National Occupational Standards for the Financial Services Sector
Administration for Mortgage and/or Financial Planning Intermediaries

Final version approved September 2009
## Contents

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit MFP01</td>
<td>Provide an administrative service for mortgage and/or financial planning clients</td>
<td>3</td>
</tr>
<tr>
<td>Unit MFP02</td>
<td>Process instructions for straightforward mortgage and/or financial planning business</td>
<td>4</td>
</tr>
<tr>
<td>Unit MFP03</td>
<td>Contribute to reports for mortgage and/or financial planning clients</td>
<td>5</td>
</tr>
<tr>
<td>Unit MFP04</td>
<td>Facilitate an administrative service for mortgage and/or financial planning clients</td>
<td>6</td>
</tr>
<tr>
<td>Unit MFP05</td>
<td>Process instructions for complex mortgage and/or financial planning business</td>
<td>7</td>
</tr>
<tr>
<td>Unit MFP06</td>
<td>Complete reports for mortgage and/or financial planning clients</td>
<td>8</td>
</tr>
<tr>
<td>Unit MFP07</td>
<td>Supervise mortgage and/or financial planning administrative systems and processes</td>
<td>9</td>
</tr>
<tr>
<td>Unit GFS01</td>
<td>Provide information to customers in a financial services environment</td>
<td>10</td>
</tr>
</tbody>
</table>
### MFP01: Provide an administrative service for mortgage and/or financial planning clients

#### Overview

You must be able to deal with clients as well as internal colleagues, whether you are responding to straightforward requests or seeking new information. You must be able to collate the necessary information so that appropriate mortgage and/or financial planning solutions can be discussed, and prepare internal documents for use by the financial planner or mortgage adviser. You must be able to monitor the flow of business, maintain the financial planner’s or mortgage adviser’s diary and contribute to efficient general office administration duties.

#### Performance

<table>
<thead>
<tr>
<th>You must be able to:</th>
<th>Behaviour</th>
<th>Knowledge and understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. deal with straightforward requests for information received from clients, as well as internal colleagues, within your authority</td>
<td>you are professional and courteous when dealing with clients as well as colleagues</td>
<td>1. your organisation’s procedures for dealing with new business</td>
</tr>
<tr>
<td>2. identify requests for information about financial products and services which you are not authorised to deal with, and pass these to the appropriate person</td>
<td>you are organised and systematic in the approach to your work</td>
<td>2. the limits of your authority and the products and services you are authorised to discuss</td>
</tr>
<tr>
<td>3. refer issues that are outside of your area of responsibility to appropriate colleagues</td>
<td>you keep up-to-date with the information needs of colleagues</td>
<td>3. information required for the preparation of straightforward quotations</td>
</tr>
<tr>
<td>4. collate the information required for the preparation of quotations and illustrations</td>
<td>you keep confidential information secure at all times</td>
<td>4. how to obtain straightforward quotations and illustrations</td>
</tr>
<tr>
<td>5. obtain quotations and illustrations within the limits of your authority, to meet the client’s needs and comply with your organisation’s requirements</td>
<td>you pay attention to details that are critical to your work</td>
<td>5. the actions that need to be taken where further information is required</td>
</tr>
<tr>
<td>6. where further information is required, pass on full details to the relevant person for action</td>
<td>you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures</td>
<td>6. the types of documents and/or information required by the financial planner or mortgage adviser as part of a client meeting</td>
</tr>
<tr>
<td>7. prepare all necessary information to assist the financial planner or mortgage adviser for a client meeting</td>
<td></td>
<td>7. your organisation’s procedures for monitoring the flow of business, and the actions you are required to take</td>
</tr>
<tr>
<td>8. prepare information for the attention of the client which is clear, accurate and relevant to their needs</td>
<td></td>
<td>8. the financial planner or mortgage adviser’s appointment requirements, and how to arrange suitable appointments</td>
</tr>
<tr>
<td>9. monitor the flow of business and take appropriate action in respect of items outstanding</td>
<td></td>
<td>9. your organisation’s office administration systems and procedures</td>
</tr>
<tr>
<td>10. maintain the financial planner’s or mortgage adviser’s diary and make appointments with clients where required</td>
<td></td>
<td>10. your organisation’s internal processes and procedures for recording and storing information</td>
</tr>
<tr>
<td>11. ensure that you efficiently contribute to general office administration duties</td>
<td></td>
<td>11. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</td>
</tr>
<tr>
<td>12. maintain accurate and up-to-date records in line with your organisation’s requirements</td>
<td></td>
<td>12. the regulatory framework within which your organisation operates</td>
</tr>
</tbody>
</table>
### MFP02: Process instructions for straightforward mortgage and/or financial planning business

#### Overview
You must be able to accurately and efficiently process the client’s requests for straightforward 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 support their request. You must be able to direct this request to the appropriate person and monitor progress through to completion and payment. You must also be able to take action in response to any discrepancies that emerge and maintain accurate and up-to-date records.

<table>
<thead>
<tr>
<th>Performance</th>
<th>behaviours</th>
<th>Knowledge and understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must be able to:</td>
<td>You must demonstrate that:</td>
<td>You need to know and understand:</td>
</tr>
<tr>
<td>1. submit instructions relating to the client’s request to the product provider, in line with your organisation’s procedures and timescales</td>
<td>• you are professional and courteous when dealing with clients as well as colleagues</td>
<td>1. the types of mortgage or financial planning products offered by your organisation</td>
</tr>
<tr>
<td>2. seek clarification or supporting information from the client to support their request, where required</td>
<td>• you are organised and systematic in the approach to your work</td>
<td>2. the types of adjustments that can be made to mortgage or financial planning products</td>
</tr>
<tr>
<td>3. promptly refer requests that you are not authorised to deal with to the appropriate person / department</td>
<td>• you keep up-to-date with the information needs of colleagues</td>
<td>3. the information required from the client in order to progress their request relating to mortgage or financial planning products</td>
</tr>
<tr>
<td>4. monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and keep relevant parties informed of any delays</td>
<td>• you keep confidential information secure at all times</td>
<td>4. your organisation’s procedures for referring client requests and supporting information</td>
</tr>
<tr>
<td>5. resolve any queries or discrepancies in the information supplied to the product provider</td>
<td>• you pay attention to details that are critical to your work</td>
<td>5. your organisation’s procedures and timescales for monitoring requests relating to mortgage or financial planning products</td>
</tr>
<tr>
<td>6. prepare invoices detailing all chargeable products and services sold to clients for issue at the appropriate time</td>
<td>• you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures</td>
<td>6. sources available to you for further information and guidance</td>
</tr>
<tr>
<td>7. accurately process payments in relation to the requested mortgage or financial planning products</td>
<td></td>
<td>7. the actions you are required to take in respect of delays and discrepancies you identify</td>
</tr>
<tr>
<td>8. make sure documents received from the product provider are accurate and complete, resolving any discrepancies identified</td>
<td></td>
<td>8. your organisation’s procedures for processing payments</td>
</tr>
<tr>
<td>9. issue documents received from the product provider to the client in line with your organisation’s procedures</td>
<td></td>
<td>9. the types of documents you are required to issue to the client</td>
</tr>
<tr>
<td>10. maintain accurate and up-to-date records in line with your organisation’s requirements</td>
<td></td>
<td>10. your organisation’s procedures for recording and storing information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. the regulatory framework within which your organisation operates</td>
</tr>
</tbody>
</table>
## MFP03: Contribute to reports for mortgage and/or financial planning clients

### Overview
You must be able to contribute to the preparation of reports, including valuations and suitability letters, for mortgage and/or financial planning clients. This involves establishing your areas of responsibility, followed by identifying and obtaining the information required to enable you to create the report content. You must be able to supplement the reports with supporting documents and literature, and ensure that client information is stored and retrieved in line with your organisation’s requirements.

### Performance
You must be able to:
1. agree the contribution you will make to the preparation of the report with the financial planner or mortgage adviser
2. identify the information you will need for the report using appropriate and up-to-date sources
3. create the report content from the information that you have obtained, in line with your organisation’s requirements
4. demonstrate satisfactory writing skills
5. supplement reports with appropriate supporting documents and literature
6. assist the financial planner or mortgage adviser to produce and issue client valuations
7. ensure that the completed report or valuation is checked and authorised by the financial planner or mortgage adviser
8. ensure that confidential records are stored and retrieved in line with your organisation’s requirements

### Behaviours
You must demonstrate that:
- you are professional and courteous when dealing with clients as well as colleagues
- you are organised and systematic in the approach to your work
- you keep up-to-date with the information needs of colleagues
- you keep confidential information secure at all times
- you pay attention to details that are critical to your work
- you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures

### Knowledge and understanding
You need to know and understand:
1. the types of mortgage and financial planning reports produced by your organisation
2. the types of information available to you for the report, and where to source this information
3. your organisation’s systems and protocols for report writing
4. the types of supporting documents and literature that are required to accompany reports
5. how to prepare valuations as required by your organisation
6. your organisation’s procedures for storing and retrieving confidential records
7. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
8. the regulatory framework within which your organisation operates
### MFP04: Facilitate an administrative service for mortgage and/or financial planning clients

#### Overview

You must be able to deal with clients as well as internal colleagues, whether you are responding to complex requests or seeking new information. You must be able to collate the necessary information from the client so that appropriate mortgage and/or financial planning solutions can be discussed, and prepare documents for use by the financial planner or mortgage adviser. You must be able to use information about the flow of business in order to identify priorities for further action, validate the appointments in the financial planner’s or mortgage adviser’s diary and implement accurate office administration systems.

<table>
<thead>
<tr>
<th>Performance</th>
<th>Behaviours</th>
<th>Knowledge and understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must be able to:</td>
<td>You must demonstrate that:</td>
<td>You need to know and understand:</td>
</tr>
<tr>
<td>1. deal with complex requests for information from clients, as well as internal colleagues, within your authority</td>
<td>• you are professional and courteous when dealing with clients as well as colleagues</td>
<td>1. your organisation’s procedures for dealing with new business</td>
</tr>
<tr>
<td>2. identify requests for information about financial products and services which you are not authorised to deal with, and pass these to the appropriate person</td>
<td>• you are organised and systematic in the approach to your work</td>
<td>2. the limits of your authority and the products and services you are authorised to discuss</td>
</tr>
<tr>
<td>3. collate information that is sufficient for the preparation of complex quotations and illustrations</td>
<td>• you keep up-to-date with the information needs of colleagues and look for ways in which you can assist</td>
<td>3. information required for the preparation of complex quotations and illustrations</td>
</tr>
<tr>
<td>4. obtain complex quotations and illustrations, within the limits of your authority, to meet the client’s needs and that comply with your organisation’s requirements</td>
<td>• you keep confidential information secure at all times</td>
<td>4. how to obtain complex quotations and illustrations</td>
</tr>
<tr>
<td>5. prepare all necessary information for use by the financial planner or mortgage adviser as part of a client meeting</td>
<td>• you pay attention to details that are critical to your work</td>
<td>5. the actions that need to be taken where further information is required</td>
</tr>
<tr>
<td>6. prepare information for the attention of the client which is clear, accurate and relevant to their needs</td>
<td>• you look for ways to solve complex problems</td>
<td>6. the types of documents required by the financial planner or mortgage adviser as part of a client meeting</td>
</tr>
<tr>
<td>7. monitor the flow of business and identify priorities for further action</td>
<td>• you are supportive of others in the achievement of common objectives</td>
<td>7. your organisation’s procedures for monitoring the flow of business, how to interpret this information, and the actions you are required to take</td>
</tr>
<tr>
<td>8. monitor the quantity and quality of appointments in the financial planner or mortgage adviser’s diary, and identify priorities for further action</td>
<td>• you take pride in delivering high quality work</td>
<td>8. how to monitor the suitability of appointments in the financial planner’s or mortgage adviser’s diary, and the actions you are required to take</td>
</tr>
<tr>
<td>9. implement and maintain accurate office administration systems</td>
<td>• you refer to appropriate colleagues, or your organisation’s procedures if in doubt</td>
<td>9. how to implement and maintain accurate office administration systems</td>
</tr>
<tr>
<td>10. maintain accurate and up-to-date records in line with your organisation’s requirements</td>
<td>• you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures</td>
<td>10. your organisation’s procedures for recording and storing information</td>
</tr>
<tr>
<td>11. confirm your understanding of current business priorities, by undertaking regular contact with the financial planner or mortgage adviser and appropriate colleagues</td>
<td></td>
<td>11. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12. the regulatory framework within which your organisation operates</td>
</tr>
</tbody>
</table>
**MFP05: 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.

### Performance
You must be able to:

1. 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
2. prepare and submit instructions to the product providers, in line with your organisation’s procedures and timescales
3. seek clarification or supporting information from the client in order to support their request, where required
4. refer those aspects of the requests that you are not authorised to deal with to the appropriate person / department
5. monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and inform them of any delays
6. prepare invoices detailing all chargeable products and services sold to clients and despatch them promptly
7. accurately process payments in relation to the requested mortgage or financial planning products
8. check documents received from the product provider thoroughly to ensure they meet the client’s request
9. issue documents received from the product providers to the client in line with your organisation’s procedures
10. maintain accurate and up-to-date records in line with your organisation’s requirements

### Behaviours
You must demonstrate that:

- you are professional and courteous when dealing with clients as well as colleagues
- you are organised and systematic in the approach to your work
- you keep up-to-date with the information needs of colleagues and look for ways in which you can assist
- you keep confidential information secure at all times
- you pay attention to details that are critical to your work
- you look for ways to solve complex problems
- you are supportive of others in the achievement of common objectives
- you take pride in delivering high quality work
- you refer to appropriate colleagues, or your organisation’s procedures if in doubt
- you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures

### Knowledge and understanding
You need to know and understand:

1. the range of mortgage or financial planning products offered by your organisation
2. the types of adjustments that can be made to mortgage or financial planning products
3. the information required from the client to progress their request relating to mortgage or financial planning products
4. the importance of carrying out a full technical review of the different aspects of the client’s requests
5. your organisation’s procedures for referring client requests and supporting information
6. your organisation’s procedures and timescales for monitoring requests relating to mortgage or financial planning products
7. sources available to you for further information and guidance
8. the actions you are required to take in respect of delays and discrepancies you identify
9. the need to check documents thoroughly to ensure all aspects of the client’s requirements are met
10. your organisation’s procedures for processing payments
11. the types of documents you are required to issue to the client
12. your organisation’s procedures for recording and storing information
13. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
14. the regulatory framework within which your organisation operates
### MFP06: Complete reports for mortgage and/or financial planning clients

#### Overview
You must be able to accurately complete reports of a complex nature, and take a proactive approach to the preparation of valuations and suitability letters in line with the financial planner’s or mortgage adviser’s requirements. This involves establishing your areas of responsibility, followed by planning and identifying the relevant complex information to enable you to complete the report. You must be able to supplement the reports with supporting documents and literature, and ensure that client information is stored and retrieved in line with your organisation’s requirements.

#### Performance
You must be able to:
1. agree the contribution you will make to the preparation of the report with the financial planner or mortgage adviser
2. plan and identify the complex information you will need for the report using appropriate and up-to-date sources
3. identify the relevant content from the information that you have obtained to enable you to complete the report
4. complete the report in line with your plan and your organisation’s requirements
5. supplement reports for clients with appropriate supporting documents and literature
6. produce client valuations in line with the financial planner’s or mortgage adviser’s requirements
7. ensure that the completed report or valuation is checked and authorised by the financial planner or mortgage adviser
8. ensure that confidential records are stored and retrieved in line with your organisation’s requirements

#### Behaviours
You must demonstrate that:
- you are professional and courteous when dealing with clients as well as colleagues
- you are organised and systematic in the approach to your work
- you keep up-to-date with the information needs of colleagues and look for ways in which you can assist
- you keep confidential information secure at all times
- you pay attention to details that are critical to your work
- you look for ways to solve complex problems
- you are supportive of others in the achievement of common objectives
- you take pride in delivering high quality work
- you refer to appropriate colleagues, or your organisation’s procedures if in doubt
- you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures

#### Knowledge and understanding
You need to know and understand:
1. the types of mortgage and/or financial planning reports produced by your organisation
2. the types of information available to you for the report, and where to source this information
3. the importance of planning the report writing and identifying what information is required for the report itself and as supplementary evidence
4. your organisation’s systems and protocols for report writing
5. the types of supporting documents and literature that are required to accompany reports
6. how to prepare valuations, as required by your organisation
7. your organisation’s procedures for storing and retrieving confidential records
8. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
9. the regulatory framework within which your organisation operates
### MFP07: Supervise mortgage and/or financial planning administrative systems and processes

#### Overview
You must be able to supervise systems and processes that enable mortgage and/or financial planning administration to run efficiently, effectively and profitably. As with many other aspects of mortgage and/or financial planning, compliance is an important aspect of performance, and in this instance the supervisor is expected to ensure that the systems facilitate compliant administration. Problem solving is also important, as the supervisor is expected to investigate and resolve problems in relation to administrative systems and processes. The supervisor is also expected to recommend changes and improvements as part of ongoing review processes.

<table>
<thead>
<tr>
<th>Performance</th>
<th>Behaviours</th>
<th>Knowledge and understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must be able to:</td>
<td>You must demonstrate that:</td>
<td>You need to know and understand:</td>
</tr>
<tr>
<td>1. gather information about the applicability and efficiency of administrative systems from all relevant people</td>
<td>• you present information clearly and concisely</td>
<td>1. the purpose of monitoring within the administrative system and process</td>
</tr>
<tr>
<td>2. monitor administrative systems for their continual ability to facilitate effective work outputs and maintain client satisfaction</td>
<td>• you look for more efficient ways of working</td>
<td>2. the role of effective supervision in maintaining quality work outputs</td>
</tr>
<tr>
<td>3. assess the understanding and competence of system users, and action development where necessary to rectify any shortfall</td>
<td>• you pay attention to details that are critical to your work</td>
<td>3. specifications of organisational administrative systems and processes</td>
</tr>
<tr>
<td>4. identify and resolve problem areas relating to administrative systems and processes</td>
<td>• you respond quickly to potential problems</td>
<td>4. organisational guidelines for monitoring and supervision</td>
</tr>
<tr>
<td>5. forewarn others promptly about problem areas when using specific systems</td>
<td>• you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures</td>
<td>5. compliance regulations relating to systems and processes</td>
</tr>
<tr>
<td>6. ensure that records of problems relating to systems and processes are accurate and passed promptly to the appropriate person / department</td>
<td></td>
<td>6. reporting lines in relation to systems and process improvement</td>
</tr>
<tr>
<td>7. evaluate potential alternative administrative systems and processes against those currently used in your organisation and compare efficiency and cost-effectiveness</td>
<td></td>
<td>7. sources of technical assistance and support within the organisation</td>
</tr>
<tr>
<td>8. specify changes that update the systems and processes to meet changing requirements</td>
<td></td>
<td>8. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</td>
</tr>
<tr>
<td>9. seek feedback on recommendations for changes to administrative systems and processes from all relevant people</td>
<td></td>
<td>9. the regulatory framework within which your organisation operates</td>
</tr>
<tr>
<td>10. prepare reports and statistical data in line with your organisation’s requirements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### GFS01: Provide information to customers in a financial services environment

#### Overview
This Standard is mainly about enabling you to deal with a variety of requests from customers relating to financial services; for example in a reception area (face to face) or by telephone or correspondence. Such requests might include information about a new product, or altering an existing product or making a claim. Your work must involve you directly in providing information to customers in a financial services environment.

#### Performance
You must be able to:

1. acknowledge customers promptly and treat them in a courteous manner
2. accurately find out what the customer requires to meet his/her information needs about financial services products and/or services
3. recognise any requests for information about financial services products and/or services which you are not authorised to deal with
4. promptly and accurately pass any requests for information about financial services products and/or services which you are not authorised to deal with to the person authorised by your employer to deal with them
5. provide information about financial services products and/or services to customers which is clear, accurate and relevant to their needs
6. keep a record of the information about financial services products and/or services provided, as required by your employer
7. describe the details of financial services products and/or services clearly and accurately
8. make sure the financial products and/or services are sufficient to meet what you believe are the customer’s needs
9. disclose confidential information only to the people authorised to receive it
10. comply with legal requirements, industry regulations, organisational policies and professional codes

#### Behaviours
You must demonstrate that:
- you effectively identify the information needs of others
- you present information about financial services products and/or services clearly and concisely
- you encourage customers to ask questions and seek clarification
- you use information and knowledge effectively, efficiently and in the customer’s best interests
- you show understanding of others and deal with them in a professional manner
- you pay attention to details that are critical to your work
- you carry out tasks with due regard to your organisation’s policies and procedures

#### Knowledge and understanding
You need to know and understand:

1. relevant legal principles and regulations which affect your activities
2. the structure of financial services and the roles and responsibilities of the relevant parties as they impact on your activities
3. your organisation’s customer service procedures (including dealing with complaints)
4. your organisation’s policy and procedures regarding communicating with customers
5. sources for providing relevant financial services products and/or services information and advice within your job role
6. the difference between providing information and giving advice within your job role
7. the types of financial services products and/or services information you are able to provide within your job role
8. how to access customer records
9. the features, terms and conditions of the financial products and/or services you deal with
10. the limits of your own personal authority and the action required if a request for information about financial services products and/or services is beyond those limits
11. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities