

ENTRY REQUIREMENTS

Education level: **National 5** in **Maths** and **English** is desired. Other qualifications & experience may be considered.

SCQF LEVEL 6

DURATION: 12-18 MONTHS

META SKILLS

Meta-skills are innate, timeless, higher-order skills that create adaptive learners and promote success; these are: **self-management, social intelligence & innovation.**

FUNDING OPTIONS AVAILABLE

OVERVIEW

Learners will gain knowledge of the financial services industry rules and regulations and their application to daily roles, alongside understanding the significance of personal and professional development planning and review. Optional units, tailored to the apprentice's role, will enhance and expand their skills and knowledge for success in their daily tasks.

LEARNER OUTCOMES

This apprenticeship equips you with the skills to excel in branch or call centre roles within the financial services industry.

Upon completion, you'll be able to:

Develop Counter Expertise: Gain in-depth knowledge of counter transactions and account opening procedures.

Enhance Customer Service: Improve your customer service skills to deliver exceptional support.

Master digital services: For call centre staff, learn to deliver financial transactions over the phone, SMS & web-chat effectively.

Team Collaboration: Understand how to work collaboratively within a team environment.

Boost Communication and IT Skills: Develop your communication and IT skills to interact professionally with stakeholders.

ASSESSMENTS

We use a blended approach to assess our apprentices taking a holistic view of their capabilities, encompassing both theoretical knowledge gained through a modular approach and practical skills demonstrated in the workplace.

CAREER PROGRESSION

The Financial Services qualification could be a pathway to further career opportunities, such as, branch manager, financial advisor, or banking operations supervisor.