

NPA in Financial Services (SCQF level 6)

Framework

Mandatory Units — Structure: 4.0 credits needed

Unit Title	Code	SCQF Credit points	SCQF level	SQA Credit value
Financial Services: Regulatory Framework — An Introduction (Higher)	DV7C 12	6	6	1
Financial Services: Legislation, Guidelines and Working Relationships (Higher)	DV7D 12	6	6	1
Financial Services: Communication Methods (Intermediate 2)	DV7E 11	6	5	1
Financial Services: Personal Development Planning (Higher)	DV7F 12	6	6	1

Optional Units — Structure: 3.0 credits needed

Financial Services: Promoting Products and Services (Higher)	DV7K 12	6	6	1
Financial Services: Customer Service Standards (Higher)	DV7J 12	6	6	1
Financial Services: Call Handling (Higher)	DV7L 11	6	6	1
Financial Services: Using Information Communication Technology (Intermediate 2)	DV7H 11	6	5	1
Financial Services: Performance Goals (Intermediate 2)	DV7G 11	6	5	1