



**End Point Assessment
Organisation (EPAO)**

Financial Services Administrator

ICA is an end-point assessment organisation (EPAO) working with training providers and employers to deliver high quality, robust end-point assessment (EPA) across a range of apprenticeships. We are part of the leading professional body for the regulatory and financial crime compliance community.

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business be conducted in the right way.

Why choose ICA as your End Point Assessment organisation?

We will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible and responsive staff
- a flexible, fair and easy-to-understand pricing structure
- a simple scheduling process, with a team on hand to support you at each stage
- an online platform for apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted





Financial Services Administrator

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Level 3

Route: Legal, finance and accounting

Typical duration to gateway: 12 months (this does not include EPA period)

Maximum funding: £12,000

ICA Standard EPA Fee: £1,800 per apprentice

The fee quoted is our standard fee - we can offer discounts based on the number of apprentices.

Apprenticeship occupation overview:

The financial advice market consists of over 19,000 SME businesses, with the majority being focused on providing financial or mortgage advice.

These SME businesses are supported by umbrella organisations known as networks

who provide a range of support services to the individual businesses including technology, compliance, technical and consultancy support.

Due to recent changes, more administrative support is required by firms in order to provide an efficient, high quality and compliant service to their clients.

The Financial Administrator standard responds to this demand whilst also providing an ideal entry point for a career in the sector, with progression routes leading to a number of roles with full professional qualifications.

Role Profile

This is an entry level role which provides the foundation knowledge, skills and experience for progression into a number of career paths including Senior Administrator, Paraplanner, Financial Adviser or Mortgage Adviser.

Apprentices will develop the following knowledge, skills, and behaviours.

- A broad understanding of the structure of the financial services market, including the role of the financial adviser & product providers, customer outcomes, support services and platforms.
- An understanding of the financial services regulatory framework, the ethics, and key principles of the advice process.
- An understanding of the purpose and technical content of the financial services products and services provided.
- The ability to provide excellent service to customers, colleagues, and advisers, and adhering to 'treating customers fairly' principles at all times.
- The ability to develop effective relationships with customers & key contacts, handling, and resolving issues through effective verbal/written/IT skills.

Typical activities that may be carried out by people in this role include the following.

- Maintaining customer records through a customer management system and associated IT solutions.
- Support account handling teams in delivering a full customer service proposition in a professional, timely and

efficient manner including new business, mid-term adjustments and renewals.

- Communicating information necessary to ensure customers are fully aware that their needs have been met and contract certainty achieved.
- Managing instalment and credit provisions for customers.
- Ensuring that formal complaints/potential formal complaints are managed appropriately.
- Ensuring that all compliance procedures are adhered to on a day-to-day basis.
- Providing general office administrative support including filing/scanning/photocopying, banking/post/franking, processing premium payments, answering the telephone, note/message taking.

Knowledge, skills and behaviours: What apprentices need to learn

The required Knowledge, skills and behaviours of the Financial Services Administrator apprenticeship standard are found on the Institute for Apprenticeships & Technical Education (IfATE) website.



Gateway Requirements

The End-Point Assessment (EPA) gateway is when the ICA checks and confirms that apprentices have met any requirements required before they start the EPA.

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the apprenticeship standard.

Apprentices without Level 2 English and Maths will need to achieve these prior to taking the end-point assessment. You will also need to provide evidence of passing one of the professional qualifications listed in the occupational standard.

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End Point Assessment

All apprentices must take an independent assessment at the end of their apprenticeship training to confirm that they have achieved occupational competence. Rigorous, robust and independent EPA is essential to give employers confidence that apprentices completing an apprenticeship standard can actually perform in the occupation they have been trained in and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent EPAO.





The Assessment Plan for each standard outlines the assessment methods to be used. The EPA for this apprenticeship consists of the following mandatory elements.

1. A work-based project.

The project will be based on real activity done in the role. This will be reviewed and scored by the assessment panel members ahead of the interview.

2. A portfolio of recent evidence.

The portfolio will be a collection of evidence that demonstrates competence in the learning outcomes not covered by the project.

This will be reviewed and scored by the panel members ahead of the interview.

3. A panel interview / Viva.

This oral assessment allows the panel members to explore particular areas of the standard that have been highlighted during assessment of the project and portfolio – this may be areas of strength, inconsistencies, or where the apprentice does not appear to meet the standard.

As the apprentice has to pass all three elements of the final assessment, the panel interview / Viva would only go ahead if both the project and portfolio were assessed as passes.

Full information regarding the assessment methods is provided within the ICA Assessment Handbook for this EPA.

Grading

Each assessment will be carried out independently, and all assessment components of the EPA must be passed in order to attain an overall pass grade.

The overall EPA will be graded Fail, Pass or Distinction.

There are three specific performance areas in which apprentices would need to demonstrate a higher level of performance in the role to achieve a distinction award.

1. Impact on the business – measured by results delivered and viable improvement ideas put forward.
2. Impact on the customer – measured by demonstrably higher levels of service delivered.
3. Impact on peers – measured by evidence of teamwork and support for others.

Results and Certification

Following the EPA, ICA will issue an EPA result letter and grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Get in touch to discuss your EPA service requirements





End Point Assessment Organisation (EPAO)

Get in touch to discuss your EPA service requirements

Email epa@int-comp.org, call us directly on +44 (0) 121 362 7503, or complete the form at www.int-comp.org/epao to request a same day call back from the EPA Team.

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