Chartered Insurance Institute
Standards. Professionalism. Trust.

Supporting Functions (Personal Finance)

Learning resources
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Contents

About Supporting Functions

These are foundation level competencies, covering the sector specific knowledge and skills required by professionals working in supporting functions. As such, these are relevant to those working in customer service, marketing, HR or finance, for example. While these individuals will be associated with their own Professional Bodies – following their own competency standards – the subject-matter competencies outlined in the Professional Map will empower them to speak with credibility in the workplace and make better informed decisions.

Learning by type

This section outlines the Supporting Functions 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.

Supporting functions

Competency standards

- I know the value of personal finance products, their purpose and role in society and understand the circumstances in which they might be needed
- I understand the structure and main activities of the personal finance sector
- I know the differences and the interrelationships between the various roles within the personal finance sector
- I know the difference between different types of financial service, including regulated financial advice versus guidance
- I know the difference between the different types of regulated financial advice: independent, restricted, and execution-only
- I know the common terminology used in personal finance
- I know the personal finance products and services that my organisation offers and how they can meet client requirements
- I know what is meant by professionalism and understand the consequences of ethical and unethical conduct
- I know the content of the CII Code of Ethics and how to apply this in my role
- I know and work within the legal, regulatory and ethical frameworks that govern the financial services profession
- I am aware of my organisation's policies on data protection, complaint handling and conflicts of interest and work within them
- I am aware of my organisation's speak up/whistleblowing policy and procedures and raise concerns when appropriate
- I am aware of and fulfil my supervisory requirements where relevant as outlined by regulation and legislation

Supporting functions learning resources

Member CPD	Assess corporate e-learning	Training and courses	Qualification units
Power Talks Purpose, Vision, Values & Culture Purpose & Vision: Building a Successful Financial Planning Business Abridged Advice – Striking the balance between triage and full advice Summary of comment and guidance for insurance and financial planning professionals about the war in Ukraine The Pension Regulator updates and how it affects the advice market	Regulation and ethics Governance, Risk and Compliance	**CII Training** For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/ **CII Accredited third party training** AIC Investment Company Accreditation	Life and pensions foundations (LF1) Financial services products and solutions (LP2) Life and pensions principles and practices (LP3) UK Financial services, regulation and ethics (CF1) Mortgage advice (CF6) Equity release (ER1) Financial services, regulation and ethics (R01) Advanced mortgage advice (J07) Securities advice and dealing (J12) Senior management and supervision (AF6) Pension transfers (AF7)

Member CPD

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

Webcast: Power Talks Purpose, Vision, Values & Culture

Webcast: Purpose & Vision: Building a Successful Financial Planning Business

Webinar: Abridged Advice – Striking the balance between triage and full advice

News article: Summary of comment and guidance for insurance and financial planning professionals about the war in Ukraine

Webinar: The Pension Regulator updates and how it affects the advice market

Assess corporate e-learning

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/

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

Conduct

Conduct Risk and Treating Customers Fairly

Managing Conflicts of Interest

Whistleblowing with Confidence

Fundamentals

General Data Protection

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/

CII Accredited third party training

AIC Investment Company Accreditation

Qualification units

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 (PIN required to login).

Advanced Diploma in Financial Planning

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

Pension transfers (AF7): https://www.cii.co.uk/learning/qualifications/unit-af7/

Diploma in Financial Planning

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

Securities advice and dealing (J12): https://www.cii.co.uk/learning/qualifications/unit-j12/

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

Certificate in Financial Planning

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

Mortgage advice (CF6): https://www.cii.co.uk/learning/qualifications/unit-cf6/

Equity release (ER1): https://www.cii.co.uk/learning/qualifications/unit-er1/

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

Life and pensions principles and practices (LP3): https://www.cii.co.uk/learning/qualifications/unit-lp3/

Award in Financial Planning

Life and pensions foundations (LF1): https://www.cii.co.uk/learning/qualifications/unit-lf1/