

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understanding Financial Services

Unit Reference Number: M/618/0511

Level: Entry Level Three (3)

Credit Value: Three (3)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand what is meant by financial services	1.1 List three different financial services
	1.2 List the services they offer
2. Understand what to expect from financial services	2.1 List the things that customers should expect from a financial services organisation
	2.2 Name an organisation that ensures the quality of service in the financial services industry
3. Know how to speak to financial services	3.1 List some strategies that will help prepare for a meeting or discussion with a financial service
	3.2 Demonstrate some questioning techniques to obtain information required
4. Understand the small print in financial documents	4.1 State why it is vital to read all financial documents carefully
	4.2 Demonstrate some strategies that can be used to access difficult documents and agreements
5. Understand the language used to describe financial services	5.1 Give a meaning for a limited range of words used to describe financial services and regulation of the industry