	Describe how to check and validate information provided in accordance with organisational and legal requirements.
01.04	Describe how to confirm transactions when authorisation criteria have been met in accordance with organisational requirements.
<b>Understand how to identify and resolve problems in relation to payment transactions.</b>	
02.01	Describe how to seek further information where discrepancies are identified or transactions can not be approved in accordance with organisational requirements.
02.02	Outline the circumstances and procedure when a transaction is referred to a manager.
02.03	Outline any legal requirements, industry regulations, professional codes and organisational policies in relation to payment transactions.
<b>Understand how to accurately record payment transactions.</b>	
03.01	Describe how to accurately record payment transactions in accordance with organisational requirements.



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

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](#).

<b>Unit: R/601/8323 : Assessing and using complex financial information to reconcile accounts</b>	
<b>Be able to assess complex financial information</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Be able to deal with and resolve complex queries</b>	
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
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

Unit Specification  
**R/601/8371**  
 Underwriting straightforward policy alterations



Qualification Framework: RQF  
 Title: Underwriting straightforward policy alterations  
 Unit Level: Level 2  
 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](#).

<b>Unit: R/601/8371 : Underwriting straightforward policy alterations</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Be able to identify the nature and level of straightforward policy alterations</b>	
03.01	Deal with the request for alterations promptly
03.02	Identify appropriate information from the current customer record
03.03	Check that sufficient details relating to the request have been obtained to progress the alteration
03.04	Identify and clarify non-standard requests
03.05	Clarify any information which is unclear
03.06	Deal only with alterations that fall within personal levels of authority
<b>Be able to provide details of the decision to the customer</b>	
04.01	Inform the customer that cover is granted, confirm the premium and any special conditions if the alteration is accepted
04.02	Take appropriate action for the customer to receive any documentation required to meet the needs or legal requirements
04.03	Explain how to apply underwriting criteria using automated or manual procedures
04.04	Correctly apply all underwriting criteria using automated or manual procedures
<b>Be able to keep accurate records and complete records</b>	
05.01	Complete accurate records during the transaction
05.02	Maintain accurate records
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>• Legal requirements</li> <li>• Professional codes</li> <li>• Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with legal requirements, professional codes, industry regulations and organisational policies



Unit Specification  
**R/601/8452**  
 Settling straightforward insurance claims

Qualification Framework: RQF  
 Title: Settling straightforward insurance claims  
 Unit Level: Level 2  
 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](#).

<b>Unit: R/601/8452 : Settling straightforward insurance claims</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand how to settle straightforward insurance claims within organisational requirements</b>	
03.01	State the authorised sources of information, supply or repair used by organisations to settle claims
03.02	Explain organisational procedures for handling late notification of claims
03.03	Describe organisational procedures for handling emergency claims situations
03.04	Describe the probable signs of fraud in a claim and the action required for dealing with each
03.05	Summarise the effect of claims leakage on insurers
03.06	Describe organisational procedures for pursuing recoveries
03.07	Summarise organisational principles used when: <ul style="list-style-type: none"> <li>• Estimating claims</li> <li>• Setting reserves</li> </ul>
<b>Be able to obtain information required to support the settlement of the claim.</b>	
04.01	Identify and obtain the information needed to assess potential liability including quantum.
04.02	Refer any situations outside personal authority limits to the appropriate person/department
<b>Be able to consider the settlement of the claim taking appropriate further action where required.</b>	
05.01	Make decisions up to the limit of personal authority.
05.02	Apply any terms and conditions correctly.
05.03	Identify opportunities for recovery and arrange for these to be pursued.
<b>Be able to correctly settle straightforward claims.</b>	
06.01	Provide to any party with a legitimate interest, accurate information on the status of claims, including the procedures for settling the claim.
06.02	Collate and check documentation are valid before proceeding to settlement.
06.03	Agree the means of settlement.
06.04	Arrange for the settlement to be completed promptly and in the agreed manner.
<b>Be able to keep accurate and complete records.</b>	
07.01	Review and update estimates and/or record final costs accurately.
07.02	Complete accurate records
07.03	Maintain accurate records.
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
08.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>• Legal requirements</li> <li>• Professional codes</li> <li>• Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements.</b>	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

## Unit Specification

**R/601/8743**

Processing documentation for straightforward life, pensions and investment contracts



Qualification Framework : RQF

Title : Processing documentation for straightforward life, pensions and investment contracts

Unit Level : Level 2

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](#).

<b>Unit: R/601/8743 : Processing documentation for straightforward life, pensions and investment contracts</b>	
<b>Understand the roles and responsibilities of the various parties within life, pensions and investment business related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand how to prepare policies and other documentation</b>	
02.01	Identify sources of advice and information
02.02	Explain how to prepare policies and other documentation for life, pensions and investment contracts
02.03	Describe organisational procedures for dealing with mid-term adjustments and cancellations
<b>Understand the importance of customer service in the financial services industry</b>	
03.01	Explain organisational policy and procedures regarding communication with customers
03.02	Outline organisational policies for dealing with complaints
03.03	Describe organisational systems and procedures for accessing, recording, amending and maintaining information, including customer records
<b>Be able to prepare documentation using standard wordings for new and/or altered life, pensions and investment contracts</b>	
04.01	Enter correct information in the appropriate location when preparing documentation for new and/or altered straightforward contracts
04.02	Correctly incorporate standard clauses and wordings 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
<b>Be able to issue to customers documentation with standard wordings for new and/or altered life, pensions and investment contracts</b>	
05.01	Check that documentation produced is accurate before issuing it to customers
05.02	Issue documentation in the time required
05.03	Make sure standard clauses and wordings are incorporated correctly
05.04	Make sure documentation and information is only passed to those who need it and have a right to it
05.05	Maintain accurate and complete records within the customers and business files
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
06.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
07.01	Comply with all codes, laws and regulatory requirements



Unit Specification  
**T/502/8588**  
 Preparing and delivering a sales demonstration

Qualification Framework: RQF  
 Title: Preparing and delivering a sales demonstration  
 Unit Level: Level 2  
 Unit Sub Level: None  
 Guided Learning Hours: 20  
 Unit Credit Value: 3  
 SSAs: 15.4 Marketing and Sales  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: T/502/8588 : Preparing and delivering a sales demonstration</b>	
<b>Understand how to prepare and deliver a sales demonstration</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain how the demonstration will contribute to the achievement of business goals and objectives
01.02	Describe the features and benefits of the products and services being demonstrated
01.03	Explain how to provide demonstrations of products and services in a manner and style which is suitable to different audiences
01.04	Explain the importance of rehearsing demonstrations
01.05	Describe equipment and accommodation requirements of the demonstration
<b>Be able to prepare for a sales demonstration</b>	
02.01	Identify the sales targets for own area of responsibility
02.02	Identify customer needs and wants in relation to the products and/or services being demonstrated
02.03	Agree the objectives, length, content and method of the demonstration and who will be present
02.04	Identify resources for the demonstration and plan the demonstration in a structured way
02.05	Anticipate problems, constraints or objections that could be raised in response to the demonstration and prepare possible responses
02.06	Prepare supporting materials that are consistent with the demonstration
<b>Be able to deliver a sales demonstration</b>	
03.01	Promote the features and benefits of the products and/or services
03.02	Deliver the demonstration in a style and manner that achieves the objectives and engages the audience
03.03	Provide the customer/audience with opportunities to ask questions and raise objections
03.04	Respond to questions and objections in a manner that is likely to further sales
03.05	Gain commitment to progress or close the sale
<b>Be able to evaluate the sales demonstration</b>	
04.01	Evaluate the sales demonstration against agreed objectives
04.02	Provide feedback to colleagues to improve the planning of future demonstrations and/or to enhance products and/or services



Unit Specification  
**T/601/2708**  
 Debt Collection Negotiations Principles



Qualification Framework : RQF  
 Title : Debt Collection Negotiations Principles  
 Unit Level : Level 2  
 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](#).

<b>Unit: T/601/2708 : Debt Collection Negotiations Principles</b>	
<b>Know how to make contact with the debtor in an effective and appropriate way.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Describe how to make appropriate contact with the debtor in accordance with legal and organisational requirements.
01.02	Describe evidence provided to the debtor which authenticates the collectors relationship to the creditor in accordance with legal and organisational requirements.
01.03	Describe information provided to the debtor to explain their debt obligation in accordance with legal and organisational requirements.
<b>Understand the impact of a debtors profile on the collection process.</b>	
02.01	Identify the key elements of a debtors profile.
02.02	Describe the impact of a debtors profile on the collection process.
02.03	With reference to the debtors profile, describe how to identify fraudulent activity/money laundering in accordance with organisational requirements.
<b>Know how to record and where appropriate, investigate any disputes.</b>	
03.01	Describe how to source and gather evidence as part of dispute investigation.
03.02	Describe actions available following a dispute investigation.
03.03	Describe the different departments/external agencies to which the debtor can be referred for advice and help.
03.04	Describe how to maintain customer records in accordance with organisational and legal requirements.
<b>Know how to negotiate repayment solutions.</b>	
04.01	Describe strategies to achieve full payment in accordance with organisational and legal requirements.
04.02	Describe how to prepare and implement a repayment plan.
04.03	Describe appropriate action where there is failure to reach agreement for payment.
04.04	Describe effective and appropriate methods of communications which are non-prejudicial to the creditors legal position.



Unit Specification  
**T/601/2725**  
Preparation for Debt Collection Practice

Qualification Framework : RQF

Title : Preparation for Debt Collection Practice

Unit Level : Level 2

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](#).

<b>Unit: T/601/2725 : Preparation for Debt Collection Practice</b>	
<b>Be able to obtain sufficient information to commence debt collection.</b>	
<b>Assessment Criterion - The learner can:</b>	
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	Make basic enquiries to locate debtors who cannot be contacted.
<b>Be able to confirm if debt collection procedures should commence.</b>	
02.01	Confirm whether debt collection should commence in a range of circumstances.



Unit Specification  
**T/601/8251**  
Setting up bank or building society accounts for customers

Qualification Framework : RQF  
Title : Setting up bank or building society accounts for customers  
Unit Level : Level 2  
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](#).

<b>Unit: T/601/8251 : Setting up bank or building society accounts for customers</b>	
<b>Be able to obtain the information required to identify and confirm the appropriate account</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Obtain the relevant information from the customer to identify the account
01.02	Explain the communication styles that are appropriate in various situations and when dealing with different people
01.03	Explain the features, terms and conditions of the accounts the job role is authorised to promote
01.04	Explain to the customer the features, terms and conditions of the account
01.05	Answer questions raised by the customer, at all times presenting a positive image of the organisation
01.06	Confirm the features of the account meet the customer requirements
01.07	Explain how to resolve instances where customers are dissatisfied with the features offered
01.08	Refer to the appropriate person when information or advice required by the customer is not known or exceeds authority
<b>Be able to obtain and record all customer details and documentation required for the setting up of the account</b>	
02.01	Advise the customer of the details and documentation required to open the account
02.02	Obtain all necessary details and documentation
02.03	Explain the references, checks and authorisations that are required to open an account
02.04	Complete relevant checks before opening the account
02.05	Send information to the appropriate people to enable the account to be opened
02.06	Arrange for payment arrangements to be set up according to the customers instructions
<b>Be able to set up the account ensuring compliance in all activities</b>	
03.01	Agree security arrangements for the disclosure of information about the account
03.02	Explain how to recognise and monitor for suspicious activity, including potential money laundering, and to whom suspicions should be referred
03.03	Demonstrate an awareness of monitoring for suspicious activity, including potential money laundering, and to whom suspicions should be referred
03.04	Explain the legal requirements, industry regulations, organisational policies and professional codes
03.05	Comply with legal requirements, industry regulations, organisational policies and professional codes



Unit Specification  
**T/601/8475**  
 Agreeing the settlement of straightforward claims for uninsured losses

Qualification Framework : RQF  
 Title : Agreeing the settlement of straightforward claims for uninsured losses  
 Unit Level : Level 2  
 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](#).

<b>Unit: T/601/8475 : Agreeing the settlement of straightforward claims for uninsured losses</b>	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand how to agree the settlement of straightforward claims for uninsured losses</b>	
03.01	Explain the roles and functions of other parties involved in claims
03.02	Identify sources of advice and information
<b>Be able to obtain and communicate information needed to settle the claim for uninsured losses</b>	
04.01	Identify and obtain the information needed to agree settlement of the claim
04.02	Refer problems and claims which are outside personal authority to the appropriate person/department in the organisation
04.03	Make sure the claim is formulated and submitted to the third party correctly
<b>Be able to follow organisational procedures in dealing with uninsured loss claims including dealing with problems or complaints</b>	
05.01	Monitor the progress of the claim and deal with any delays
05.02	Handle any problems or complaints associated with the claim in accordance with organisational procedures
<b>Be able to correctly settle uninsured loss claims</b>	
06.01	Settle correctly with others to resolve problems and finalise the claim in the best interests of the organisation and the customer
06.02	Arrange for settlement of the claim
<b>Be able to keep accurate and complete records</b>	
07.01	Complete accurate records
07.02	Maintain accurate records
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
08.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies

Unit Specification  
**Y/601/8288**  
 Building effective relationships with clients in a financial services environment



Qualification Framework : RQF  
 Title : Building effective relationships with clients in a financial services environment  
 Unit Level : Level 2  
 Unit Sub Level : None  
 Guided Learning Hours : 10  
 Unit Credit Value : 3  
 SSAs : 15.1 Accounting and Finance  
 Unit Grading Structure : Pass  
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: Y/601/8288 : Building effective relationships with clients in a financial services environment</b>	
<b>Be able to prepare for the delivery of effective customer service</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Prepare and arrange everything needed to deal with clients before commencing work
01.02	Make sure all information needed is up to date
01.03	Make sure knowledge of the organisations financial services products and/or services relevant to the job role is up-to-date
<b>Be able to work with clients to meet needs and expectations</b>	
02.01	Use knowledge of the financial services products and/or services offered by the organisation to enhance the relationship with the client
02.02	Communicate in a manner which is appropriate for the client and situation
02.03	Make sure the service provided balances the needs of the client and the organisation
02.04	Honour commitments made to clients wherever possible
02.05	Maintain communication with clients when commitments made cannot be met
02.06	Recognise when clients needs or expectations regarding financial services products and/or services have changed and adapt the service provided to meet their new requirements
02.07	Refer situations which are beyond personal remit to deal with to the appropriate person or department promptly and accurately
<b>Be able to confirm service delivery meets the needs and expectations of clients</b>	
03.01	Check that the service provided to clients has met their needs and expectations
03.02	Take appropriate action where the clients needs and expectations have not been met
03.03	Make sure compliance with all legal requirements, industry regulations, organisational policies and professional codes relating to service delivery
<b>Be able to comply with internal and external procedures and regulations</b>	
04.01	Describe the key market information and terminology relevant to the work being carried out
04.02	Describe the legal requirements and industry regulations relevant to building effective relationships with clients
04.03	Make sure work complies with relevant legal requirements and industry regulations
04.04	Explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out



Unit Specification  
**Y/601/8324**  
Operating credit control procedures

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](#).

<b>Unit: Y/601/8324 : Operating credit control procedures</b>	
<b>Be able to identify non payment</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Be able to take appropriate action with non payment</b>	
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
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

Unit Specification  
**Y/601/8341**  
 Processing straightforward insurance renewals



Qualification Framework: RQF  
 Title: Processing straightforward insurance renewals  
 Unit Level: Level 2  
 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/601/8341 : Processing straightforward insurance renewals	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand organisational procedures and the circumstances for granting cover</b>	
03.01	Explain organisational procedures and the circumstances for granting cover subject to: <ul style="list-style-type: none"> <li>•Standard acceptance</li> <li>•Conditional acceptance</li> </ul>
<b>Be able to commence processing straightforward renewals.</b>	
04.01	Commence dealing with forthcoming renewals within the timescale required by the employer and regulation.
04.02	Deal with renewals that fall under personal level of authorisation and pass others to the appropriate person.
04.03	Refer any situations that fall out of personal authority limits to deal with to the appropriate person/department.
<b>Be able to identify those renewals where claims have been made or there have been changes in circumstances.</b>	
05.01	Identify correctly any features which indicate fresh underwriting should take place.
05.02	Obtain sufficient information and/or documentation required to proceed in order to accept or decline the renewal.
05.03	Clarify information which is unclear and obtain additional information where required.
<b>Be able to invite / decline renewal based on information obtained.</b>	
06.01	Take into account the effect a decision to decline renewal will have on others and make sure adequate notification is given.
06.02	Invite renewal of risks promptly and confirm any changes in terms and conditions including premium.
06.03	Prepare documentation and/or correspondence to organisational procedures and timescales
<b>Be able to keep accurate and complete records.</b>	
07.01	Update or complete any additional records or databases required.
07.02	Complete accurate records during transactions.
07.03	Maintain accurate records.
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
08.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements.</b>	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

Unit Specification  
**Y/601/8467**  
 Processing straightforward claims for uninsured losses



Qualification Framework: RQF  
 Title: Processing straightforward claims for uninsured losses  
 Unit Level: Level 2  
 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/601/8467 : Processing straightforward claims for uninsured losses	
<b>Understand the roles and responsibilities of the various parties within the insurance industry related to the work carried out</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand how to process straightforward claims for uninsured losses</b>	
03.01	Describe organisational procedures for dealing with uninsured losses
03.02	Explain the roles and functions of other parties involved in claims
03.03	Identify sources of advice and information
<b>Be able to obtain information required to progress a straightforward claim for uninsured losses</b>	
04.01	Obtain accurate and complete information required to progress the claim, resolving any queries
04.02	Refer any situations outside personal authority limits to the appropriate person/department
04.03	Obtain any documentation and/or information required to progress the claim
<b>Be able to communicate with customers and third parties</b>	
05.01	Give customers clear guidance on the actions they need to take to proceed with the claim
05.02	Give guidance which will provide the best situation for the customer, taking into account legal principles, loss mitigation and prospects of recovery
05.03	Notify the third party of the claim in manner and timescales required by the organisation
<b>Be able to keep accurate and complete records</b>	
06.01	Complete accurate records
06.02	Maintain accurate records
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
07.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>•Legal requirements</li> <li>•Professional codes</li> <li>•Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
08.01	Comply with legal requirements, professional codes, industry regulations and organisational policies





Unit Specification  
**Y/601/8503**  
 Processing straightforward insurance renewals as an intermediary

Qualification Framework : RQF  
 Title : Processing straightforward insurance renewals as an intermediary  
 Unit Level : Level 2  
 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](#).

<b>Unit: Y/601/8503 : Processing straightforward insurance renewals as an intermediary</b>	
<b>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</b>	
<b>Assessment Criterion - The learner can:</b>	
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
<b>Understand the details of general insurance policies</b>	
02.01	Explain relevant policy cover, terms and conditions related to the work carried out including standard extensions and/or limitations
<b>Understand how to process straightforward insurance renewals as an intermediary</b>	
03.01	Explain the types of information that should be supplied by clients to enable general insurance renewals business to be processed
03.02	Outline how to calculate premiums for relevant policies
03.03	Describe the organisations procedures for the issue of renewal documentation
03.04	Outline possible sources of advice and information available at work
<b>Understand the importance of customer service in the financial services industry</b>	
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
<b>Be able to process straightforward renewals of insurance cover</b>	
05.01	Start to deal with forthcoming renewals within the timescale required by the organisation and industry regulator
05.02	Obtain sufficient, accurate information required to proceed with the renewal
05.03	Clarify information which is unclear and obtain additional information where required
05.04	Identify any features that indicate fresh underwriting should take place and whether to re-broke the risk
05.05	Refer any situations not authorised to deal with to the appropriate person/department
<b>Be able to arrange straightforward renewals</b>	
06.01	Resolve any queries on renewal documentation
06.02	Request any information or documentation required and store these securely
06.03	Arrange for the appropriate documentation to be dispatched to the customer in the time required by the regulator and/or employer
06.04	Request renewal instructions from the customer
<b>Be able to finalise straightforward renewals</b>	
07.01	Monitor the progress of renewals and resolve any delays in a professional manner
07.02	Check renewal documentation is accurate and make arrangements for inaccuracies to be rectified
07.03	Arrange for release of renewal documentation to customers when arrangements for payment have been agreed and in accordance with employers policy and legal and regulatory requirements
07.04	Maintain accurate and complete records within the customers and business files
<b>Understand the requirements of all codes, laws and regulatory requirements</b>	
08.01	Explain the policies and procedures which apply to own job role to include: <ul style="list-style-type: none"> <li>• Legal requirements</li> <li>• Professional codes</li> <li>• Industry regulations</li> </ul>
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
<b>Be able to comply with all codes, laws and regulatory requirements</b>	
09.01	Comply with legal requirements, professional codes, industry regulations and organisational policies.

## Unit Specification

**Y/601/8713**

Assessing and using financial information to reconcile stakeholder investment accounts



Qualification Framework : RQF

Title : Assessing and using financial information to reconcile stakeholder investment accounts

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 51

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: Y/601/8713 : Assessing and using financial information to reconcile stakeholder investment accounts

**Be able to use financial information to reconcile stakeholder investment accounts.**

**Assessment Criterion - The learner can:**

01.01 identify financial information received which can be used to reconcile stakeholder investment accounts

01.02 prioritise financial information received to facilitate the required work outputs

01.03 reconcile the information received to stakeholder investment accounts

**Be able to resolve discrepancies identified during reconciliation.**

02.01 identify and investigate any non-matched entries

02.02 gather any additional information needed to resolve non-matched entries

02.03 resolve non-matched entries

02.04 refer non-matched entries that cannot be resolved to the appropriate authority.

**Be able to provide information about the reconciliation of stakeholder investment accounts.**

03.01 respond to correspondence about stakeholder investment accounts within required timescales

03.02 collect information about queries relating to stakeholder investment accounts and take appropriate action

03.03 keep appropriate people informed about the progress of queries relating to stakeholder investment accounts

03.04 process queries when they are resolved and update stakeholder investment account information

03.05 confirm to relevant people that stakeholder accounts are reconciled

**Be able to keep accurate and complete records.**

04.01 keep accurate and complete records of all actions taken

04.02 store records relating to stakeholder investment accounts in the agreed form and location

**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 stakeholder investment accounts

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 legal requirements and industry regulations which apply to reconciling stakeholder investment accounts

06.02 make sure work complies with relevant legal requirements and industry regulations

06.03 explain the consequences of not complying with the legal and industry regulations relevant to the work being carried out

## Unit Specification

**Y/602/5404**

Providing an administrative service for mortgage and/or financial planning clients



Qualification Framework : RQF

Title : Providing an administrative service for mortgage and/or financial planning clients

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 7

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/602/5404 : Providing an administrative service for mortgage and/or financial planning clients**

#### **Be able to deal with straightforward requests for information from clients and colleagues**

##### **Assessment Criterion - The learner can:**

01.01 describe organisation's procedures for dealing with new business

01.02 identify the products and services authorised to discuss

01.03 respond to straightforward requests for information from clients within limits of own authority

01.04 respond to straightforward requests for information from colleagues within limits of own authority

01.05 identify and refer requests for information on financial products which are outside own authority to the appropriate person

01.06 identify the types of information that may be regarded as confidential and maintain confidentiality where appropriate

#### **Be able to prepare quotations and illustrations within the limits of own authority**

02.01 identify the information required for the preparation of straightforward quotations

02.02 collate the information required for the preparation of quotations and illustrations

02.03 obtain quotations and illustrations within limits of authority to meet client needs

02.04 pass on full details to the appropriate person for action where further information is required

#### **Be able to monitor the flow of mortgage and/or financial planning business and maintain records**

03.01 maintain the financial planners or mortgage advisors diary, making appointments with clients where required

03.02 prepare all necessary information to assist the financial planner or mortgage advisor for a client meeting

03.03 prepare information for the attention of the client which is clear, accurate and relevant to their needs

03.04 specify the organisations procedures for monitoring business flow

03.05 monitor the flow of business and take appropriate action in respect of items outstanding

03.06 maintain accurate and up to date records in line with the organisations requirements

#### **Be able to comply with all codes, laws and regulatory requirements**

04.01 identify the regulatory framework within which the organisation operates

04.02 describe the organisations requirements relating to the application of codes, laws and regulatory requirements which impact on the job role

04.03 comply with legal requirements, industry regulations, organisational policies and professional codes in all activities