

Customer Service in Financial Services

SCQF 6 Modern Apprenticeship

Why Limelight Careers?

Limelight Careers is an experienced and reputable Vocational Skills Development Company specialising in three areas:

Jobs Apprenticeships Training

Each one of these areas is described below:

Jobs

We provide a free recruitment service for employers looking to take on young adults into digital marketing roles and support them through a modern apprenticeship.

Apprenticeships

We are a Scottish Qualifications Authority approved center. We are also an approved training provider/partner with Skills Development Scotland. Following successful recruitment into permanent employment, these partnerships allow us to support candidates to work towards Modern Apprenticeships in Business Administration, Customer Service, Providing Financial Services, Digital Marketing and Management.

Training

We provide continued professional development through the delivery of Scottish Vocational Qualifications (SVQs) and Short Courses.



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Customer Service in Financial Services

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About this qualification

This qualification covers areas such as customer service, financial documentation, customer complaints, developing professional relationships and supporting continuous improvement in the financial services sector.

How is the qualification funded?

Funding is available for all employees of all ages. Full funding contribution is paid by SDS for employees who are aged 16 - 24. For those who are disabled and care-experienced, this is extended up to and including age 29.



Skills
Development
Scotland

Who pays the apprentice?

Like any other employee of your business, you'll pay the Modern Apprentice's wages. This is not set, but we do encourage all employers to pay the living wage.

The qualification is suitable for:

- **current employees in the financial services sector**
- learners who may have just left school
- mature candidates who may have been out of education for some time
- individuals who are currently in employment and who wish to obtain a formal qualification
- employers who wish their employees to obtain a recognised qualification



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The qualification includes:

5 Mandatory Units

Provide Customer Service in the Financial Services Sector

Process and Provide Financial Documentation for Customers

Identify and Process Customer Complaints in the Financial Services Sector

Develop Professional Relationships Through Collaboration to meet Customer Needs and Business Objectives

Support Continuous Improvement in the Financial Services Sector

Developing 12 Meta-skills in providing financial services



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Benefits of Modern Apprenticeships

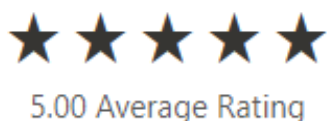
Key benefits to the employer:

- Motivated and committed staff
- Higher staff retention
- Qualification to suit business needs
- Employees trained to a nationally recognised standard
- Customer confidence

Key benefits to the employee:

- Variety and choice of learning
- National recognition of skills and experience
- Appreciation of the value they add to business

What our candidates say



gained new skills
qualification is great
definitely recommend
instant feedback
interesting
clear plan
confidence boost
great assessor
assessor was very helpful
explained clearly

Advertising Process

If required, we can offer support to advertise your vacancies. At the start of each qualification, we meet with the candidate and line manager to explain the Modern Apprenticeship program, set the candidate up for success and complete the required paperwork. We advertise vacancies through our key channels:

Apprenticeship.scot

The Guarantee

limelightcareers.co.uk



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