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Institute

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# Core Practice (Personal Finance)

Learning  
resources  
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# About Core Practice

Some technical knowledge and skills are common across all personal finance roles. As such you should combine the core practice competencies, along with the behaviours, other enablers and the technical expertise specific to your role to ensure you meet the standard of a rounded insurance professional.

This section outlines the Core Practice competency standards for each of the four professional bands, together with links to relevant CPD learning, qualification units and other learning to help you prioritise and access your skills development.

## The bands

The Professional Map is structured into 4 bands of experience, each describing the different level of impact professionals have in the work they do.

	Band 1	Band 2	Band 3	Band 4
<b>Typical job roles</b>	Front line staff, administrative and entry level roles	First line managers, team leaders, regulated and specialist roles	Middle managers, and senior technical roles	Senior leaders and business owners
<b>Nature of work</b>	Tactical, focusing on the day to day	Operational, with some complexity	Complex, with challenging requirements	Strategic, with a significant level of complexity and challenge
<b>Sphere of influence</b>	Line manager, immediate colleagues and customers/clients	Managers, colleagues, customers/clients and external professionals	Wider range of stakeholders, both internal and external	Senior stakeholders from across the profession, customers, suppliers and regulators
<b>Focus of activity</b>	Deliver immediate and short-term outcomes	Directly create short-term value, contribute to longer-term value	Create medium to long-term value	Create long-term value
<b>Focus of thinking</b>	Gather and use information	Contribute to the thinking and analysis of information	Critically question information and evaluate it to make informed judgements and decisions	Develop evidence-based thinking, using qualitative and quantitative data to shape the future activity
<b>Focus of knowledge</b>	Knowledge of the principles of personal finance	Broad understanding of personal finance practice	Deeper understanding of the concepts of personal finance, with specialism in a functional area	Deep technical knowledge in an area, or an excellent understanding of the broader environment
<b>Where time is spent</b>	Customer/client services, providing information, handling data, following procedures	Issue identification, analysis and evaluation, proposal and delivery of solutions to agreed standards, and within agreed limits	Understanding the wider business context and risk, bringing strands of activity together, innovating	Developing strategies and plans, making complex judgements, considering the organisation and sector position
<b>Breadth of focus</b>	Team	Department	Area or responsibility/Organisation	Organisation/Profession/Wider society



# Band 1

## Competency standards

- I use common personal finance terminology and I understand the structure and main activities of the sector
- I question to understand and actively listen to the responses
- I consider and respond to the needs of the client
- I understand the legal and regulatory framework and how my organisation delivers services within this
- I know the range and features of the personal finance solutions that I work with and how they can fulfil client's requirements
- I undertake research in order to prepare information to support the identification of suitable financial solutions
- I understand general market processes in my area of work and how my organisation's procedures differ
- I understand my organisation's administrative and client support processes
- I maintain accurate client records, input data and check that all documentation is in place
- I undertake administration to support client solutions
- I give clients accurate and up to date information and understand the consequences of not doing so
- I am aware of suspicious transactions and fraudulent activity

## Band 1 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
	<a href="#">Governance, Risk and Compliance</a>	For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Award in financial planning (non-UK) (AWF)</a>
	<a href="#">Planning</a>		<a href="#">Life and pensions customer operations (LP1)</a>
	<a href="#">Regulation and ethics</a>		<a href="#">UK Financial services, regulation and ethics (CF1)</a>
			<a href="#">Financial services, regulation and ethics (R01)</a>
			<a href="#">Financial planning practice (R06)</a>

\*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

## Band 2

### Competency standards

- I have applied for and attained the relevant authorisations to allow me to carry out my role where required
- I make use of follow up questions and listen to understand the speaker's perspective
- I take time to understand clients needs, solutions and suitability
- I explain the range and features of the personal finance options and solutions that are available to clients
- I understand the process of identifying appropriate financial options and solutions
- I support the provision of clear regulatory information and disclosure
- I maintain and enrich existing client relationships
- I communicate how individual circumstances and external factors affect financial needs
- I proactively identify changes to client circumstances and carry out regular client reviews to ensure their existing arrangements remain relevant
- I direct clients to get advice on matters outside my area of expertise in accordance with my organisation's referral process
- I am alert to the main indicators of fraudulent activities and raise my concerns in line with my organisation's policy and processes
- I keep up to date with new and emerging products, and understand how they affect clients' needs and suitability

### Band 2 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">Ace your annual review</a>	<a href="#">Planning</a>	<b>CII Training</b> For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Award in financial planning (non-UK) (AWF)</a>
<a href="#">Baking in retirement (tax efficiently)</a>	<a href="#">Regulation and ethics</a>	<b>CII Accredited third party training</b> <a href="#">AIC Investment Company Accreditation</a>	<a href="#">Financial services products and solutions (LP2)</a>
<a href="#">Financial scams, fraud, abuse and coercion plus the elephant in the room</a>			<a href="#">UK Financial services, regulation and ethics (CF1)</a>
<a href="#">Government care cap proposal – the realities</a>			<a href="#">Financial services, regulation and ethics (R01)</a>
<a href="#">Retirement reviews</a>			<a href="#">Financial planning practice (R06)</a>

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## Band 3

### Competency standards

- I demonstrate an in-depth understanding of personal financial needs, factors affecting them and how these influence the selection of appropriate solutions
- I ask probing questions and use deeper listening to understand the motivations, values and beliefs of others
- I help clients to prioritise their needs and interests and identify relevant options and solutions to meet them
- I appreciate how changes in client or external circumstances can affect the selection of relevant products
- I interpret the significance of complex products and services and apply them to my clients' requirements
- I ensure clients have the information and tools necessary to make capable and informed decisions
- I prepare accurate research and available market analysis in formulating solutions for clients
- I attract new clients and cultivate existing relationships
- I oversee and coach those under my supervision where appropriate in accordance with the regulatory requirements
- I monitor and update key performance indicators and client retention rates
- I understand how new and emerging products could affect the client ensuring that products and services remain relevant



## Band 3 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">PFS Monthly Medley – February</a>	<a href="#">Planning</a>	<b>CII Training</b>	<a href="#">Award in financial planning (non-UK) (AWF)</a>
<a href="#">Does Higher Inflation Pose A Threat To Client Outcomes?</a>	<a href="#">Regulation and ethics</a>	For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Supervision in a regulated environment (J07)</a>
<a href="#">Catching the Sustainable Wave</a>		<b>CII Accredited third party training</b>	<a href="#">Financial planning practice (R06)</a>
<a href="#">When exactly is the right time to gift?</a>		<a href="#">AIC Investment Company Accreditation</a>	<a href="#">Senior management and supervision (AF6)</a>
<a href="#">Intergenerational planning opportunities</a>			
<a href="#">Investment debate – Bonds in an inflationary environment</a>			
<a href="#">The roaring 2020s: What to expect from this next decade</a>			
<a href="#">Economic Update – Thematic &amp; Sustainable Equities</a>			
<a href="#">The Grand reopening</a>			
<a href="#">The Future of Multi Asset Investing - Big change and Investor Alignment</a>			
<a href="#">ESG: Mind the Gap</a>			
<a href="#">B Corp – The Future of Business</a>			
<a href="#">Bond is back!</a>			
<a href="#">Investment debate – The big greenwashing scandal</a>			
<a href="#">POWER Talks to Practitioners – Becoming a B Corp</a>			
<a href="#">How to develop a clear investment philosophy and why it matters</a>			
<a href="#">Inflation toolkit: prepare, don't predict</a>			
<a href="#">Let's get it together</a>			

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Member CPD	Assess corporate e-learning	Training and courses	Qualification units
<a href="#"><u>Seeking greater certainty in an uncertain world</u></a>			
<a href="#"><u>Times they are a changin</u></a>			
<a href="#"><u>Referral Management Masterclass</u></a>			
<a href="#"><u>Applying Effective Communication for Referrals and Business Development</u></a>			
<a href="#"><u>Back of a Napkin Financial Plan</u></a>			
<a href="#"><u>Back of a Napkin Financial Plan Part 2: Using the Matrix Book</u></a>			
<a href="#"><u>The Pension Regulator updates and how it affects the advice market</u></a>			
<a href="#"><u>The amazing power of questions</u></a>			
<a href="#"><u>Running your business should be fun</u></a>			
<a href="#"><u>Attract clients who are fulfilling, fascinating &amp; fun (part 2)</u></a>			

## Band 4

### Competency standards

- I apply my specialist knowledge of personal finance to meet clients' complex needs and to provide insights to external stakeholders
- I identify and anticipate changes to my organisation's products and services to ensure we have the best offering for clients
- I review systems, processes and controls in my area of the organisation and take the appropriate action if the required standards are not met
- I develop and review responsibilities and authority levels within my area of accountability
- I proactively report to external regulatory organisations to ensure compliance
- I ensure that there is a strong business development focus within the organisation
- I monitor and evaluate service standards in providing client satisfaction

### Band 4 learning resources

Member CPD	Assess corporate e-learning*	Training and courses	Qualification units
<a href="#">POWER planning: Advancing consumer focused financial planning</a> <a href="#">Finding Your Niche</a> <a href="#">Inheritance tax &amp; the covid opportunity</a> <a href="#">Playing the game of later life</a> <a href="#">Putting Protection into Wealth</a> <a href="#">Pricing your services, revisited</a> <a href="#">Going on your own part three</a>		For more details on CII Training, please visit our website: <a href="http://www.cii.co.uk/learning/training/">www.cii.co.uk/learning/training/</a>	<a href="#">Strategic claims management</a> (996)

\*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

# Member CPD

Here you will find links to Member CPD available related to this competency.

Webinar: [Baking in retirement \(tax efficiently\)](#)

Webinar: [Retirement reviews](#)

Webinar: [Government care cap proposal – the realities](#)

Webinar: [Financial scams, fraud, abuse and coercion plus the elephant in the room](#)

Webinar: [PFS Monthly Medley – February](#)

Webinar: [Does Higher Inflation Pose A Threat To Client Outcomes?](#)

Webinar: [Catching the Sustainable Wave](#)

Webinar: [When exactly is the right time to gift?](#)

Webinar: [Intergenerational planning opportunities](#)

Webinar: [Investment debate – Bonds in an inflationary environment](#)

Webinar: [The roaring 2020s: What to expect from this next decade](#)

Webinar: [Economic Update – Thematic & Sustainable Equities](#)

Webinar: [The Grand reopening](#)

Webinar: [The Future of Multi Asset Investing - Big change and Investor Alignment](#)

Webinar: [The Investment Debate – East vs West](#)

Webinar: [ESG: Mind the Gap](#)

Webinar: [B Corp – The Future of Business](#)

Webinar: [Bond is back!](#)

Webinar: [Investment debate – The big greenwashing scandal](#)

Webinar: [POWER Talks to Practitioners – Becoming a B Corp](#)

Webinar: [How to develop a clear investment philosophy and why it matters](#)

Webinar: [Inflation toolkit: prepare, don't predict](#)

Webinar: [Let's get it together](#)

Webinar: [Seeking greater certainty in an uncertain world](#)

Webinar: [Times they are a changin](#)

Webinar: [Referral Management Masterclass](#)

Webinar: [Applying Effective Communication for Referrals and Business Development](#)

Webinar: [Back of a Napkin Financial Plan](#)

Webinar: [Back of a Napkin Financial Plan Part 2: Using the Matrix Book](#)

Webinar: [The Pension Regulator updates and how it affects the advice market](#)

Webinar: [POWER planning: Advancing consumer focused financial planning](#)

Webinar: [Finding Your Niche](#)

Webinar: [Inheritance tax & the covid opportunity](#)

Webinar: [Playing the game of later life](#)

Webinar: [Putting Protection into Wealth](#)

Webinar: [Pricing your services, revisited](#)

Webinar: [Ace your annual review](#)

Webinar: [Going on your own part three](#)

Webinar: [Running your business should be fun](#)

Webinar: The amazing power of questions

Webinar: Attract clients who are fulfilling, fascinating & fun (part 2)

Assess is the Corporate Learning Management System from CII, including hundreds of digital learning units on technical insurance, regulatory and compliance content, together with a wide range of wider business skills.

If you already have an Assess licence through your employer, you should be able to access the following modules relevant to this competency.

If your organisation does not have an Assess licence and would be interested in acquiring one, you can sign up for a free trial here:  
[ciigroup.wufoo.com/forms/k17wqe99089pcpi/](https://ciigroup.wufoo.com/forms/k17wqe99089pcpi/)

Here you will find Assess corporate e-learning listed under the Learning by bands section in one place.

## Governance, Risk and Compliance

[Governance, Risk and Compliance](#)

## Planning

[Planning](#)

## Regulation and Ethics

[Regulation and ethics](#)

# Training and courses

The diversity of our course programme and breadth of corporate services makes us a one stop-shop training provider. We work in partnership with employers to develop relevant and cost-effective training solutions that are driven by business needs and deliver lasting results.

## **CII Training**

For more details on CII Training, please visit our website:

[www.cii.co.uk/learning/training/](http://www.cii.co.uk/learning/training/)

## **CII Accredited third party training**

[AIC Investment Company Accreditation](#)

Here you will find all Qualification units listed under the Learning by bands section in one place.

If you are a current member you can also view non-printable PDFs of each study text here:

[www.cii.co.uk/learning/support/cii-study-texts](https://www.cii.co.uk/learning/support/cii-study-texts) (PIN required to login).

## Advanced Diploma in Financial Planning

Senior management and supervision (AF6): <https://www.cii.co.uk/learning/qualifications/unit-af6/>

## Diploma in Financial Planning

Supervision in a regulated environment (J07): <https://www.cii.co.uk/learning/qualifications/unit-j07/>

Financial services, regulation and ethics (R01): <https://www.cii.co.uk/learning/qualifications/unit-r01/>

Financial planning practice (R06): <https://www.cii.co.uk/learning/qualifications/unit-r06/>

## Certificate in Financial Planning

Award in financial planning (non-UK) (AWF): <https://www.cii.co.uk/learning/qualifications/unit-awf/>

UK Financial services, regulation and ethics (CF1): <https://www.cii.co.uk/learning/qualifications/unit-cf1/>

Life and pensions customer operations (LP1): <https://www.cii.co.uk/learning/qualifications/unit-lp1/>

Financial services products and solutions (LP2): <https://www.cii.co.uk/learning/qualifications/unit-lp2/>