

MA in Financial Services SCQF Level 6

To achieve the Certificate for Customer Service in Financial Services Sector

at SCQF Level 6 you must achieve all five Mandatory Units.

Certification from an approved list of enhancements is also required
to achieve the full MA framework

Mandatory units

Candidates must complete all five of these 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
- Support Continuous Improvement in the Financial Services Sector
- Develop Professional Relationships Through Collaboration to meet Customer Needs and Business Objectives

Enhancement

Candidates must complete one of the following professional qualifications.

In addition to achieving the competence-based qualification noted above, apprentices should complete either an introductory professional qualification relevant to their area of employment or a Professional Development Award. The professional qualification can be selected from:

Scottish Credit and Qualifications Framework (SCQF)

CCNQ Level 3 Certificate in Professional Banking (CBI Professional Bankers Certificate)

Foundation Certificate in Responsible Banking (CBI)

Regulated Qualification Framework (RQF)

CII Level 3 Certificate in Insurance

Certificate in Retail and Digital Banking (cert RDB) Level 3

CII Level 3 Certificate in Mortgage Advice

Certificate in Mortgage Advice and Practice (CeMAP) Level 3

CII Level 3 Certificate in Investment Operations

CISI Level 3 Certificate in Investment Operations

Chartered Institute of Credit Management (CICM) Certificate/Diploma Money and Debt Advice Level 3

Chartered Institute of Credit Management (CICM) intermediate Diploma in Credit & Collections Level 3

Chartered Institute of Credit Management (CICM) Money & Debt Advice/Credit & Collections Level 3

Alternatively, if none of the above listed professional qualifications are appropriate to the area of employment, or the apprentice is seeking to develop skills in leadership and supervision rather than to pursue a professional route in a specific sector, then the Professional Development Award (PDA) on the following page must be achieved.

PDA in Introductory Leadership and Management at SCQF level 6 (GM0L 46)

The PDA in Introductory Leadership and Management at SCQF level 6 will be achieved on successful completion of one mandatory unit and one optional unit.

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Restricted Mandatory Units candidates must select one on the following restricted mandatory units

SQA code	Unit title	Type of Unit	SCQF level	SCQF credit points
HH6D 04	Team Leadership	N-W	6	8
HH7J 33	Leadership and Motivation	HN	6	8

Optional Units (candidates must select at least one unit from the following)

SQA code	Unit title	Type of Unit	SCQF level	SCQF credit points
DR64 04	Manage your own resources	SVQ	6	7
FD3H 04	Develop productive working relationships with colleagues	SVQ	6	9
HC96 04	Develop and sustain productive working relationships with colleagues	SVQ	6	6
FM4N 04	Encourage innovation in your team	SVQ	6	11
H69F 04	Help individuals address problems affecting their performance	SVQ	6	5
FM5V 04	Monitor and solve customer service problems	SVQ	6	6
FM5X 04	Work with others to improve customer service	SVQ	6	8
H41M 04	Induct individuals into their roles	SVQ	6	4
H41P 04	Promote staff wellbeing	SVQ	6	5
H41R 04	Identify individuals' learning needs and styles	SVQ	6	4
H41X 04	Mentor individuals	SVQ	6	5
FM57 04	Initiate and follow disciplinary procedure	SVQ	6	6
FM58 04	Initiate and follow grievance procedure	SVQ	6	6
H68M 04	Manage Customer Service	SVQ	6	9
F3XP 33	Managing Self and Resources	HN	6	8
F3XR 33	Working in a Team	HN	6	8
H7CB 04	Develop your knowledge, skills and competence	SVQ	7	6
H68G 04	Manage conflict in teams	SVQ	7	5
H68H 04	Lead meetings to achieve objectives	SVQ	7	4





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SQA code	Unit title	Type of Unit	SCQF level	SCQF credit points
HK2K 04	Coach individuals	SVQ	7	6
HA9X 04	Support individuals' learning and development	SVQ	7	6
HK2D 04	Manage redundancies	SVQ	7	5
F2H5 04	Communicate information and knowledge	SVQ	7	3
H8GX 04	Communicate information and knowledge	SVQ	7	3
H41Y 04	Develop and sustain collaborative relationships with other departments	SVQ	7	5
FE15 04	Manage an office facility	SVQ	7	6
FE76 04	Manage communication in a business environment	SVQ	7	3
FE07 04	Supervise a team in a business environment	SVQ	7	6
H2RT 04	Plan how you will sell your products or services	SVQ	7	4
HK25 04	Manage yourself	SVQ	6	5
HK2L 04	Develop and sustain productive working relationships with colleagues	SVQ	6	6
H9YF 04	Monitor and solve customer service problems	SVQ	6	6
HK20 04	Work with others to improve customer service	SVQ	6	8
HK2G 04	Initiate and follow disciplinary procedures	SVQ	6	6
HK2J 04	Initiate and follow grievance procedures	SVQ	6	6
HK26 04	Develop your knowledge, skills and competence	SVQ	7	6

