

CII Level 3 Certificate in Financial Services

Qualification specification



Thank you for considering study with the CII. This specification summarises the purpose and the content of this qualification to help you decide whether it meets your learning needs. The qualifications section of the CII website, unit syllabus documents and CII policies provide further detail on the features summarised here.

Qualification overview

The **CII Level 3 Certificate in Financial Services** is a qualification providing fundamental knowledge and understanding of the financial services sector, including its customers, its products and practices and the regulatory and legislative environment. It has been developed to meet the needs of those working in operational and technical support roles, and offers two targeted learning routes.

Who is this qualification for?

This qualification is particularly appropriate for:

- those working in the life, pensions and long term savings sector, including customer operations back-office staff and contact centre team leaders (particularly the life and pensions route).
- those providing operational support to financial planners, including paraplanners, and technical support staff working in financial services (particularly the general route).

Benefits for individuals and employers

You will be able to use the qualification content to support and develop your understanding of your organisation's practices and your role within these. It is also designed to support your career development by introducing the broad areas of the industry in which you may wish to specialise further. Key progression routes include the Award in Financial Administration, the Certificate in Regulated Financial Services Operations or personalised technical professional development using specific units.

Summary of content

You will learn about the financial services sector and the customer needs and products within it by taking one of two routes.

Life and Pensions route:

This develops knowledge and understanding of the life, pensions and long-term savings sector's role and its activities; key customer needs, solutions and products; and how individuals and organisations work within a regulatory and legislative environment.

General route:

This develops knowledge and understanding of the financial services industry in general, including regulation and legislation; fundamental aspects of customer service, administration and marketing in financial services; and key retail investment products.

Entry and professional completion requirements

Entry requirements

There are no entry requirements for this qualification.

Additional completion requirements

There are no additional completion requirements for this qualification.

Qualification structure

To complete the qualification, you will need to select one of the two routes below.

Life and pensions route

You will need to complete the three following units.

(LP1) Life and pensions customer operations

(LP2) Financial services products and solutions

(LP3) Life and pensions principles and practices

General route

You will need to complete one of the following units,

(R01) Financial services, regulation and ethics

(CF1) UK financial services, regulation and ethics

+ the following unit.

(LP2) Financial services products and solutions

Learning and assessment

Learning materials provided

For units in this qualification, students typically have access to the following materials as part of their enrolment or for an additional price:

- Study text with updates
- RevisionMate online study support, including end of chapter tests
- Exam guides containing a practice exam and guidance
- Further reading suggestions

Additional or different resources may be available for some units.

Study time

Specific study time guidelines are provided for each unit on its webpage and in the CII qualifications brochure. The notional Ofqual 'Total Qualification Time' for this qualification is 160 hours.¹ This represents the time a student might typically take to complete the qualification by the shortest combination of units. The number of hours may increase dependent on the units chosen so will be between 160 - 210 hours.

Assessment format

Each unit is assessed by a single multiple-choice on screen exam, tested year-round throughout the UK at a choice of over 40 centres. The qualification award will be graded fail/pass.

Further information on learning and assessment for each unit

Please ensure that you refer to the individual unit syllabus for unit-specific details:

- learning outcomes and assessment criteria
- further reading and resources
- important notes, such as the tax and legislative position that will be assessed

This is available in our syllabus menu on the qualification webpage: www.cii.co.uk/cert-financialservices

Please also select your unit from the webpage to find out about any unit updates.

Important assessment policies

Details of terms and conditions which apply to candidates entering for assessments with the CII are set out on the CII website. By entering any assessment with the CII you agree to be bound by these terms and conditions and our assessment policies, which can be found in our exam policies page:

www.cii.co.uk/exampolicies

Fair access to our qualifications

The CII acts at all times to ensure that no unfair barriers apply to those seeking to gain the qualifications it offers. If, due to disability or illness, you may require adjustments in order to access an assessment, please read the access arrangements and reasonable adjustments policy and contact the CII Customer Service team as soon as possible to discuss how we can meet your needs. Further details are provided here: www.cii.co.uk/exampolicies/#Accessibility

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¹ 'Total Qualification Time' is a term that awarding organisations are required by Ofqual (the qualifications regulator in England) to use to describe the size of qualifications. <https://www.gov.uk/guidance/awarding-organisations-understanding-our-regulatory-requirements>