APPRENTICESHIP

Providing Financial Services

(Life, Pensions & Investments Pathway)

Level 3

3

1 Apprenticeship Framework

The Level 3 Providing Financial Services (Life, Pensions and Investments Pathway) Apprenticeship has been designed with employers in Wales to equip employees with the skills and knowledge that they need to be able to assist clients with choosing, managing and disposing of life and pension investment products. This apprenticeship programme is designed to provide a robust vocational route to a career in provision of Life and Pensions Investments.

Who is this apprenticeship for?

This programme is suitable for those seeking a developing career in the world of life, pensions & investments, or for those wishing to upskill themselves to take on a more responsible role within the team, or for life, pensions & investments professionals who want an accredited qualification to affirm their existing experience in the field.

On completion apprentices will achieve the following:

- Level 3 NVQ Certificate in Providing Financial Services (Life, Pensions, and Investments Pathway)
- CII Level 3 Certificate in Financial Services – Life and Pensions Route ***or*** Highfield Level 3 Certificate in Customer Service
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number

Benefits of the apprenticeship programme:

Accelerate Career Growth: Apprentices gain valuable skills and knowledge specific to the life, pensions and investments industry, enhancing their expertise in customer service, financial products and services and industry regulations. Through practical experience and structured learning, apprentices will develop personally and professionally, acquiring transferable skills that will benefit them throughout their career. Successful completion of the qualification opens doors to various career opportunities within the life, pensions and investment sector such as Senior Pensions Administrator, Fund Manager or Pensions and Investments Advisor.

Industry-Recognised Certification: Apprentices will have the opportunity to earn an industry-recognised certification, providing them with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

Tailored Curriculum: Our comprehensive curriculum is designed to meet the demands of the continually evolving insurance industry. It has a flexible approach and allows apprentices and their employers to choose optional and additional units that meet the requirements of their job role. Apprentices will cover essential topics such as regulatory compliance, customer relationship management, communication skills, teamwork and conflict resolution.

Experienced and Knowledgeable Advisors: Throughout the apprenticeship, we will provide access to a network of experienced advisors who will offer guidance, coaching, support, and feedback.

Course Delivery

- Typical duration of 18 months.
- Induction session for apprentices and for their line managers.
- One to One tutor coaching and assessment support sessions.
- 13 full day CII knowledge workshops*
- 3 online or test centre exams for CII Level 3 Certificate*
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) **
- 2 hour long essential skills confirmatory tests. **

**Learners who select the Level 3 Certificate in Customer Services will not attend the CII knowledge workshops or undertake the CII examinations.*

***Essential Skills activities are not applicable to apprentices with exemptions.*

2 Level 3 Certificate in Providing Financial Services – Life, Pensions & Investments Pathway

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

Qualification Structure Summary

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, to complete the certificate, learners are required to achieve a minimum 31 credits. All of the mandatory units must be completed to achieve 16 credits and the remaining 15 credits may be gained by selecting 2 options from the Life, Pensions and Investments Pathway and another 2 from the Further Options section to form a qualification best suited to the learner's job role.

Unit rules of combination.

- Mandatory Units (Learners must achieve all 3 units) – 16 credits.
- Optional Life, Pensions and Investments Pathway units – 2 units.
- Further Optional units – 2 units.

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

Mandatory Units	
Unit Title	**Level**
Complying with regulations within the financial services environment.	2
Improving and maintaining workplace competence in a financial services environment.	2
Developing productive working relationships with colleagues	3

Life, Pensions and Investments Pathway - Optional Units (choose 2 units)		
Unit Title	**Level**	**Credits**
Authorising requests for payment against life, pensions and investment contracts.	3	5
Authorising the underwriting of life, pensions and investment contracts.	3	5
Dealing with complaints relating to financial services products and /or services.	3	8
Managing the business relationship with clients in a financial services environment.	3	4
Processing complex requests for payment against life, pensions and investment contracts.	3	5
Processing documentation for complex life, pensions and investment contracts.	3	5
Providing information to customers in a financial services environment.	2	4
Underwriting complex new life, pensions and investment business quotations.	3	5
Underwriting complex alterations to life, pensions and investment contracts.	3	5

Further Optional units (choose 2 units)		
Unit Title	**Level**	**Credits**
Organise the delivery of reliable customer service.	3	10
Plan, organise and control customer service operations.	4	10
Improve the customer relationship.	3	7
Providing callers with specialised assistance in Financial Services environment.	3	4
Monitor and solve customer service problems.	3	6
Process customer service complaints.	3	6
Lead a team to improve customer service.	3	7
Use customer service as a competitive tool.	3	8
Support learning and development within own level of responsibility.	4	5
Plan, allocate and monitor work within own area of responsibility.	4	5
Recruit staff in own area of responsibility.	5	4
Provide leadership and direction for own area of responsibility.	4	5
Ensure compliance with legal, regulatory, ethical and social requirements.	4	5
Developing and maintaining business relations with financial service introducers.	3	4
Processing financial services sales support administration for agencies.	3	4
Providing information to customers in a financial services environment.	2	4
Dealing with complaints relating to financial services products and/or services.	3	8
Managing the business relationship with clients in a financial service environment	3	4

Have any questions about our Level 3 Certificate in Providing Financial Services (Life, Pensions & Investments Pathway)?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at **info@alstraining.org.uk**

3 CII Level 3 Certificate in Financial Services – Life and Pensions Route *or* Highfield Level 3 Certificate in Customer Service

Course Delivery

This element of the course will be delivered alongside the certificate in providing financial services. The CII Level 3 Certificate in Financial Services – life and pensions will be delivered through 13 full day workshops across the duration of the programme and be assessed via 3 examinations which can be taken online or at a designated test centre. The Highfield Level 3 Certificate in Customer Service is delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

Qualification Structure Summary

CII Level 3 Certificate in Financial Services – Life and Pensions Route consists of 3 mandatory units and is assessed via 3 examinations.

Or

The Level 3 Certificate in Customer Service consists of 2 mandatory units with a total of 13 credits.

What you will learn:
CII Level 3 Certificate in Financial Services – Life and Pensions Route

Unit Title	Level
LP1 Life and pensions customer operations	3
LP2 Financial services products and solutions	3
LP3 Life and pensions principles and practices	3

Or

The Level 3 Certificate in Customer Service

Unit Title	Level
Principles of Customer Service Delivery	3
Developing and Improving the Customer Service Process	3

Have any questions about our CII Level 3 Certificate in Financial Services – Life and Pensions Route or our Highfield Level 3 Certificate in Customer Service?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at **info@alstraining.org.uk**

4 Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption, and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact **info@alstraining.org.uk**