

FSPFCS01- SQA Unit Code H5K0 04

Provide callers with specialised assistance in a financial services environment



Overview

This unit is about helping callers who require specialist assistance. This may include technical IT assistance (e.g., in dealing with internet banking) or specialist financial services assistance. It covers both providing assistance and arranging for other specialists to assist the caller should this prove necessary. You will need to use appropriate questions to collect information and maintain confidentiality of information when this is required.

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Performance criteria

You must be able to:

- P1 Follow your organisation's procedures to confirm the caller's perceptions of the specialist assistance they are seeking
- P2 Assess the information provided by the caller in sufficient detail to decide the most appropriate action to take
- P3 Inform the caller of possible actions and their implications where there are a range of these
- P4 Agree with the caller the nature and extent of specialist assistance required to meet their needs
- P5 Provide specialist assistance which is appropriate to the caller's needs and within your authority and knowledge
- P6 Direct callers to the relevant person for further assistance when specialist assistance required does not meet their needs
- P7 Contact the relevant person to establish the next step when specialist assistance required is outside your knowledge or authority
- P8 Take further action through implementing approved procedures where problems are encountered in providing the assistance required
- P9 Record the information gathered and the assistance offered accurately and in full, in line with your organisation's procedures
- 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 use of open and closed questions and the methods of obtaining information from different clients
- K2 How to assess how much information is required before effective assistance can be provided
- K3 How to analyse and prioritise the information provided by callers so that their financial services needs may be met
- K4 Typical types of assistance offered by your organisation and sought by callers
- K5 The importance of listening skills when dealing with calls from others
- K6 How to adapt and use effective methods of communication to help your caller's understanding
- K7 Your levels of responsibility, and to whom to refer when such levels are exceeded
- K8 The importance of time management, and how to use this effectively in balancing the needs of callers with those of your organisation
- K9 Your organisation's call handling standards relating to the quality of calls and the service provided
- K10 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

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Additional Information

Behaviours

1. You deal with callers in a manner and at a pace to suit the needs of the caller
2. You present information clearly, concisely, accurately and in ways that promote understanding
3. You demonstrate a clear understanding of different customers and their real and perceived needs
4. You use appropriate listening skills when dealing with callers

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