

FSPSI02 – SQA Unit Code H5GM 04

Establish and maintain investor details and records



Overview

This unit is about ensuring that investor records are accurate and up to date. This may involve the creation of records for new investors and/or the maintenance of records for existing investors. You will need to ensure that you have all the required information to enable you to create and/or update their records. Any problems or discrepancies identified during processing will need to be resolved. You will need to gather and manage information effectively, efficiently, confidentially and ethically and pay attention to details that are critical to your work.

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Performance criteria

You must be able to:

- P1 Collect all appropriate information and/or documents required to create and/or maintain investor records
- P2 Clarify any information which is unclear and obtain additional information where required
- P3 Accurately process the information received
- P4 Identify, investigate and resolve inconsistencies, discrepancies and potential problems in investor details
- P5 Report problems that are outside your authority to deal with to the appropriate person
- P6 Provide the investor with complete and accurate information about their records
- P7 Keep accurate and up-to-date records of all actions taken
- P8 Maintain the security and confidentiality of information at all times
- P9 Identify and respond to instances of actual or potential non-compliance with regulations and report these to the relevant authority when appropriate
- P10 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 The regulatory framework and compliance and legal issues in relation to the maintenance of investor records
- K2 Your organisation's processes and procedures for the creation and/or maintenance of investor records, including the use of the relevant organisational IT systems
- K3 The organisational procedures for dealing with errors or inconsistencies in investor records
- K4 The structure of the investment market and the roles and responsibilities of the various parties within it
- K5 The main features of key product types
- K6 The importance of effective investor relationships within all service delivery
- K7 How to establish and maintain effective relationships with investors and colleagues, including the use of interpersonal and communication skills and the concepts of quality service delivery
- K8 How your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety impact on your activities

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Additional Information

Behaviours

1. You take pride in delivering high quality work
2. You act within the limits of your authority
3. You work in a professional, cooperative and mutually supportive manner

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Developed by	
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