



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Klantmedewerker Vermogen
Kwalificatiedossier: Financiële dienstverlening

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Customer assistant capital
Qualification file: Financial services

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Offers guidance to clients in financial services

- 1.1 Advises, refers and builds a financial relation with the client
- 1.2 Manages the relation and provides service related to financial services

Core task 2: Offers advice on insurance to private customers

- 2.1 Makes an inventory of customer information for the purpose of an advice on private insurance
- 2.2 Drafts a risk analysis for the purpose of private insurance
- 2.3 Prepares a suitable solution, both financially and organisationally, regarding private insurance
- 2.4 Manages the client file and actualises advice regarding private insurance
- 2.5 Provides guidance in the handling of claims regarding private insurance

Core task 3: Offers (trajectory) advice on assets

- 3.1 Makes an inventory of client information for the purpose of an advice on assets
- 3.2 Drafts a risk analysis for the purpose of asset advice
- 3.3 Prepares a suitable solution, both financially and organisationally, regarding assets
- 3.4 Manages the client file and actualises advice regarding assets

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The Customer assistant capital works at a bank, insurance company or financial intermediary. He mainly works with private clients and small business clients in which the need for capital is the primary focus. The Customer assistant capital has knowledge and skills that enable him to prepare advice on the following products: savings and payments, private indemnity insurance and products on building wealth and (life)insurances that come with it.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate

The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.

Name and status of the national/regional authority providing accreditation/recognition of the certificate

Ministry of Education, Culture and Science

*** Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Level of the certificate (national or international) Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF-niveau 4 - EQF level 4 - ISCED 3A</p>	<p>Grading scale / Pass requirements</p> <table style="border: none;"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
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<p>Access to next level of education/professions Most positions on advising in financial service are on the level of higher professional education (HBO). A VET-level advisor in this sector is generally expected to study to show a level of thinking and working on the level of HBO. Within regular education the Customer assistant capital can choose from Associate degree Financial services management or HBO Financial service management. The Customer assistant capital can also develop through the HBO course Management of economy and law. To develop into the profession of capital it is advisable to obtain one or more diploma's from the Financial Surveillance Law (WFT) at exam institutions that are supervised by the Ministry of Finance.</p>	<p>International agreements Customer assistant capital is not a regulated profession in the Netherlands. However, the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25547 The education and training for this qualification is offered as of 01-08-2016.</p>																					

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl). In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week. In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.</p>	
<p>Average duration of the education/ training leading to the certificate</p>	<p>3 years (4800 study hours) (depending on previous education)</p>
<p>Entry requirements The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.</p>	

7. ADDITIONAL INFORMATION

<p>Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file determined by the Minister of Education, Culture and Science. The complete qualification file can be found at kwalificaties.s-bb.nl, only in Dutch.</p> <p>Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.</p>

7. ADDITIONAL INFORMATION

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): www.s-bb.nl. The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.