

QUALIFICATIONS

The entry requirement will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

LEVEL 3

DURATION: 18/21-MONTHS

BEHAVIOURS

Honesty & Integrity: Truthful, sincere, and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times.

Flexibility: Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.

MAXIMUM FUNDING: £6000

Route: Legal, Finance & Accounting

OVERVIEW

Debt Advisors play a vital role; they help clients facing financial hardship, by carefully examining and assessing each customer's full circumstances and engaging in suitable conversations to enable the customer to best manage their debts. This support is especially crucial given the complex challenges and shame many feel when discussing finances.

This program empowers compliance and collections professionals with the knowledge, skills, and behaviours to provide top-notch financial support. It ensures they stay aligned with regulations, guidance, and principles set by the **Financial Conduct Authority** and other governing bodies.

SKILLS

Service delivery, Work planning, Teamwork, Communication and relationship building, Negotiation and decision making, Continuous improvement, Personal development.

KNOWLEDGE

Financial Knowledge:

Debt types and terminology: Understanding different types of debt (e.g., credit card, mortgage, payday loans), their characteristics, and associated terminology.

Financial products and services: Basic knowledge of various financial products (e.g., bank accounts, savings plans, budgeting tools) and their potential benefits for debt management.

Financial regulations: Familiarity with relevant regulations set by the Financial Conduct Authority (FCA) regarding debt advice and fair treatment of customers.

Solvency and insolvency procedures: Understanding the process of insolvency (bankruptcy) and alternative solutions for managing unmanageable debt.

TYPICAL JOB TITLES

DEBT SUPPORT SPECIALIST

SENSITIVE SUPPORT OFFICER

CLIENT SUPPORT OFFICER
(DEBT MANAGEMENT)