

The Sector Skills Council for  
financial services, accountancy and finance

# Financial Services

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Skills Council

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

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**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	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. deal with straightforward requests for information received from clients, as well as internal colleagues, within your authority</li> <li>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</li> <li>3. refer issues that are outside of your area of responsibility to appropriate colleagues</li> <li>4. collate the information required for the preparation of quotations and illustrations</li> <li>5. obtain quotations and illustrations within the limits of your authority, to meet the client's needs and comply with your organisation's requirements</li> <li>6. where further information is required, pass on full details to the relevant person for action</li> <li>7. prepare all necessary information to assist the financial planner or mortgage adviser for a client meeting</li> <li>8. prepare information for the attention of the client which is clear, accurate and relevant to their needs</li> <li>9. monitor the flow of business and take appropriate action in respect of items outstanding</li> <li>10. maintain the financial planner's or mortgage adviser's diary and make appointments with clients where required</li> <li>11. ensure that you efficiently contribute to general office administration duties</li> <li>12. maintain accurate and up-to-date records in line with your organisation's requirements</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you are professional and courteous when dealing with clients as well as colleagues</li> <li>• you are organised and systematic in the approach to your work</li> <li>• you keep up-to-date with the information needs of colleagues</li> <li>• you keep confidential information secure at all times</li> <li>• you pay attention to details that are critical to your work</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. your organisation's procedures for dealing with new business</li> <li>2. the limits of your authority and the products and services you are authorised to discuss</li> <li>3. information required for the preparation of straightforward quotations</li> <li>4. how to obtain straightforward quotations and illustrations</li> <li>5. the actions that need to be taken where further information is required</li> <li>6. the types of documents and/or information required by the financial planner or mortgage adviser as part of a client meeting</li> <li>7. your organisation's procedures for monitoring the flow of business, and the actions you are required to take</li> <li>8. the financial planner or mortgage adviser's appointment requirements, and how to arrange suitable appointments</li> <li>9. your organisation's office administration systems and procedures</li> <li>10. your organisation's internal processes and procedures for recording and storing information</li> <li>11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>12. the regulatory framework within which your organisation operates</li> </ol>

**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.

<b>Performance</b>	<b>Behaviours</b>	<b>Knowledge and understanding</b>
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. submit instructions relating to the client’s request to the product provider, in line with your organisation’s procedures and timescales</li> <li>2. seek clarification or supporting information from the client to support their request, where required</li> <li>3. promptly refer requests that you are not authorised to deal with to the appropriate person / department</li> <li>4. monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and keep relevant parties informed of any delays</li> <li>5. resolve any queries or discrepancies in the information supplied to the product provider</li> <li>6. prepare invoices detailing all chargeable products and services sold to clients for issue at the appropriate time</li> <li>7. accurately process payments in relation to the requested mortgage or financial planning products</li> <li>8. make sure documents received from the product provider are accurate and complete, resolving any discrepancies identified</li> <li>9. issue documents received from the product provider to the client in line with your organisation’s procedures</li> <li>10. maintain accurate and up-to-date records in line with your organisation’s requirements</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you are professional and courteous when dealing with clients as well as colleagues</li> <li>• you are organised and systematic in the approach to your work</li> <li>• you keep up-to-date with the information needs of colleagues</li> <li>• you keep confidential information secure at all times</li> <li>• you pay attention to details that are critical to your work</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation’s policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. the types of mortgage or financial planning products offered by your organisation</li> <li>2. the types of adjustments that can be made to mortgage or financial planning products</li> <li>3. the information required from the client in order to progress their request relating to mortgage or financial planning products</li> <li>4. your organisation’s procedures for referring client requests and supporting information</li> <li>5. your organisation’s procedures and timescales for monitoring requests relating to mortgage or financial planning products</li> <li>6. sources available to you for further information and guidance</li> <li>7. the actions you are required to take in respect of delays and discrepancies you identify</li> <li>8. your organisation’s procedures for processing payments</li> <li>9. the types of documents you are required to issue to the client</li> <li>10. your organisation’s procedures for recording and storing information</li> <li>11. your organisation’s requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>12. the regulatory framework within which your organisation operates</li> </ol>

**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.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. deal with complex requests for information from clients, as well as internal colleagues, within your authority</li> <li>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</li> <li>3. collate information that is sufficient for the preparation of complex quotations and illustrations</li> <li>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</li> <li>5. prepare all necessary information for use by the financial planner or mortgage adviser as part of a client meeting</li> <li>6. prepare information for the attention of the client which is clear, accurate and relevant to their needs</li> <li>7. monitor the flow of business and identify priorities for further action</li> <li>8. monitor the quantity and quality of appointments in the financial planner or mortgage adviser's diary, and identify priorities for further action</li> <li>9. implement and maintain accurate office administration systems</li> <li>10. maintain accurate and up-to-date records in line with your organisation's requirements</li> <li>11. confirm your understanding of current business priorities, by undertaking regular contact with the financial planner or mortgage adviser and appropriate colleagues</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you are professional and courteous when dealing with clients as well as colleagues</li> <li>• you are organised and systematic in the approach to your work</li> <li>• you keep up-to-date with the information needs of colleagues and look for ways in which you can assist</li> <li>• you keep confidential information secure at all times</li> <li>• you pay attention to details that are critical to your work</li> <li>• you look for ways to solve complex problems</li> <li>• you are supportive of others in the achievement of common objectives</li> <li>• you take pride in delivering high quality work</li> <li>• you refer to appropriate colleagues, or your organisation's procedures if in doubt</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. your organisation's procedures for dealing with new business</li> <li>2. the limits of your authority and the products and services you are authorised to discuss</li> <li>3. information required for the preparation of complex quotations and illustrations</li> <li>4. how to obtain complex quotations and illustrations</li> <li>5. the actions that need to be taken where further information is required</li> <li>6. the types of documents required by the financial planner or mortgage adviser as part of a client meeting</li> <li>7. your organisation's procedures for monitoring the flow of business, how to interpret this information, and the actions you are required to take</li> <li>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</li> <li>9. how to implement and maintain accurate office administration systems</li> <li>10. your organisation's procedures for recording and storing information</li> <li>11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>12. the regulatory framework within which your organisation operates</li> </ol>

## 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	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>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</li> <li>2. prepare and submit instructions to the product providers, in line with your organisation's procedures and timescales</li> <li>3. seek clarification or supporting information from the client in order to support their request, where required</li> <li>4. refer those aspects of the requests that you are not authorised to deal with to the appropriate person / department</li> <li>5. monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and them informed of any delays</li> <li>6. prepare invoices detailing all chargeable products and services sold to clients and despatch them promptly</li> <li>7. accurately process payments in relation to the requested mortgage or financial planning products</li> <li>8. check documents received from the product provider thoroughly to ensure they meet the client's request</li> <li>9. issue documents received from the product providers to the client in line with your organisation's procedures</li> <li>10. maintain accurate and up-to-date records in line with your organisation's requirements</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you are professional and courteous when dealing with clients as well as colleagues</li> <li>• you are organised and systematic in the approach to your work</li> <li>• you keep up-to-date with the information needs of colleagues and look for ways in which you can assist</li> <li>• you keep confidential information secure at all times</li> <li>• you pay attention to details that are critical to your work</li> <li>• you look for ways to solve complex problems</li> <li>• you are supportive of others in the achievement of common objectives</li> <li>• you take pride in delivering high quality work</li> <li>• you refer to appropriate colleagues, or your organisation's procedures if in doubt</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. the range of mortgage or financial planning products offered by your organisation</li> <li>2. the types of adjustments that can be made to mortgage or financial planning products</li> <li>3. the information required from the client to progress their request relating to mortgage or financial planning products</li> <li>4. the importance of carrying out a full technical review of the different aspects of the client's requests</li> <li>5. your organisation's procedures for referring client requests and supporting information</li> <li>6. your organisation's procedures and timescales for monitoring requests relating to mortgage or financial planning products</li> <li>7. sources available to you for further information and guidance</li> <li>8. the actions you are required to take in respect of delays and discrepancies you identify</li> <li>9. the need to check documents thoroughly to ensure all aspects of the client's requirements are met</li> <li>10. your organisation's procedures for processing payments</li> <li>11. the types of documents you are required to issue to the client</li> <li>12. your organisation's procedures for recording and storing information</li> <li>13. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>14. the regulatory framework within which your organisation operates</li> </ol>

## 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	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. agree the contribution you will make to the preparation of the report with the financial planner or mortgage adviser</li> <li>2. plan and identify the complex information you will need for the report using appropriate and up-to-date sources</li> <li>3. identify the relevant content from the information that you have obtained to enable you to complete the report</li> <li>4. complete the report in line with your plan and your organisation's requirements</li> <li>5. supplement reports for clients with appropriate supporting documents and literature</li> <li>6. produce client valuations in line with the financial planner's or mortgage adviser's requirements</li> <li>7. ensure that the completed report or valuation is checked and authorised by the financial planner or mortgage adviser</li> <li>8. ensure that confidential records are stored and retrieved in line with your organisation's requirements</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you are professional and courteous when dealing with clients as well as colleagues</li> <li>• you are organised and systematic in the approach to your work</li> <li>• you keep up-to-date with the information needs of colleagues and look for ways in which you can assist</li> <li>• you keep confidential information secure at all times</li> <li>• you pay attention to details that are critical to your work</li> <li>• you look for ways to solve complex problems</li> <li>• you are supportive of others in the achievement of common objectives</li> <li>• you take pride in delivering high quality work</li> <li>• you refer to appropriate colleagues, or your organisation's procedures if in doubt</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. the types of mortgage and/or financial planning reports produced by your organisation</li> <li>2. the types of information available to you for the report, and where to source this information</li> <li>3. the importance of planning the report writing and identifying what information is required for the report itself and as supplementary evidence</li> <li>4. your organisation's systems and protocols for report writing</li> <li>5. the types of supporting documents and literature that are required to accompany reports</li> <li>6. how to prepare valuations, as required by your organisation</li> <li>7. your organisation's procedures for storing and retrieving confidential records</li> <li>8. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>9. the regulatory framework within which your organisation operates</li> </ol>

## 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.

Performance	Behaviours	Knowledge and understanding
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. gather information about the applicability and efficiency of administrative systems from all relevant people</li> <li>2. monitor administrative systems for their continual ability to facilitate effective work outputs and maintain client satisfaction</li> <li>3. assess the understanding and competence of system users, and action development where necessary to rectify any shortfall</li> <li>4. identify and resolve problem areas relating to administrative systems and processes</li> <li>5. forewarn others promptly about problem areas when using specific systems</li> <li>6. ensure that records of problems relating to systems and processes are accurate and passed promptly to the appropriate person / department</li> <li>7. evaluate potential alternative administrative systems and processes against those currently used in your organisation and compare efficiency and cost-effectiveness</li> <li>8. specify changes that update the systems and processes to meet changing requirements</li> <li>9. seek feedback on recommendations for changes to administrative systems and processes from all relevant people</li> <li>10. prepare reports and statistical data in line with your organisation's requirements</li> <li>11. identify resourcing and staffing issues that impact on the performance of administrative systems, and take appropriate further action</li> <li>12. comply with legal requirements, industry regulations, organisational policies and professional codes</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you present information clearly and concisely</li> <li>• you look for more efficient ways of working</li> <li>• you pay attention to details that are critical to your work</li> <li>• you respond quickly to potential problems</li> <li>• you carry out tasks within the limits of your authority, and with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. the purpose of monitoring within the administrative system and process</li> <li>2. the role of effective supervision in maintaining quality work outputs</li> <li>3. specifications of organisational administrative systems and processes</li> <li>4. organisational guidelines for monitoring and supervision</li> <li>5. compliance regulations relating to systems and processes</li> <li>6. reporting lines in relation to systems and process improvement</li> <li>7. sources of technical assistance and support within the organisation</li> <li>8. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> <li>9. the regulatory framework within which your organisation operates</li> </ol>

**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.

<b>Performance</b>	<b>Behaviours</b>	<b>Knowledge and understanding</b>
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. acknowledge customers promptly and treat them in a courteous manner</li> <li>2. accurately find out what the customer requires to meet his/her information needs about financial services products and/or services</li> <li>3. recognise any requests for information about financial services products and/or services which you are not authorised to deal with</li> <li>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</li> <li>5. provide information about financial services products and/or services to customers which is clear, accurate and relevant to their needs</li> <li>6. keep a record of the information about financial services products and/or services provided, as required by your employer</li> <li>7. describe the details of financial services products and/or services clearly and accurately</li> <li>8. make sure the financial products and/or services are sufficient to meet what you believe are the customer's needs</li> <li>9. disclose confidential information only to the people authorised to receive it</li> <li>10. comply with legal requirements, industry regulations, organisational policies and professional codes</li> </ol>	<p>You must demonstrate that:</p> <ul style="list-style-type: none"> <li>• you effectively identify the information needs of others</li> <li>• you present information about financial services products and/or services clearly and concisely</li> <li>• you encourage customers to ask questions and seek clarification</li> <li>• you use information and knowledge effectively, efficiently and in the customer's best interests</li> <li>• you show understanding of others and deal with them in a professional manner</li> <li>• you pay attention to details that are critical to your work</li> <li>• you carry out tasks with due regard to your organisation's policies and procedures</li> </ul>	<p>You need to know and understand:</p> <ol style="list-style-type: none"> <li>1. relevant legal principles and regulations which affect your activities</li> <li>2. the structure of financial services and the roles and responsibilities of the relevant parties as they impact on your activities</li> <li>3. your organisation's customer service procedures (including dealing with complaints)</li> <li>4. your organisation's policy and procedures regarding communicating with customers</li> <li>5. sources for providing relevant financial services products and/or services information and advice within your job role</li> <li>6. the difference between providing information and giving advice within your job role</li> <li>7. the types of financial services products and/or services information you are able to provide within your job role</li> <li>8. how to access customer records</li> <li>9. the features, terms and conditions of the financial products and/or services you deal with</li> <li>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</li> <li>11. your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities</li> </ol>