

6. The Framework

The competency framework for money guidance practitioners sets out the skills, knowledge and behaviours required to deliver impartial guidance on money management and financial wellbeing in the non-regulated space. The diagram below illustrates how the competency framework is structured.

Foundations

Types	
<p>Money guidance practitioners need all the foundation attributes.</p>	<p>Foundation – Skills and behaviours These are the behaviours and personal characteristics that practitioners need.</p> <ul style="list-style-type: none"> A. Personal qualities and attributes B. Transferable skills C. Self-management
	<p>Foundation – Knowledge and compliance These are the underpinning knowledge of the boundaries of the role and the regulations that apply.</p> <ul style="list-style-type: none"> D. The boundaries of the service and of your role E. Signposting customers F. Compliance and safeguarding

Technical Domains

	Tier 1	Tier 2	Tier 3	
<p>Each of the 12 technical domains is tiered, according to level of complexity. Not all domains require content at all 3 tiers.</p> <p>Money Guidance practitioners can self-identify at a particular domain and tier - completely dependent on the depth and breadth of service offered.</p>	1. Knowing your customer			
	2. Debt			
	3. Borrowing			
	4. Welfare and benefits			
	5. Budgeting and cashflow			
	6. Savings			
	7. Investments			
	8. Taxation			
	9. Insurance			
	10. Households			
	11. Pensions			
	12. Planning for later life			