



IfATE

Shaping skills training

Standard Draft Preview

Contents

1. Key information
2. Occupation summary
3. Typical job titles
4. Core occupation duties
5. Option duties
6. Paraplanner duties
7. Financial Planner duties
8. Knowledge
9. Skills
10. Behaviours
11. Qualifications
12. Professional recognition
13. Regulated standard
14. Consultation
15. Progression Routes
16. Supporting uploads
17. Involved employers

Standard in development

L4: Paraplanner and Financial Planner

Version 0.0

Title of occupation

Paraplanner and Financial Planner

UOS reference number

ST1301

Core and options

Yes

Option title/s

Paraplanner

Financial Planner

Level of occupation

Level 4

Typical duration of apprenticeship

24 months

Target date for approval

05/09/2023

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

Yes

Regulated occupation

Is this a statutory regulated occupation?

Yes

Name of regulator body

Occupation summary

Paraplanners and financial planners are found in a range of financial organisations, from large wealth management firms to smaller planning practices.

They are employed in large and small and medium-sized enterprises (SMEs). The SMEs are often supported by umbrella organisations known as networks and service providers who will provide a range of support services, including regulatory infrastructure, technology and technical assistance and consultancy support.

These roles are usually office-based, but may require visits to client premises or virtual working with colleagues and clients online.

The broad purpose of the occupations is to deliver a holistic financial planning service to corporate or individual clients and create personalised solutions designed to deliver their financial needs and objectives. This involves financial planners and paraplanners collaborating to gain a clear understanding of each client's circumstances and needs, in order to create a financial plan to help them achieve their goals.

Paraplanner and financial planner roles within a firm are collaborative but distinct, and both have an equally vital role in the advice process.

Paraplanner

A paraplanner supports the financial planner in the provision of regulated advice. They use their technical knowledge, expertise and capability to interpret client needs and objectives and undertake extensive research to examine potential financial options whilst utilising a variety of software applications and tools. They rationalise a range of solutions and select those most appropriate in order to create regulatory-compliant, written financial reports that are tailored to the client and clearly explain their financial options. These reports are then used by the financial planner when presenting financial options to the client.

Financial Planner

A financial planner is responsible for the client relationship and uses their knowledge, skills and expertise to understand their client's circumstances, needs and objectives, in order to provide regulated financial advice. They design, deliver and maintain appropriate financial solutions for the client whilst building trusting and enduring relationships with them. This involves the detailed gathering of hard and soft facts from clients and utilising software applications and tools to research potential solutions and deliver personalised recommendations. This is often done through face-to-face meetings or through online, virtual meetings. As this is a regulated occupation, any solutions, options and recommendations must be delivered to the client in verbal and written format. Financial planners may have additional responsibilities such as adhering to key performance indicators on quality and service standards, or for meeting commercial objectives for the firm by seeking new business opportunities from clients.

In their daily work, an employee in either occupation will interact with a wide range of internal and external stakeholders. Financial planners and paraplanners would typically be integral roles within a finance firm, working alongside compliance and support services and other finance specialists.

Depending on the firm, both can deal with clients, although this would usually only apply to the financial planner who would be responsible for building relationships and rapport with clients.

On a day-to-day basis, paraplanners would typically deal with product providers and fund management groups, while the financial planner is more likely to deal with professional connections such as accountants and solicitors.

An employee in these occupations would be responsible for providing accurate financial planning services in accordance with financial regulations and would demonstrate a high degree of honesty and integrity.

Typical job titles

Financial adviser

Financial planner

Independent financial adviser (ifa)

Paraplanner

Wealth manager

Wealth planner

Are there any statutory/regulatory or other typical entry requirements?

No

Core occupation duties

DUTY	KSBS
<p>Duty 1 Design and or deliver personalised financial planning solutions for clients, based on a thorough understanding of their needs.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K15 K16</p> <p>S1 S2 S3 S4 S5 S6 S7 S8 S9 S10</p> <p>B1 B2 B3 B4 B5</p>
<p>Duty 2 Conduct Know Your Customer (KYC) activities in line with regulatory and best practice to ensure solutions are appropriate for client circumstances.</p>	<p>K3 K5 K6 K7 K9 K10 K12 K16</p>
<p>Duty 3 Establish a financial plan aimed at achieving the clients' needs and objectives, ensuring any recommended financial products or solutions are suitable and that the advantages, disadvantages, and risks have been clearly explained.</p>	<p>K2 K3 K5 K6 K7 K9 K10 K12 K16</p>
<p>Duty 4 Remain up to date with changes to regulation, legislation, taxation, and the financial services market through continuing professional development.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K9 K12 K13 K16</p>
<p>Duty 5 Adhere to GDPR and regulatory requirements for collecting and processing client data.</p>	<p>K2 K3 K4 K5 K6 K7 K9 K10 K12</p>
<p>Duty 6 Plan and prioritise workload using approved systems and processes within the firm.</p>	<p>K6 K8 K12 K13</p>
<p>Duty 7 Develop strong working relationships with all stakeholders, and maintain a client-centric culture to achieve the firm's objectives.</p>	<p>K1 K7 K9 K10 K11 K14</p>

Option duties

Paraplanner duties

DUTY	KSBS
Duty 8 Analyse clients' circumstances, research appropriate solutions, and review options to meet clients' needs, objectives, and risk profile.	K2 K3 K7 K8 K9 K10 K11 K12 K16 K17 K18 S11 S12 S13 S14 S15
Duty 9 Provide technical support and insight to the financial planning, for example, through cash-flow modelling, tax calculations, research, and product analysis.	K2 K3 K7 K9 K10 K12 K17 K18 S11 S12 S13 S14 S15
Duty 10 Create financial planning reports and supporting documentation underpinned by technical analysis to be presented to the client, ensuring all communications are clear, fair, and not misleading.	K2 K3 K7 K9 K10 K11 K12 K17 K18 S11 S12 S13 S14 S15

Financial Planner duties

DUTY	KSBS
Duty 11 Seek new financial planning opportunities for business growth, and develop long-term relationships with clients.	K2 K4 K6 K8 K10 K11 K19 K20 K21 K22 S16 S17 S18 S19 S20 S21
Duty 12 Provide advice on suitable investment and product solutions, and conduct ongoing reviews where appropriate.	K2 K4 K8 K9 K10 K11 K13 K14 K19 K20 K21 K22 S16 S17 S18 S19 S20 S21
Duty 13 Assess clients' financial knowledge and experience, attitude to investment risk, and capacity for loss to establish an overall risk profile.	K2 K3 K5 K7 K8 K9 K10 K11 K12 K13 K14 K16 K19 K20 K21 K22 S16 S17 S18 S19 S20 S21
Duty 14 Conduct meetings and present financial plans to clients in a coherent and compliant manner, ensuring all communications are clear, fair, and not misleading.	K3 K6 K7 K9 K10 K11 K13 K14 K19 K20 K21 K22 S16 S17 S18 S19 S20 S21 B5

KSBS

Knowledge

- K1:** The role of the financial planner, paraplanner and other supporting roles, for example, administrator, compliance officer.
- K2:** The structure of the financial services market, including product providers, technology providers and support services.
- K3:** The ethics and key principles of the advice process, and different client propositions and advice models, including independent, restricted and non-advised.
- K4:** Responsible and sustainable investment solutions.
- K5:** The financial services regulatory framework and its application in the advice process.
- K6:** Systems and controls to protect the client and the firm, including internal licencing, and service and quality assurance standards.
- K7:** Regulated advice standards, methods for building and maintaining client relationships, and the paraplanner or financial planner's responsibilities in terms of these.
- K8:** Methods of researching and analysing financial products and solutions in the UK market, including the intended target market, features and benefits, risks and disadvantages, and suitability for individual clients.
- K9:** The significance and importance of Knowing Your Client (KYC), including establishing personal and financial circumstances, level of financial knowledge and experience, and potential vulnerabilities.
- K10:** How to establish and prioritise a client's financial needs and objectives.
- K11:** Methods and approaches to assess a client's knowledge and understanding of investments, attitude to investment risk, capacity for loss, and understanding of their vulnerabilities in relation to their needs and objectives.
- K12:** Principles of data analysis, data security, and cyber security to support collation, analysis, and compliant handling of data, the implications of non-compliance, and the importance of working safely online in a financial planning or paraplanning context.
- K13:** Purpose, scope and limitations of any in-house or third-party tools used within the financial planning process, for example, attitude to risk questionnaires, cash flow modelling tools, cost comparison tools, digital tools and digital visualisation tools.
- K14:** Communication techniques, methods and strategies and the importance of adapting communication style to facilitate understanding for financial and non-financial stakeholders
- K15:** How to analyse performance data and metrics effectively using qualitative and quantitative methods.
- K16:** Principles and policies of equity, diversity and inclusion in the workplace and their impact on the organisation and their customers.
- K17:** Paraplanner – Methods and approaches used to create personalised client-facing documents tailored appropriately to the audience and in line with regulatory and firm standards.

K18: Paraplanner – How to review and validate the methodology and conclusions drawn from research and analysis.

K19: Financial Planner – The requirements and practical implications of the Statements of Principle for Approved Persons (APER) and the Fit and Proper Test for Approved Persons (FIT).

K20: Financial Planner – Approaches to structuring client meetings, handling objections, and providing the required regulatory disclosures.

K21: Financial Planner – Strategies to establish a client's views on responsible and sustainable investing, and the impact this may have on available solutions and outcomes.

K22: Financial Planner – Methods for training, competence, and continued professional development activities for becoming and remaining a regulated adviser.

Skills

S1: Use software packages and digital tools to deliver financial advice or paraplanning services in line with cyber and data security requirements, using data securely and safely.

S2: Provide services to clients in line with the business proposition, adhering to Consumer Duty and Treating Customers Fairly (TCF) principles.

S3: Prepare financial recommendations in accordance with risk, regulatory, and governance requirements.

S4: Comply with service and quality assurance standards for the business, for example, complaints procedures and productivity.

S5: Communicate with clients and colleagues using methods appropriate for the intended audience, including verbal, written, digital, and virtual.

S6: Interpret and communicate financial and business information in a way that facilitates understanding for the intended audience, for example finance and non-finance stakeholders.

S7: Build and maintain collaborative, professional relationships with internal and external stakeholders to deliver advisory tasks and achieve successful customer outcomes.

S8: Plan and prioritise work to support positive outcomes for both the customer and the firm.

S9: Provide individual advice relevant to clients in line with regulatory requirements.

S10: Use feedback to reflect on own practice and identify opportunities for continuous professional development.

S11: Paraplanner – Analyse clients' current circumstances and research appropriate solutions to meet their needs, objectives, and attitudes to risk.

S12: Paraplanner – Provide financial planning support to colleagues using appropriate market knowledge and available software and research tools.

S13: Paraplanner – Conduct technical product and fund analysis.

S14: Paraplanner – Create personalised client-facing financial planning reports that are tailored appropriately to the audience and in line with regulatory and firm standards.

S15: Paraplanner – Securely maintain client files with evidence of any research and analysis undertaken.

S16: Financial Planner – Conduct KYC activities to fact-find relevant information and establish clients' financial needs and objectives, including identifying when and where clients may be experiencing vulnerabilities.

S17: Financial Planner – Establish overall risk profiles for clients through an understanding of the clients' financial knowledge and experience, attitude to investment risk, capacity for loss, and understanding of their vulnerabilities.

S18: Financial Planner – Identify, prioritise, and address clients' needs in line with regulatory requirements.

S19: Financial Planner – Deliver advice solutions that support clients in achieving their financial objectives.

S20: Financial Planner – Collaborate with customers to create new opportunities for business growth, for example, through referrals and networking.

S21: Financial Planner – Establish clients' views on responsible and sustainable investing and the impact this may have on available solutions and outcomes.

Behaviours

B1: Acts professionally, ethically, and with integrity.

B2: Seeks learning opportunities and continuous professional development in line with industry requirements.

B3: Works flexibly and adapts to changing circumstances, including overcoming challenges and responding to setbacks.

B4: Takes personal responsibility for sustainable outcomes in how they carry out the duties of their role, with reference to environmental good practice.

B5: Supports an inclusive culture and treats colleagues and external stakeholders fairly and with respect.

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

Yes

Other mandatory qualifications

CII Diploma in Regulated Financial Planning

Level: 4

CISI Diploma in Investment Advice

Level: 4

LIBF Diploma for Financial Advisers

Level: 4

Professional recognition

This standard aligns with the following professional recognition:

- Chartered Insurance Institute for Level 4
- Chartered Institute for Securities and Investment for Level 4
- The London Institute of Banking & Finance for Level 4

Regulated standard

This is a regulated occupation.

Regulator body:

Financial Conduct Authority (FCA)

Training provider does not require approval by regulator body

EPAO does not require approval by regulator body

Consultation

To add when complete:

- Standard reviewed by peer reviewer and all feedback incorporated.
- Route Manager comments incorporated as well as Education Advisor comments (once complete)
- The trailblazer consulted widely amongst it's members who are widely representative and feedback taken on board.
- Consultation sent XX July 2023

Progression Routes

ST0472 Financial services professional v1.0 L6

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Subject sector area