



GP30 23 SVQ Providing Financial Services at SCQF level 6

To attain the qualification candidates must complete **seven** units in total. This comprises:

- ◆ three mandatory units
- ◆ four optional units

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA unit codes. It is important that the SQA unit codes are used in all your recording documentation and when your results are communicated to SQA.

Mandatory units: Group A — Candidates must complete all three mandatory units				
SQA code	SSC code	Title	SCQF level	SCQF credits
J1D8 04	FSPFCC01	<u>Review and Develop Yourself to Improve and Maintain Workplace Competence in a Financial Services Environment</u>	5	5
H5F1 04	FSPFCC03	<u>Develop Productive Working Relationships in a Financial Services Environment</u>	6	6
J1D9 04	FSPFCC04	<u>Comply with Regulations in Your Financial Services Environment</u>	5	5



Optional units: Candidates must complete four units. Two units should be selected from a specialist optional group, one unit should be selected from a different specialist optional group and one unit should be selected from the cross sector group.

Specialist groups

Bank and Building Society Accounts				
SQA code	SSC code	Title	SCQF level	SCQF credits
J1DA 04	FSPBA02	Establish, Monitor and Maintain Bank Accounts for Customers	6	5
H5F8 04	FSPBA06	Manage Branch Counter Services	6	6
H5F9 04	FSPBA07	Supervise the Administration of Financial Products and Services	6	6
H5FA 04	FSPBA08	Process the Transfer of Foreign Currency	6	5
H5FD 04	FSPIO15	Manage the Business Relationship with Clients in a Financial Services Environment	8	10
H5FG 04		Communicate the Practice and Principles of Islamic Banking to Customers and Colleagues	7	8
H5FE 04	FINRFSGF1	Provide Information to Customers in a Financial Services Environment	5	4
J1DB 04	FSPIO13	Deal with Complaints Relating to Financial Services Products or Services	7	8

General Insurance				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5FW 04	FSPGI04	Deal with Complex Claims for Uninsured Losses	6	6
H5FY 04	FSPGI06	Deal with Complex Claims for Insured Losses	6	6
H5G0 04	FSPGI07	Carry Out Initial Assessment and Investigate Complex Insurance Claims	7	7
H5G1 04	FSPGI08	Settle Complex Insurance Claims	7	7
H5G3 04	FSPGI10	Evaluate Insurance Products and Service	6	5
H5G7 04	FSPGI14	Process Complex New Insurance Business as an Intermediary	6	7
H5G8 04	FSPGI15	Process Complex Insurance Renewals as an Intermediary	6	7
H5G9 04	FSPGI16	Process Complex Mid-term Insurance Amendments	6	7
H5GA 04	FSPGI17	Evaluate Risk and Advise other Insurance Intermediaries	7	6
H5GF 04	FSPGI21	Underwrite Complex New Risks	6	6

Specialist groups (cont)

General Insurance (cont)				
H5GG 04	FSPGI22	Prepare Insurance Policy Documentation for Complex New Business	6	5
H5GH 04	FSPGI23	Process Complex Insurance Policy Alterations	6	7
H5GJ 04	FSPGI24	Process Complex Insurance Renewals	6	7
H5GK 04	FSPGI25	Review Underwriting Decisions to Accept Risks	6	6

Investment Operations				
SQA code	SSC code	Title	SCQF level	SCQF credits
J1DC 04	FSPIO01	Present Investment Market Information to Stakeholders	7	8
H5GM 04	FSPIO02	Establish and Maintain Investor Details and Records	6	8
H5GN 04	FSPIO03	Reconcile Investment Market Transactions	7	8
H5GP 04	FSPIO04	Maintain the Custody of Assets on Behalf of the Investor	7	8
H5GR 04	FSPIO05	Arrange the Settlement of Investment Transactions	7	8
H5GS 04	FSPIO06	Measure and Analyse the Performance of Investments	7	8
J1DD 04	FSPIO07	Establish the Price of Assets and Investments or Units	7	8
H5GV 04	FSPIO08	Supervise Investment Operations Systems and Processes	7	10
H5GW 04	FSPIO09	Process Trades (Global Settlement)	6	8
H5GX 04	FSPIO11	Process Corporate Actions on Behalf of Investors	7	8
J1DB 04	FSPIO13	Deal with Complaints Relating to Financial Services Products or Services	7	8
H5FE 04	FINRFSGF1	Provide Information to Customers in a Financial Services Environment	5	4
H5FD 04	FSPIO15	Manage the Business Relationship with Clients in a Financial Services Environment	8	10

Specialist groups (cont)

Financing and Credit				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5GY 04	FSPFC01	Appraise and Authorise Applications for Personal Financing and Credit Facilities	7	6
H5H0 04	FSPFC02	Progress Personal Property Financing Applications	7	6
H5H1 04	FSPFC03	Charge and Control Securities for Financing	6	6
H5H2 04	FSPFC04	Appraise Applications for Business Financing and Credit Facilities	7	8
H5H3 04	FSPFC05	Progress and Finalise Applications for Business Financing and Credit Facilities	6	7
H5H4 04	FSPFC06	Monitor and Review Financing and Credit Facilities	7	8
H5H5 04	FSPFC07	Manage the Quality of Decisions to Offer Financing and Credit Facilities	7	7
H5H6 04	FSPFC08	Investigate Arrears and Recover Debts	6	5

Debt Collections				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5HM 04	FSPDC01	Obtain and Validate Credit Information to Instigate Debt Collections	6	5
J1DE 04	FSPDC02	Agree a Way Forward on Repayments with Debtors	6	4
H5HP 04	FSPDC03	Negotiate Repayment Solutions to Outstanding Debts	6	5
H5HR 04	FSPDC04	Authorise Financial Transactions using Telecommunications	6	5
H5MD 04	FSPDC05	Handle Telephone Calls with Debtors in an Effective Way	6	5
H5HV 04	FSPDC06	Monitor and Safeguard Debt Repayment Arrangements	6	5
H5HW 04	FSPDC07	Administer the Debt Collections Process	6	5
H5HX 04	FSPDC08	Oversee and Maintain the Effectiveness of the Debt Collections Process	6	6

Specialist groups (cont)

Life, Pensions and Investments				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5HD 04	FSPLPI04	Authorise Requests for Payment against Life, Pensions and Investment Contracts	6	6
H5HE 04	FSPLPI05	Authorise the Underwriting of Life, Pensions and Investment Contracts	7	7
H5HF 04	FSPLPI06	Manage and Develop the Customer Relationships to Enhance the Flow of Financial Services Business	7	9
H5HH 04	FSPLPI08	Process Documentation for Complex Life, Pensions and Investment Contracts	6	7
H5HJ 04	FSPLPI09	Underwrite Complex New Life, Pensions and Investment Business Quotations	7	8
H5HK 04	FSPLPI10	Underwrite Complex Alterations to Life, Pensions and Investment Contracts	7	8
H5HL 04	FSPLPI11	Process Complex Requests for Payment against Life, Pensions and Investment Contracts	7	8

Administration for Mortgage and/or Financial Planning Intermediaries				
SQA code	SSC code	Title	SCQF level	SCQF credits
J1DF 04	FSPAMFPI04	Facilitate an Administrative Service for Mortgage or Financial Planning Clients	6	6
J1DG 04	FSPAMFPI05	Process Instructions for Complex Mortgage or Financial Planning Business	6	5
J1DH 04	FSPAMFPI06	Complete Reports for Mortgage or Financial Planning Clients	6	4
J1DJ 04	FSPAMFPI07	Supervise Mortgage or Financial Planning Administrative Systems and Processes	6	6

Specialist groups (cont)

Pension Scheme Administration				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5J9 04	FSPPSA1	Receive and Process New Member Records	6	6
H5JA 04	FSPPSA2	Process Pension Scheme Individual Transfers In	6	6
H5JB 04	FSPPSA3	Process Pension Scheme Contributions and Transactions	6	6
H5JC 04	FSPPSA4	Process Applications for Pension Scheme Additional Contributions	6	6
H5JE 04	FSPPSA5	Process Pension Scheme Early Leavers Notifications	6	6
H5JF 04	FSPPSA6	Process Applications for Pension Scheme Transfers Out	6	6
H5JG 04	FSPPSA7	Quote on Defined Benefit and Defined Contribution Pension Scheme Retirement Benefits	6	6
H5JH 04	FSPPSA8	Process Defined Benefit and Defined Contribution Pension Scheme Retirement Benefits	6	6
H5JJ 04	FSPPSA9	Process Pension Scheme Death Benefits	6	6
H5JK 04	FSPPSA10	Process Pension Assets on Divorce	6	6
H5JL 04	FSPPSA11	Process Pension Scheme Complaints and Disputes	7	8
H5JM 04	FSPPSA12	Provide Information on Request from a Pension Scheme Member or Member's Representative	6	6
H5JN 04	FSPPSA13	Maintain Pension Scheme Records Using Updating Processes	6	6
H5JP 04	FSPPSA14	Provide Pension Scheme Information to Relevant Bodies	6	6
H5JR 04	FSP1	Create and Maintain Employee Records	6	8
H5JS 04	FSP4	Control Payroll	7	8

Specialist groups (cont)

Financial Planning				
SQA code	SSC code	Title	SCQF level	SCQF credits
J1M1 04	FSPPP01	Assist the Financial Planner in the Establishment of New Client Relationships	6	7
J1M2 04	FSPPP02	Assess the Client's Financial Circumstances	6	7
J1M3 04	FSPPP03	Prepare Financial Statements to Support Development of the Client's Financial Strategy	7	10
J1M4 04	FSPPP04	Carry Out Research to Inform the Development of the Financial Strategy for the Client	6	7
J1M5 04	FSPPP05	Propose Financial Solutions for the Client	6	8
J1M6 04	FSPPP06	Assist with the Implementation of the Financial Strategy as Agreed with the Client	6	5
J1M7 04	FSPPP07	Support the Ongoing Client Relationship	6	5
J1M8 04	FSPPP09	Maintain Professional Development and Financial Services Industry Awareness	6	6

Cross-sector				
SQA code	SSC code	Title	SCQF level	SCQF credits
FY7H 04	CFACSB10	Organise the Delivery of Reliable Customer Service	6	6
FE3K 04	CFACSB13	Plan, Organise and Control Customer Service Operations	8	10
H5K0 04	FSPFCS01	Provide Callers with Specialised Assistance in a Financial Services Environment	6	6
FY7J 04	CFACSB11	Improve the Customer Relationship	6	7
H5XN 04	CFAM&LDC2	Support Individuals' Learning and Development	7	6
H5XP 04	CFAM&LBA3	Lead Your Team	7	9
H5K4 04	CFAM&LEA3	Manage the Use of Financial Resources	8	14
H58X 04	CFAM&LDB4	Manage People's Performance at Work	7	14
H5XR 04	CFAM&LDA2	Recruit, Select and Retain People	9	14
H5KG 04	CFASAL006	Sales Activity Planning	6	7
FM4K 04	CFAM&LBB4	Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements	9	12
H5KJ 04	FSPFSSP02	Develop and Maintain Business Relations with Financial Services' Introducers	8	8
H5KK 04	FSPFSSP03	Process Financial Services Sales Support Administration for Agencies	6	6