

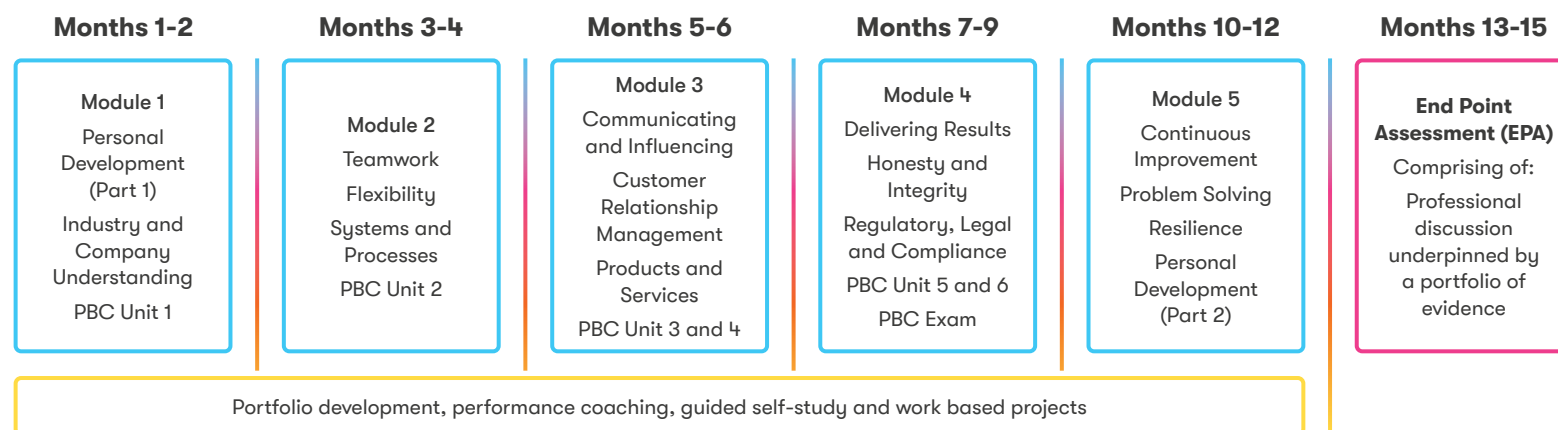
Level 3 Senior Financial Services Customer Adviser.

This programme will help you advance your technical financial services product knowledge. You'll be hands-on in gaining practical experience in a customer-facing environment while delivering exceptional service. In addition, you'll learn how to work as part of a wider team, supporting colleagues, referring to specialists and serving your organisation effectively.

To apply for this programme you must be employed in a relevant role, and, as a minimum requirement, have:

- Five GCSEs with grades 9 to 4 (A* to C), including English and maths, or equivalent, or
- Relevant work experience

15-month programme (inc. EPA)



Apprenticeship standard

 Senior Financial Services Customer Adviser

Qualification achieved

-  Chartered Banker Institute – Professional Banker Certificate
- Chartered Insurance Institute – Certificate in Insurance (on request for closed cohorts only)
- The London Institute of Banking & Finance – Certificate in Retail and Digital Banking (CertRDB) (on request for closed cohorts only)

Structure and commitment

 **Module delivery: Online live**

Five modules delivered via online live lectures (approx. two hours per week)

 **Coaching: Online**

Performance Coaches to push you further, with six-weekly sessions to review your progress, give constructive feedback, support your studies and identify new challenges and opportunities (one hour)

 **Guided self-study: Online on-demand**

Our Virtual Learning Platform provides you with 24/7 access to your materials, specialist insights and extra study support from wherever you are

 **Work based projects**

Show day-one impact by completing workplace projects with new skills and knowledge that also count towards your portfolio of evidence for the End Point Assessment (EPA)

Additional benefits

- ✓ Our programmes are designed in collaboration with top employers and industry leaders, ensuring that your learning makes an immediate impact
- ✓ Tutors bring their industry experience to your training to ensure you've got the practical skills that enhance your performance from day one
- ✓ Progression pathways to take you from entry level to industry specialist

