



Apprenticeship in Providing Financial Services - Banking Pathway

Overview

This qualification is suitable for individuals working within the Retail Banking Industry who provide products and services to customers either face-to-face or over the telephone. The Apprenticeship will give learners the opportunity to receive recognition for their competence and experience. It has a flexible approach and allows you to select optional and additional units, which meet the requirements of your job role.

The Apprenticeship can be achieved through a mixture of portfolio building, observation, assessment and knowledge / understanding questioning. It consists of qualifications that are included in the Credit and Qualifications Framework for Wales (CQFW) and provides a flexible approach to learning through the selection of units and credits.

The qualifications within the Apprenticeship include:

- > Level 3 NVQ Certificate in Providing Financial Services - Banking Pathway - see table for details
- > Level 3 Certificate in Customer Service OR Certificate in Retail and Digital Banking (Cert RDB)
- > Essential Skills Wales Level 2 in Communication
- > Essential Skills Wales Level 2 in Application of Number

Level 3 NVQ Certificate in Financial Services - Banking Pathway

This certificate is made up of units at Level 3, where learners can demonstrate their skills in a particular area of financial services. Each unit has a credit value and, in order to complete the certificate, learners are required to achieve 31 credits. All of the mandatory units must be completed to achieve sixteen credits and the remaining fifteen credits may be gained by selecting 2 options from the Banking Pathways and another two from the Further Options section in the table below to form a qualification best suited to the learner's job role.

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

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Mandatory Units

Linked Ref No	Title	Credit	GLH	Level
M3	Complying with regulations within the financial services environment	6	52	2
M1	Improving and maintaining workplace competence in a financial services environment	4	33	2
M4	Developing productive working relationships with colleagues	6	48	3

Optional Units - Banking Pathway: Banking and Building Society Accounts

Linked Ref No	Title	Credit	GLH	Level
Z2	Providing information to customers in a financial services environment	4	9	2
Z4	Managing the business relationship with clients in a financial services environment	4	1	3
A6	Establishing, monitoring and maintaining bank and building society accounts for customers	5	4	3
A7	Managing branch counter services	5	6	3
A8	Supervising the administration of retail financial products and services	5	16	3
A9	Processing the transfer of foreign currency	5	14	3
Z3	Dealing with complaints relating to financial services products and/or services	8	68	3

Optional Units - Banking Pathway: Customer Payments for Financial Products and Services

Linked Ref No	Title	Credit	GLH	Level
B6	Assessing and using complex financial information to reconcile accounts	4	9	3
B3	Operating credit control procedures	4	10	3
B5	Operating payment by installments	4	10	3
Z2	Providing information to customers in financial services environments	4	9	2



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Further Options

Learners must achieve a minimum of two units and nine credits from units that have not already achieved from the pathways groups.

Linked Ref No	Title	Credit	GLH	Level
J4	Organise the delivery of reliable customer service	10	67	3
J5	Plan, organise and control customer service operations	10	67	4
J6	Improve the customer relationship	7	47	3
J7	Providing callers with specialised assistance in Financial Services environment	4	15	3
J13	Monitor and solve customer service problems	6	40	3
J14	Process customer service complaints	6	40	3
J15	Lead a team to improve customer service	7	47	3
J16	Use customer service as a competitive tool	8	53	3
L1	Support learning and development within own area of responsibility	5	25	4
L3	Plan, allocate and monitor work in own area of responsibility	5	25	4
L4	Recruit staff in own area of responsibility	4	25	5
L5	Provide leadership and direction for own area of responsibility	5	30	4
L6	Ensure compliance with legal, regulatory, ethical and social requirements	5	25	4
K7	Developing and maintaining business relations with financial service introducers	4	15	3
K8	Processing financial services sales support administration for agencies	4	15	3
Z2	Providing information to customers in a financial services environment	4	9	2
Z3	Dealing with complaints relating to financial services products and/or services	8	68	3
Z4	Managing the business relationship with clients in a financial services environment	4	1	3
A6	Establishing, monitoring and maintaining bank or building society accounts for customers	5	4	3
A7	Managing branch counter services	5	6	3
A8	Supervising the administration of retail financial products and services	5	16	3
A9	Processing the transfer of foreign currency	5	14	3

Please contact us for more information:

ALS Training, Ocean Park House, East Tyndall Street, Cardiff, CF24 5ET • Telephone: 029 2267 7020
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