



FOUNDATION APPRENTICESHIP

# Providing Financial Services

(Retail Banking Pathway)

Level 2

2

# 1

# Apprenticeship Framework

The aim of the Providing Financial Services (Retail Banking Pathway) apprenticeship is to provide the foundational skills and knowledge required to begin a successful career in the banking industry.

## Who is this apprenticeship for?

This programme is suitable for those seeking to start a career in the fast-paced world of retail banking or, for retail banking professionals who want an accredited qualification to affirm their existing experience in the field.

## On completion apprentices will achieve the following:

- Level 2 Certificate in Providing Financial Services (Retail Banking Pathway)
- Level 2 Certificate in Customer Service
- Level 1 Essential Skills Communication
- Level 1 Essential Skills Application of Number



## Benefits of the apprenticeship programme:

**Accelerate Your Career Growth:** Apprentices gain valuable skills and knowledge specific to the retail banking industry, enhancing their expertise in customer service, financial products and industry regulations. Through practical experience and structured learning, apprentices will develop personally and professionally, acquiring transferable skills that benefit them throughout their career. Successful completion of the apprenticeship opens doors to various career opportunities within the Retail Banking sector, including roles such as Senior Customer Service Representative or Cash Supervisor.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. Apprentices will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide the apprentice through every step of the process.

**Tailored Curriculum:** Our comprehensive curriculum is designed to meet the demands of the continually evolving insurance industry. It has a flexible approach and allows apprentices and their employers to choose optional and additional units that meet the requirements of their job role. You'll cover essential topics such as regulatory compliance, planning and organising work and customer relationship management.

**Experienced and Knowledgeable Advisors:** Throughout the apprenticeship, we will provide access to a network of experienced and qualified advisors who will offer guidance, support, and feedback.

## Course Delivery

- Typical duration of 18 months.
- Induction session for apprentices and for their line managers.
- One to One tutor coaching and assessment support sessions
- 4 Essential skills assessment days. (2 Preparation Day and 2 Live Task Day) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 2 Certificate in Providing Financial Services – Retail Banking Pathway

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

This certificate is made up of units at Level 2 and 3, where learners can demonstrate their skills in a particular area of financial services. Each unit has a credit value and, to complete the certificate, learners are required to achieve a minimum 21 credits. All of the mandatory units must be completed to achieve fourteen credits and the remaining seven credits may be gained by selecting 2 options from one of the Banking Pathways and another one from the Further Options section in the table below to form a qualification best suited to the learner's job role.

Unit rules of combination.

- Mandatory Units (Learners must achieve all 3 units) – 14 credits.
- Optional Banking Pathway units – 2 units.
- Further Optional units – minimum 1 unit.

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). A brief overview of these units is below.

### Mandatory Units

Unit Title	Level
Complying with regulations within the financial services environment.	2
Improving and maintaining workplace competence in a financial services environment.	2
Planning and organising work in a financial services environment.	2

### Banking Pathway - Banking and Building Society Accounts - Optional Units

Unit Title	Level	Credit
Setting up bank or building society accounts for customers.	2	4
Authorising financial transactions using telecommunications.	2	4
Operating a sterling counter till.	2	4
Operating a multi-currency till.	2	5
Processing documentation for bank or building society accounts.	2	4

### Banking Pathway - Customer payments for financial products and services - Optional Units

Unit Title	Level	Credit
Processing customers financial transactions.	2	4
Assessing and using straight forward financial information to reconcile accounts.	3	4
Operating credit control procedures.	3	4
Preparing and pursuing statements of account for financial products and services.	2	4

Operating payment by instalments.	3	4
Assessing and using complex financial information to reconcile accounts.	3	4
Building effective relationships with clients in a financial services environment.	2	3
Providing information to customers in a financial services environment.	2	4

### Further Optional units

Unit Title	Level	Credit
Dealing with customers by telephone in a financial services environment.	2	4
Deal with customers using bespoke software.	2	5
Deliver reliable customer service.	2	5
Generating and qualifying sales leads.	2	2
Give customers a positive impression of yourself and your organisation.	2	5
Resolve customer service problems.	2	6
Selling by telephone – inbound/outbound.	2	4

### Have any questions about our Level 2 Certificate in Providing Financial Services (Retail Banking Pathway)?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at [info@alstraining.org.uk](mailto:info@alstraining.org.uk)



# Level 2 Certificate in Customer Service

## Course Delivery

This element of the course will be delivered alongside the certificate in providing financial services. through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 2 Certificate in Customer Service consists of 2 mandatory units with a total of 13 credits.

## What you will learn

Unit Title	Level
Delivery of Effective Customer Service	2
Supporting the Customer Service Environment	2

## Have any questions about our Level 2 Certificate in Customer Service?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at [info@alstraining.org.uk](mailto:info@alstraining.org.uk)



# Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

## Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number.

## Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill. All applications for exemption will be checked and confirmed at the start of your apprenticeship. This will be discussed with you before you sign up with and will be followed up by your assessor before your first visit.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)