

UK Financial Regulation Certificate for Financial Advisers (CeFA[®]) and Certificate in Mortgage Advice and Practice (CeMAP[®]) Module I – Syllabus

Learning Outcomes

Unit I Introduction to Financial Services Environment and Products

On completion of this part of the module, candidates will be expected to:

Demonstrate an understanding of:

- 1 the purpose and structure of the UK financial services industry
- 2 the main financial asset classes and their characteristics, covering past performance, risk and return
- 3 the main financial services product types and their functions
- 4 the main financial advice areas
- 5 the process of giving financial advice, including the importance of regular reviews of the consumer's circumstances
- 6 the basic legal concepts relevant to financial advice
- 7 the UK taxation and social security systems and how they affect personal financial circumstances
- 8 the impact of inflation, interest rate volatility and other relevant socio-economic factors on personal financial plans

Unit 2 UK Financial Services and Regulation

On completion of this part of the module, candidates will be expected to:

Demonstrate a knowledge of:

- 1 the main aims and activities of the Financial Services Authority (FSA), and its approach to ethical conduct by firms and individuals
- 2 how other non-tax laws and regulations impact upon firms and the process of advising clients

Demonstrate an understanding of:

- 1 the FSA's approach to regulating firms and individuals
- 2 how the FSA's rules affect the control structures of firms and their relationship with the FSA
- 3 how the FSA's Conduct of Business rules apply to the process of advising customers/clients
- 4 how the Anti-Money Laundering rules apply to dealings with private and intermediate customers
- 5 the main features of the rules for dealing with complaints and compensation
- 6 how The Data Protection Act 1998 affects the provision of financial advice and the conduct of firms generally.

Detailed Syllabus

It is important to note that the indicative percentages quoted should be used as a guide only. In order to ensure that each exam is consistent in terms of difficulty, the actual number of questions that are tested in each topic area will not always equate exactly to the rounded percentage weightings.

Unit 1 Introduction to Financial Services Environment and Products

Attainment Level	Outcome	Indicative Content	Approx. Weighting
Demonstrate an understanding of:	1 The purpose and structure of the UK financial services industry	U1.1 The function of the financial services industry in the economy – transferring funds between individuals, businesses and government – risk management	10%
		U1.2 The main institutions/organisations – markets, retail institutions, wholesale institutions	
		U1.3 The role of the EU and of the UK government – regulation, taxation, economic and monetary policy, provision of welfare and benefits	
	2 The main financial asset classes and their characteristics, covering past performance, risk and return	U2.1 Cash deposits	10%
		U2.2 Government securities and corporate bonds – fixed interest and index linked	
		U2.3 Equities	
		U2.4 Property – residential and commercial	

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3 The main financial services product types and their functions	U3.1 Direct investment – cash, government securities and corporate bonds, equities and property	20%
	U3.2 Collective investments – structure, tax and charges – OEICs/unit trusts, investment trusts and companies, life assurance contracts, offshore funds	
	U3.3 Derivatives – their structure and purpose	
	U3.4 Mortgages and other loans – personal and commercial	
	U3.5 Pensions	
4 The main financial advice areas	U4.1 Budgeting	10%
	U4.2 Protection	
	U4.3 Borrowing	
	U4.4 Investment and saving	
	U4.5 Retirement planning	
	U4.6 Estate planning	
	U4.7 Tax planning	
5 The process of giving financial advice, including the importance of regular reviews of the consumer's circumstances	U5.1 The nature of the client relationship, confidentiality, trust and consumer protection	10%
	U5.2 The information required from consumers and methods of obtaining it	
	U5.3 Factors determining how to match solutions with consumer needs and demands	
	U5.4 How to assess affordability and suitability	
	U5.5 The importance of communication skills in giving advice and how to adapt advice to customers with different capacities and needs	
	U5.6 The importance of monitoring and review of consumers' circumstances	
	U5.7 Information for consumers and when it should be provided (outline only)	

6	The basic legal concepts relevant in financial advice	U6.1 Legal persons – individuals, wills, intestacy, personal representatives (and administration of estates), trustees, companies, limited liabilities, partnerships U6.2 Contract, capacity U6.3 Agency U6.4 Real property, personal property and joint ownership U6.5 Powers of attorney and enduring powers of attorney U6.6 Insolvency and bankruptcy	15%
7	The UK taxation and social security systems and how they affect personal financial circumstances	U7.1 UK Income tax system – liability to income tax, allowances, reliefs, rates, grossing up interest and dividends, employed and self-employed income, priorities for taxing different classes of income, gift aid, Give As You Earn U7.2 Capital gains tax – liability to CGT, disposals, death, deductions, losses, main exemptions, indexation relief, taper relief, basic calculation of chargeable gains U7.3 Inheritance tax – liability to IHT, main exemptions, basic calculation of IHT liabilities U7.4 Stamp duty, land tax and stamp duty reserve tax on securities U7.5 National insurance U7.6 VAT U7.7 Social security benefits	20%
8	The impact of inflation, interest rate volatility and other relevant socio-economic factors on personal financial plans	U8.1 Definition of inflation U8.2 The difference between fixed and variable interest rates and how they affect the affordability, suitability and performance of financial products in both the long and short term	5%

Unit 2 UK Financial Services and Regulation

Attainment Level	Outcome	Indicative Content	Approx. Weighting
Demonstrate a knowledge of:	1 The main aims and activities of the Financial Services Authority (FSA) and its approach to ethical conduct by firms and individuals	K1.1 The Financial Services and Markets Act 2000	10%
		K1.2 The FSA's main objectives, role and activities	
		K1.3 The FSA's principles for businesses and approved persons – how they reflect the need for ethical behaviour by firms and approved persons, FSA guidance (for example, Treating Customers Fairly)	
		K1.4 Arrangements, systems and controls for senior managers	
		K1.5 The fit and proper test for approved persons	
		K1.6 The prevention of crime, including market abuse and insider dealing	
	2 How other non-tax laws and regulations are relevant to firms and to the process of advising clients	K2.1 The Office of Fair Trading and the Consumer Credit Act legislation	10%
		K2.2 The Pensions Regulator	
		K2.3 Unfair Contract Terms; Advertising Standards Authority; Banking Code	
		K2.4 EU directives	
		K2.5 CAT and stakeholder standards	
Demonstrate an understanding of:	1 The FSA's approach to regulating firms and individuals	U1.1 Authorisation of firms, regulated activities & regulated investments, firms' status (independent or other)	10%
		U1.2 Capital adequacy	
		U1.3 FSA supervision and the risk based approach	
		U1.4 Discipline and enforcement including notification requirements	

	2	How the FSA's rules affect the control structures of firms and their relationship with the FSA	U2.1	Approved persons and controlled functions	
			U2.2	Advertising and financial promotion rules	
			U2.3	Reporting and record keeping	20%
			U2.4	Training and competence rules	
			U2.5	Specific rules for independent financial advisers and whole of market advisers	
	3	How the FSA's Conduct of Business Rules apply to the process of advising customers/clients	U3.1	Types of customer	
			U3.2	Terms of business, client agreements and initial disclosure documents	
			U3.3	Status of advisers and status disclosure to customers	
			U3.4	Advice and know your customer rules	
			U3.5	Suitability of advice	
			U3.6	Execution-only sales	30%
			U3.7	Charges and commissions	
			U3.8	Cooling off and cancellation	
			U3.9	Product disclosure	
			U3.10	Simplified advice on the stakeholder suite of products	
			U3.11	Regulatory rules for mortgage advice – MCOB	
			U3.12	Future regulatory rules for general insurance advice – ICOB	
Demonstrate an understanding of:	4	How the Anti-Money Laundering rules apply to dealings with private and intermediate customers	U4.1	Proceeds of Crime Act 2002	
			U4.2	Proceeds of crime – definition	
			U4.3	Money laundering offences	
			U4.4	Client identification procedures	10%
			U4.5	Record keeping requirements	
			U4.6	Reporting procedures	
			U4.7	Training requirements	
			U4.8	Enforcement	

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5 The main features of the rules for dealing with complaints and compensation	U5.1 Firms' internal complaints procedures	
	U5.2 The Financial Ombudsman Service (FOS)	5%
	U5.3 The Financial Services Compensation Scheme (FSCS)	

6 How the Data Protection Act 1998 affects the provision of financial advice and the conduct of firms generally	U6.1 Definitions in the Data Protection Act	
	U6.2 The data protection principles	5%
	U6.3 Enforcement of the Data Protection Act	

Mortgages

Certificate in Mortgage Advice and Practice

(CeMAP®)

Module 2 – Syllabus

Learning Outcomes

Unit 3 Mortgage Law, Policy Practice and Markets

On completion of the module, candidates will be expected to

Demonstrate a knowledge of:

- 1 the definition of a mortgage.
- 2 the house-buying process, the key parties involved and their roles.
- 3 the principal types of property defect that surveys can identify and understand their implications when seeking a mortgage, including the options available to consumers.
- 4 the process and implications of buying property at auction
- 5 the common types of borrower and how their main mortgage related requirements may differ and what factors may disqualify people from borrowing

Demonstrate an understanding of:

- 1 the main requirements of the Mortgage Conduct of Business Rules and the legislation affecting mortgages.
- 2 the economic and regulatory context for giving mortgage advice

Unit 4 Mortgage Applications

On completion of the module, candidates will be expected to

Demonstrate an understanding of:

- 1 the role of a Mortgage Adviser and the importance and principles of providing advice, including the key factors affecting the advice given
 - 2 the implications for consumers of 'gazumping' and 'gazundering'
 - 3 the purpose of additional security, including the role of guarantors
 - 4 the fees and charges involved in arranging a mortgage, identify where these apply, the services they cover, when they become due, which are refundable and how the opportunity for refunds diminishes as the process nears completion.
- U5 the principal factors affecting the value of property, including their implications for consumers seeking mortgages and when consumers should be referred for specialist advice.
- U6 the different forms of valuation and survey and which might be appropriate for different properties and/or the borrower's circumstances.
- U7 the need to obtain Local Authority planning consent for house development/extensions.

Unit 5 Mortgage Payment Methods and Products

On completion of the module, candidates will be expected to

Demonstrate an understanding of:

- 1 the key features of the different types of mortgage repayment options and their advantages and disadvantages for different types of borrower
- 2 the key features of the common types of mortgage product and interest rate options
- 3 the structure and features of other types of mortgage
- 4 the main features and functions of different forms of life assurance and other insurances (eg mortgage payment protection insurance (MPPI), life, accident and sickness insurance (ASU), building insurance, contents insurance) associated with arranging a mortgage

Unit 6 Mortgage Arrears and Post-Completion

On completion of the module, candidates will be expected to

Demonstrate an understanding of:

- 1 the principles and procedures associated with raising additional money and the circumstances when further borrowing might be appropriate.
- 2 the principles, procedures and costs associated with transferring mortgages.
- 3 the principles of using mortgages within debt consolidation arrangements.
- 4 the implications for the borrower of the non-payment of mortgages, other breaches of the Mortgage Deed, non-payment of building insurance and the options available.
- 5 the legal rights/remedies available in respect of non-payment from borrowers.
- 6 the main provisions made by the State to assist consumers in difficulties over the repayment of mortgages.

Detailed Syllabus

It is important to note that the indicative percentages quoted should be used as a guide only. In order to ensure that each exam is consistent in terms of difficulty, the actual number of questions that are tested in each topic area will not always equate exactly to the rounded percentage weightings.

Unit 3 Mortgage Law, Policy Practice and Markets

Attainment Level	Outcome	Indicative Content	Approx. Weighting
Demonstrate a knowledge of:	1 The definition of a mortgage	K1.1 Definition as given in the FSA Handbook	5%
	2 The house-buying process, the key parties involved and their roles	<p><i>England/Wales</i></p> <p>K2.1a Role of estate agent/valuer/conveyancer/legal adviser;</p> <p>K2.2a Process to contract exchange/completion and when a contract becomes binding;</p> <p>K2.3a Proposed use of home information packs (as published in the Housing Act 2004).</p> <p>OR</p> <p><i>Scotland</i></p> <p>K2.1b Role of estate agent/valuer/legal adviser;</p> <p>K2.2b Conditional/unconditional offer;</p> <p>K2.3b Private bargain/private treaty;</p> <p>K2.4 Acceptance/ completion/conclusion of missives;</p> <p>See separate 'Mortgage Conduct of Business Rules' requirements'</p>	15%
	3 The principal types of property defect that surveys can identify and understand their implications when seeking a mortgage, including the options available to consumers	<p>K3.1 Main property defects;</p> <p>K3.2 How property defects may affect the lending decision and/or require immediate remedial works.</p>	10%

4	The process and implications of buying property at auction	K4.1 Requirement for funding (ie cash/ mortgage commitment) to be in place up front;	10%
		K4.2 Contracts exchanged, with associated deposit, on the day	
5	The common types of borrower and how their main mortgage related requirements may differ and what factors may disqualify people from borrowing	K5.1 Private/residential borrowers;	10%
		K5.2 Intermediary/business/commercial borrowers (outline only);	
		K5.3 Those who cannot borrow: ◆ undischarged bankrupts; ◆ mentally ◆ incapacitated; minors	
Demonstrate an understanding of:	1 The main requirements of the Mortgage Conduct of Business Rules and the legislation affecting mortgages	Requirements of the Mortgage Conduct of Business Rules	40%
		U1.1 National House-Building Council guarantees	
		U1.2 Property Misdescriptions Act	
		U1.3 Contract Law	
		U1.4 Principles of Agency	
		U1.5 Consumer law	
		U1.6 Principles of testacy and intestacy, including grants of probate and letters of administration	
		U1.7 Legal obligations and guarantors	
		U1.8 Lenders Rights and Borrowers Covenant	
		U1.9 Financial Services and Markets Act 2000 (including the Mortgage Conduct of Business Rules)	
		<i>England/Wales/Northern Ireland:</i>	
		I.10 Property Law (Law of Property Act 1925, Leasehold Reform Act 1967, Leasehold Reform, Housing and Urban Development Act 1993)	
		OR	
		<i>Scotland:</i>	
		U1.11 Policies, as determined by the Scottish Executive, affecting the mortgage process and property market in Scotland	
		U1.12 Matrimonial Homes Act (eg single borrowers require an affidavit)	
		U1.13 Tenancy Act	

	U1.14 Mortgage Rights Act	
	U1.15 Statutory Repair Act	
	U1.16 Bankruptcy Act (refers to 'sequestrian' in Scotland)	
	U1.17 Land Tenure Reform Act (note – new legislation due 2003)	
	U1.18 Legislation regarding intestacy – impact upon partner where mortgagee dies intestate	
	U1.19 Feu disposition (reference Land Certificate in England/Wales)	
	U1.20 Court decree (reference County Court Judgment in England/Wales)	
2	The economic and regulatory context for giving mortgage advice	10%
	U2.1 The property market and the main conditions that affect it	
	U2.2 Interest rates and their drivers	
	U2.3 The UK mortgage lending sector	
	U2.4 Mortgage regulation: MCOB and its implications for the mortgage adviser	

Unit 4 Mortgage Applications

Attainment Level	Outcome	Indicative Content	Approx. Weighting
Demonstrate an understanding of:	I The role of a Mortgage Adviser and the importance and principles of providing advice, including the key factors affecting the advice given.	U1.1 Affordability U1.2 Suitability U1.3 Risk U1.4 Term of mortgage U1.5 Principles of ethical advice, including FSA guidance (for example, Treating Customers Fairly) U1.6 Methods of verifying information supplied by consumers U1.7 Methods of checking that mortgage solutions match consumer immediate and long term needs and circumstances U1.8 Ways of advising clients in arrears who have differing attitudes to risk and indebtedness	30%

2	The implications for consumers of 'gazumping' and 'gazundering'	U2.1	Gazumping	5%
		U2.2	Gazundering	
3	The purpose of additional security, including the role of guarantors	U3.1	The requirement for guarantors to be advised to seek independent legal advice	10%
		U3.2	MIGs and other types of security (life policies and collateral)	
4	The fees and charges involved in arranging a mortgage, identify where these apply, the services they cover, when they become due, which are refundable and how the opportunity for refunds diminishes as the process nears completion	<i>Commonly applicable charges and fees:</i>		
		U4.1	Reservation fees	
		U4.2	Application fees	
		U4.3	Arrangement fees	
		U4.4	Lenders reference fees	
		U4.5	Land Registry fees	
		U4.6	Valuation fees	
		U4.7	Estate agent fees	
		U4.8	Legal/solicitors fees	
		U4.9	Stamp Duty Land Tax	
		U4.10	Local Authority searches	20%
		U4.11	Bankruptcy searches	
		U4.12	Telegraphic transfer costs	
		U4.13	Environmental searches, eg flooding, mining	
		<i>Less common/other party charges (outline only):</i>		
		U4.14	Survey fees and fees for other specialist reports	
		U4.15	Booking fees	
		U4.16	Title indemnity fees	
U4.17	Higher lending charge			
U4.18	Brokers fees			

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Demonstrate an understanding of:	5 The principal factors affecting the value of property, including their implications for consumers seeking mortgages and when consumers should be referred for specialist advice	U5.1 Type of property	
		U5.2 Location	
		U5.3 Building materials and any restrictions	
		U5.4 Age of property	
		U5.5 Freehold/commonhold/leasehold (England & Wales)	
		U5.6 Tenure (Scotland – note: new legislation from 2003)	
		U5.7 Multiple use	
		U5.8 Vacant possession	
		U5.9 Reinstatement value	
		U5.10 Whether it is insurable, ; including but not limited to risk of flooding/subsidence/heave	15%
		U5.11 Planning permission	
		U5.12 Building regulations	
		U5.13 Contract guarantees	
		U5.14 Listed/heritage	
		U5.15 Easements, including but not limited to rights of way	
		U5.16 Due diligence enquiries, including but not limited to outstanding disputes	
		U5.17 Covenants.	
6 The different forms of valuation and survey and which might be appropriate for different properties and/or the borrower's circumstances	U6.1 Forms of valuation and or survey (basic valuations, homebuyer's report, building survey, full structural survey)		15%
		U6.2 Requirements of lenders	
		U6.3 Rights of the consumer	
7 The need to obtain Local Authority planning consent for house development/extensions	U7.1 The legal basis of local authority planning procedures		
		U7.2 The main procedures in obtaining local authority planning consent	5%
		U7.3 Development limitations that apply to different categories of listed buildings	

Unit 5 Mortgage Payment Methods and Products

Attainment Level	Outcome	Indicative Content	Approx. Weighting	
Demonstrate an understanding of:	1 The key features of the different types of mortgage repayment options and their benefits and disbenefits for different types of borrower	U1.1 Capital and interest repayment (repayment mortgages)	20%	
		U1.2 Interest payment (interest only mortgages)		
		U1.3 Implications for the consumer of the under-performance of repayment options		
		U1.4 Repayment vehicles used in conjunction with interest-only mortgages – endowment policies; personal pension plans; ISAs; OEICs; Unit Trusts		
	2 The key features of the common types of mortgage product and interest rate options		U2.1 Standard variable rate mortgages	35%
			U2.2 Straight repayment tracker mortgages (variable rate/LIBOR/ base rate tracker mortgages)	
			U2.3 Interest only tracker mortgages	
			U2.4 Fixed rate mortgages	
			U2.5 Capped rate (including capped and collared) mortgages;	
			Discounted rate (including cash back/gift) mortgages	
			Deferred rate low start mortgages	
U2.6 Equity release mortgages (links to mortgage/home reversion schemes)				
U2.7 Flexible mortgages				
U2.8 All in one/current account mortgages/offset mortgages, including drawdown facilities				
U2.9 CAT marked mortgages				
U2.10 Hybrid arrangement products, for example – ‘part and part’ mortgages				
U2.11 The performance and volatility of fixed and variable interest rates for different types of borrower				

3 The structure and features of other types of mortgage	U3.1 Commercial mortgages	
	U3.2 Lifetime mortgages (defined term for 'equity release' mortgages for older consumers)	
	U3.3 Low start/deferred interest mortgages	
	U3.4 Self build mortgages	
	U3.5 100%/125% mortgages	
	U3.6 Foreign currency mortgages	
	U3.7 New build mortgages	
	U3.8 Buy to let mortgages (including types of tenancy)	
	U3.9 'Right to buy' Council property mortgages	25%
	U3.10 Shared appreciation mortgages	
	U3.11 Shared ownership mortgages (Housing Association)	
	U3.12 Equity share mortgages	
	U3.13 Adverse credit/sub-prime mortgages (for 'non-conforming' or 'non-status' borrowers, with, eg CCJs/arrears/discharged bankruptcy)	
	U3.14 Sharia-compliant mortgages (also known as Islamic mortgages)	
4 The main features and functions of different forms of life assurance and other insurances (eg mortgage payment protection insurance (MPPi), life, accident and sickness insurance (ASU), building insurance, contents insurance) associated with arranging a mortgage	U4.1 Life assurance; Pension term assurance	
	U4.2 Accident/sickness/critical illness/unemployment/redundancy insurance	
	U4.3 Permanent health insurance	20%
	U4.4 Buildings and contents insurance	
	U4.5 Waiver of premium benefit	
	U4.6 Mortgage indemnity insurance	

Unit 6 Mortgage Arrears and Post-completion

Attainment Level	Outcome	Indicative Content	Approx. Weighting
Demonstrate an understanding of:	1 The principles and procedures associated additional money and the circumstances when further borrowing might be appropriate	U1.1 Homeowners reversionary income plans	25%
		U1.2 Home income plans	
		U1.3 Further advances	
		U1.4 Draw down facilities	
		U1.5 Release of part security (equity release products, home income schemes, home reversion plans)	
		U1.6 Remortgages, second mortgages)	
		U1.7 Bridging loans	
		U1.8 Charging structures	
		U1.9 Legal implications	
2	The principles, procedures and costs of transferring mortgages.	U2.1 Transfer of mortgage to a new lender	25%
		U2.2 Implications of property moves	
		U2.3 Converting one mortgage to another	
		U2.4 Removing one party from a joint mortgage	
		U2.5 Redeeming a mortgage before/at the end of its term	
		U2.6 Making additional/lump sum capital repayments on a mortgage, during its term	
3	The principles of using mortgages within debt consolidation arrangements	U3.1 Relationship between costs/penalties/repayments/term	15%
		U3.2 Risk to the consumer associated with consolidation	
		U3.3 Risks associated with moving loans from unsecured to secured status	
		U3.4 Draw down facilities	

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4 The implications for the borrower of the non-payment of mortgages, other breaches of the Mortgage Deed, non-payment of building insurance and the options available	U4.1	When to provide a mortgage warning, ensuring that this is understood	15%
	U4.2	Possible courses of action available (eg Scotland mortgage to rent scheme)	
	U4.3	FSA requirements regarding the treatment of those in arrears	
	U4.4	Mortgage Rights Act (Scotland)	
5 The legal rights and remedies available to lenders in respect of non-payment from borrowers	U5.1	Role of Citizens Advice and other agencies	15%
	U5.2	Rights of subrogation of insurers to pursue borrowers	
	U5.2	Legal remedies on default	
6 The main provisions made by the State to assist consumers in difficulties over the repayment of mortgages	U6.1	Income Support for Mortgage Interest (ISMI)	5%
	U6.2	52 week linking rule	

Holistic Assessment of Knowledge and Understanding Covered in Units 1–6 Certificate in Mortgage Advice and Practice (CeMAP®) Module 3 – Syllabus

Learning Outcomes

Unit 7 Holistic assessment of knowledge and understanding covered in Units 1–6

Demonstrate an ability to analyse consumers' circumstances and suitable mortgage solutions taking account of any existing arrangements

Demonstrate an ability to apply suitable mortgage solutions to specific consumers' circumstances

Demonstrate the ability to identify consumers' needs and demands and recommend suitable and affordable mortgage solutions, using their knowledge and understanding of

- ◆ the advice process
- ◆ the UK finance industry, and the regulatory and ethical framework for giving mortgage advice
- ◆ the different types of mortgage solution and the criteria for determining their suitability and affordability

The holistic paper will test analysis, synthesis and evaluation.

Detailed Syllabus

Unit 7 Holistic assessment of knowledge and understanding covered in Units 1–6

Attainment Level	Outcome	Indicative Content
Demonstrate an ability to analyse:	1 Consumers' circumstances and suitable mortgage solutions taking account of any existing arrangements	1.1 Factors shaping consumers' circumstances and borrowing purposes 1.2 How to assess affordability and suitability 1.3 How to assess the long term performance of mortgage products 1.4 Methods of identifying and reviewing suitable product solutions 1.5 How to assess the impact of new solutions on existing arrangements
Demonstrate an ability to apply:	1 Suitable mortgage solutions to specific consumers' circumstances	1.1 The range of solutions available to suit different types of circumstance 1.2 The criteria for matching solutions to consumer needs and demands 1.3 How to explain interest rates, volatility and related technical matters to lay people 1.4 Factors influencing the way in which recommendations are presented 1.5 How to check consumers' understanding of recommendations 1.6 Consumer rights and the regulatory requirements apply to the provision of investment advice

Demonstrate the ability to identify consumers' needs and demands and recommend suitable and affordable mortgage solutions, using their knowledge and understanding of

- ◆ the advice process
 - ◆ the UK finance industry, and the regulatory and ethical framework for giving mortgage advice
 - ◆ the different types of mortgage solution and the criteria for determining their suitability and affordability
-