

Level 3

Financial Services Administrator

Talent Development Programme



Programme Overview

Welcome to the 12-18 month Level 3, Financial Services Administrator programme.

FSTP have designed and developed a unique programme using our experience and expertise within financial services.

During the 12-18 month programme, employees will cover topics allowing them to develop skills and understanding of the world of financial services, regulation and compliance, financial products and services, building impactful relationships and providing excellent customer service.

Our Financial Services Administrator programme combines outstanding classroom training, dedicated workplace coaching and on the job experience to build the necessary skills, knowledge and behaviours to become a highly competent Financial Services Administrator. In addition participants will work towards a recognised professional qualification.

Awarding Body Partners



Standard	Financial Services Administrator
Qualification Level	3
Duration	Typically this programme will take 12-18 months to complete
Entry Requirements	<ul style="list-style-type: none"> • Have level 2 English and Maths or equivalent. • Have been a resident in the UK/EEA/EU for the last 3 years. • Be able to meet the programme modules through your job role.

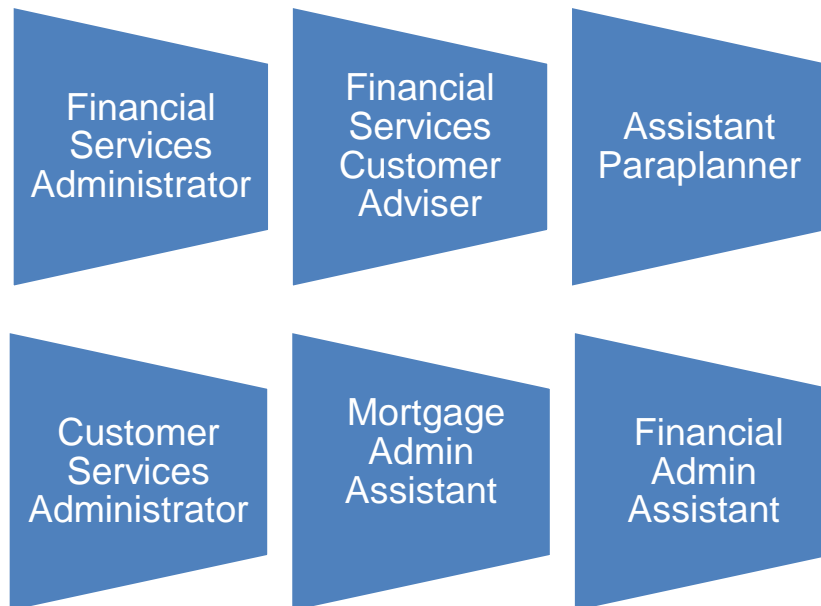
Programme Pathway

Below is a sample of career progression based on this apprenticeship with Financial Services.



Typical Job Roles

These are just a few examples of the typical job roles that would suit the level 3 Financial Services Administrator programme;



Professional Qualifications Available



The Chartered Institute for Securities and Investments (CISI)

Introduction to Securities and Investment; UK financial regulation; Administration of settlements and investments.



The London Institute of Banking and Finance

Financial services, regulation and ethics (FSRE).



The Chartered Institute of Insurance

Financial services, regulation and ethics (R01); UK financial services, regulation and ethics (CF1)

Modules

<p>Module 1 & 2 World of Financial Services (Part 1 and 2)</p> <ul style="list-style-type: none"> • The main purpose of the financial services industry • Functions of a modern financial system • The industry's key players • The customer values shared in financial services • The client population • Structure of Regulation 	<p>Module 6 Understanding Products and Services (Part 1 and 2)</p> <ul style="list-style-type: none"> • Wraps and Supermarkets • Life Products • Pension products • Credit Cards • Mortgage • Consumer Lending • Car Finance • Insurance Products • Savings Products
<p>Module 3 & 4 Regulation Masterclass (Part 1 and 2)</p> <ul style="list-style-type: none"> • Structure of UK regulation • PRA/FCA approach to regulation • Who needs to be authorised • Specified investments • High level standards • How to navigate the regulations • Conduct of Business rules chapters (as relevant) • CASS/Client money rules • Complaints, enforcement and redress • Financial crime 	<p>Module 7 & 8 Customer Service (Part 1 and 2)</p> <ul style="list-style-type: none"> • Understand why customer service is important • Identify different customers and their expectations • Deal with difficult customers • Identify 'moments of truth' • Examine how communication can be used to improve customer experience • Understand what vulnerable customers are • Understand above and beyond • Complaint handling • Develop confidence when speaking to customers
<p>Module 5 Building Impactful Relationships</p> <ul style="list-style-type: none"> • The communication tool of persuasion • The techniques of negotiation • The power of questioning and listening • Selling the benefit • Gaining agreement • Better relationships with your business • Managing meetings 	<p>Exam Preparation Session 1 & 2</p> <ul style="list-style-type: none"> • Full syllabus walk through • Highlight areas of common issues for candidates • Case studies aligned to business activity to amplify learning and application to real life scenarios post exam • Example questions and mini exam included • Access to practitioners and ability to ask questions of tutor

Learner Journey

Each programme is designed to accommodate the needs of the learner, their job role and the business so the delivery schedule will reflect this. However, as an example of a learner journey throughout the Financial Services Administrator programme, we have shown a demonstrative timetable below.

Blended Learning



Mentor Visit

An FSTP mentor will visit each participant on a regular basis to support in the workplace, alongside the participants internal support mechanisms, i.e. workplace manager and/or mentor.



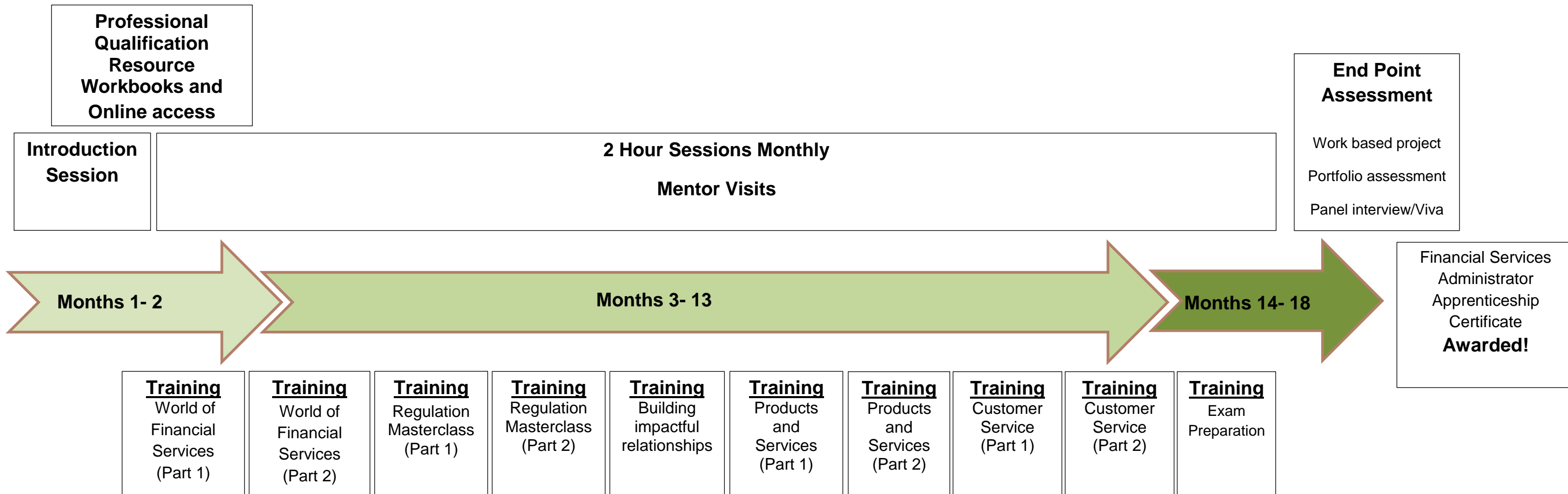
Masterclasses

Industry experts will deliver face to face sector specific masterclasses and coaching sessions to provide opportunities to stretch and challenge.



E-learning

Each participant will have individual access to an e-learning environment where additional learning materials can be accessed.



20% Off-the-job Training



Our programme is designed to help facilitate off the job earning, so we can support the candidates in confidently evidencing the 20% off the job training which is a requirement to have been completed within working hours.

Many employers find the demand for off the job training as worrying. However it doesn't need to be. See the table below for some suggestions of off the job training your apprentices can undertake.

Please do get in touch with any queries and a member of our team will be happy to help.

0203 178 4230

<u>Activity</u>	<u>Example of valid off-the-job training</u>
Classroom sessions / lecture	Block or day release
Workshops and masterclasses	Interactive workshops involving employers
Simulation exercises	Business models and gaming
Online learning	Online training modules and support materials
Shadowing	In work or new departments / locations
Coaching	Support from Line Managers/ colleagues
Industry visits	Within sector or outside of work roles

Please note the above examples are not an exhaustive list, so please contact us today to discuss further.

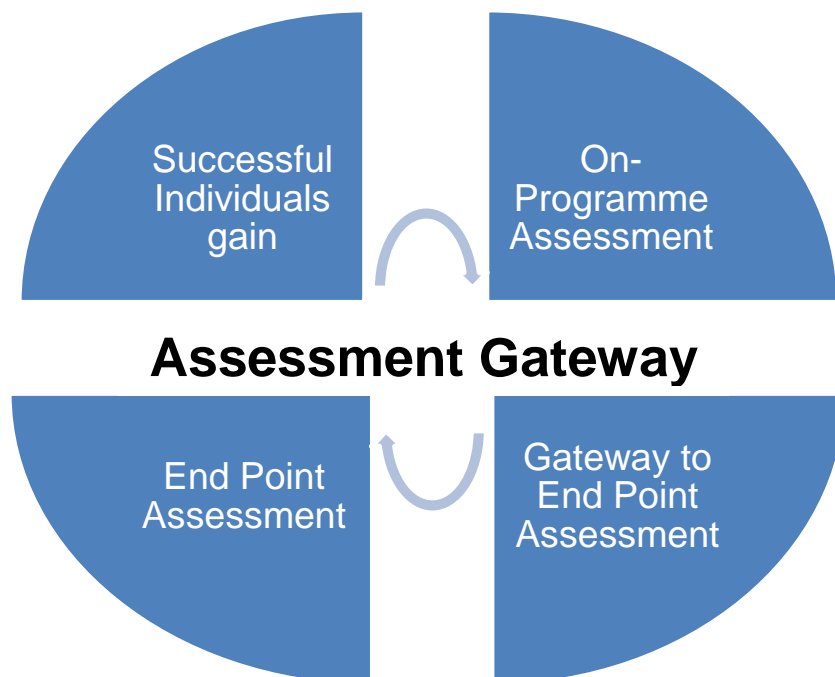
Assessment

This programme consists of two main types of assessments:

On-programme assessments
&
End point assessment (EPA)

The on-programme assessment will involve both yourself, (the employer) and FSTP (your training provider). This assessment will involve each apprentice developing a portfolio that demonstrates the learning and development activities with their application in the workplace.

The assessment is ongoing throughout the programme and apprentices will be provided 360-degree feedback throughout their development of the portfolio.



Assessment

End Point Assessment

The first thing to note is that your chosen training provider can not deliver your end point assessment. This must be done through a totally separate organisation.

The choice of which End Point Assessment organisation you decide to use is yours but we can certainly offer guidance as to where you can find the details of approved organisations.

It is our aim to make sure that you work with an End Point Assessment organisation that supports your business, the apprentices and the job role, all to provide you with the confidence that the training and qualifications are best suited to your objectives.



The Future of Training Provision



FSTP we are using our industry knowledge and expertise to provide a range of apprenticeship programmes to the financial services industry that will provide the apprentices with the high standards of training and support that we currently provide to financials services professionals through our training and professional qualification support.

Developing your career with FSTP

Our Apprenticeship programmes are designed with career pathways in mind, taking professionals through GCSE level right up to attaining a degree level professional qualification.

With our expertise within financial services we aim to provide our apprentices with fundamental skills that will allow the high performing candidates to progress in multiple directions – depending on their career aspirations and development opportunities in your business.

What are your next steps?

If you would like to find out more about our Level 3 Financial Services Administrator programme,
then please contact us.

We would be happy to answer any questions you have about the apprenticeship training we can
provide.

Speak to one of our team today!

Call:

0203 178 4230

Email:

apprenticeships@fstp.co.uk

Website:

www.fstp.co.uk