

FSPAMFPI05 – SQA Unit Code H5J6 04

Process instructions for complex mortgage and/or financial planning business



Overview

You must be able to accurately and efficiently process the client's requests for complex mortgage and/or financial planning products once these have been agreed with the financial planner or mortgage adviser. This includes establishing what adjustments the client would like to make, and obtaining sufficient and accurate information to underpin the different aspects of the requirements of the client. You must be able to direct requests to appropriate persons and monitor progress of the various requirements through to completion and payment. Finally you must also be able to use your specialist knowledge to ensure the various complexities of the adjustments are followed through efficiently. You will need to be organised and systematic in the approach to your work and keep up-to-date with the information needs of colleagues and look for ways in which you can assist.

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Performance criteria

You must be able to:

- P1 Carry out a technical review of the instructions, relating to the client's request, to identify the provider(s) involved and any issues that need resolving
- P2 Prepare and submit instructions to the product providers, in line with your organisation's procedures and timescales
- P3 Seek clarification or supporting information from the client in order to support their request, where required
- P4 Refer those aspects of the requests that you are not authorised to deal with to the appropriate person / department
- P5 Monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and them informed of any delays
- P6 Prepare invoices detailing all chargeable products and services sold to clients and despatch them promptly
- P7 Accurately process payments in relation to the requested mortgage or financial planning products
- P8 Check documents received from the product provider thoroughly to ensure they meet the client's request
- P9 Issue documents received from the product providers to the client in line with your organisation's procedures
- P10 Maintain accurate and up-to-date records in line with your organisation's requirements
- P11 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 The range of mortgage or financial planning products offered by your organisation
- K2 The types of adjustments that can be made to mortgage or financial planning products
- K3 The information required from the client to progress their request relating to mortgage or financial planning products
- K4 The importance of carrying out a full technical review of the different aspects of the client's requests
- K5 Your organisation's procedures for referring client requests and supporting information
- K6 Your organisation's procedures and timescales for monitoring requests relating to mortgage or financial planning products
- K7 Sources available to you for further information and guidance
- K8 The actions you are required to take in respect of delays and discrepancies you identify
- K9 The need to check documents thoroughly to ensure all aspects of the client's requirements are met
- K10 Your organisation's procedures for processing payments
- K11 The types of documents you are required to issue to the client
- K12 Your organisation's procedures for recording and storing information
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities
- K14 The regulatory framework within which your organisation operates.

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Additional Information

Behaviours

1. You are professional and courteous when dealing with clients as well as colleagues
2. You keep confidential information secure at all times
3. You look for ways to solve complex problems
4. You are supportive of others in the achievement of common objectives
5. You take pride in delivering high quality work
6. You refer to appropriate colleagues, or your organisation's procedures if in doubt

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Developed by	Financial Skills Partnership
Version number	1
Date approved	September 2012
Indicative review date	September 2015
Validity	Current
Status	Original
Originating organisation	Financial Skills Partnership
Original URN	FSPAMFPI05
Relevant occupations	Finance
Suite	Administration for Mortgage and/or Financial Planning Intermediaries
Key words	Financial products; quotations; mortgage; invoicing; payment; client valuations; back office; client reports; administrative systems