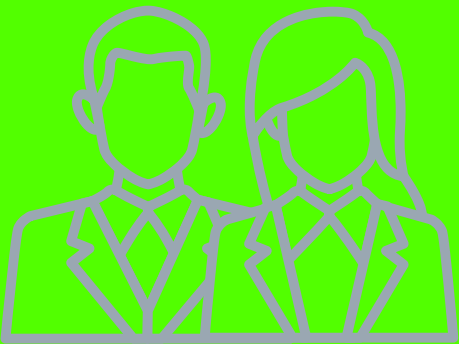


Limelight Careers



Customer Service in Financial Services SVQ SCQF 6

Limelight Careers offer Scottish Vocational Qualifications (SVQ) and Modern Apprenticeships in Customer Service in Financial Services. Funding may be available from Skills Development Scotland (SDS) to support professional development.



Who does this qualification suit?

The main target audience for this Certificate is those currently employed as apprentices in the financial services sector. However, it is also suitable for a range of people:

- 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



Is this SVQ right for you?

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



SVQ - Customer Service in Financial Services at SCQF level 6

This qualification is for candidates who work in a customer service role in the financial service industry. It consists of 5 mandatory units

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

Supported by an employer, mentor and learning provider, apprentices will consider, practise and reflect on their use of metaskills during their apprenticeship, building those skills to enhance their personal effectiveness in their present role and their future careers.

Self management

Focussing

Integrity

Adapting

Initiative

Social intelligence

Communicating

Feeling

Collaborating

Leading

Innovation

Curiosity

Creativity

Sense making

Critical thinking

