

## **Level 2 Programme in Personal Financial Planning**

### **Qualification handbook**

**ifs** Level 2 Programme in Personal Financial Planning (PPFP):

-Award in Personal Financial Planning (Award PFP)  
500/9895/0

-Certificate in Personal Financial Planning (CePFP)  
501/0047/6

+44 (0)1227 818609

fca@ifslearning.ac.uk

[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)

### **About the *ifs* School of Finance**

The *ifs* School of Finance is a registered charity, incorporated by Royal Charter and has a remit to provide the financial services industry with a skilled and competent workforce while also promoting a better understanding of finance amongst consumers.

The *ifs* is the only specialist financial education body that is able to award its own taught degrees, a status that reflects the quality of all its programmes.

Its financial capability, regulatory 'licences to practise' and higher professional qualifications are directly informed in terms of content and learning experience by the needs of those it exists to educate. They bridge the academic/vocational divide to provide learners with essential practical skills and the conceptual and analytical abilities of academic study.

It is this unique and innovative approach that makes the *ifs* the provider of choice for organisations and individuals seeking to improve knowledge, skills and career prospects in the area of finance and financial services.

The *ifs* School of Finance:

- has a heritage in the provision of financial education spanning 130 years;
- is a modern dynamic organisation that demonstrates time after time its ability to respond effectively and speedily to the educational needs of a demanding industry;
- has a strategic remit to promote better understanding of, and confidence in, finance for all people;
- is playing a vital role in the rebuilding of trust and confidence, both in the financial system itself and in the industry that operates it;
- understands the educational needs of financial practitioners and builds programmes to meet them;
- provides education that bridges the academic and the vocational, the conceptual and the practical;
- helps individuals to improve their skills, performance and career prospects.

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# Contents

<b>1</b>	<b>About this document</b>	<b>4</b>
<b>2</b>	<b>About the qualifications</b>	<b>5</b>
2.1	Aim of the qualifications	5
2.2	The structure of the qualifications	6
2.3	Sources of information and assistance	7
<b>3</b>	<b>Centre requirements</b>	<b>9</b>
3.1	Centre approval	9
3.2	Security undertaking	10
3.3	Reasonable adjustments	11
<b>4</b>	<b>Candidate entry</b>	<b>12</b>
4.1	Registrations	12
4.2	Withdrawals	14
<b>5</b>	<b>Examinations</b>	<b>15</b>
5.1	General information	15
5.2	Paper based examinations	16
5.3	DHL Account information	19
5.4	E-test examinations	20
5.5	Special consideration	22
5.6	Conduct of examination form	23
<b>6</b>	<b>Results</b>	<b>24</b>
6.1	Publication of results	24
6.2	Grade boundaries and performance points	25
<b>7</b>	<b>Policy and regulation</b>	<b>26</b>
7.1	Certification	26
7.2	The <i>ifs</i> and the <b>JCQ</b>	27
<b>8</b>	<b>Level 2 Programme in Personal Financial Planning</b>	<b>28</b>
<b>9</b>	<b>Contact information</b>	<b>31</b>

# **1 About this document**

The purpose of this handbook is to:

- give Examinations Officers relevant and up-to-date information concerning the qualifications listed on the cover sheet;
- act as a reference document, providing a clear guide for the delivery of our qualifications;
- act as a procedures manual; and
- act as a quick reference guide for deadlines.

Reference to this manual is essential to administer the Financial Capability Qualifications effectively.

The Examinations Officer must ensure that all relevant information is brought to the attention of those staff concerned with the delivery of our qualifications.

## 2 About the qualifications

### 2.1 Aim of the qualifications

The *ifs* Level 2 Programme in Personal Financial Planning (PPFP) has been designed to facilitate the development of individuals into becoming confident and informed consumers in the financial services marketplace.

The programme is designed flexibly around a core unit, which introduces the key concepts that underpin all aspects of personal financial planning. In addition, there are a number of option units covering a variety of topical areas in personal financial planning across the range of the personal life cycle.

On completion of these qualifications learners will be able to:

- make basic financial planning decisions
- understand the process of seeking advice from relevant parties
- understand the key aspects of financial planning and financial planning products
- make basic value judgements as to the suitability of certain financial products.

## **2 About the qualifications**

### **2.2 The structure of the qualifications**

Achievement of a pass in the core unit (PFP) leads to the Award in Personal Financial Planning (Award PFP).

Learners who pass the core unit and two option units will be awarded the Certificate in Personal Financial Planning (CePFP)

There are no limitations on the number of times a learner may attempt an examination, but resits do attract a fee.

#### **Entry requirements**

Although there are no specified entry requirements, the level of achievement required to obtain the award is equivalent to that of GCSE level qualifications.

Applicants need to be satisfied of their ability to study, in English, at this level.

## 2 About the qualifications

### 2.3 Sources of information and assistance

#### Study materials

Financial Capability qualifications are delivered entirely electronically with all materials found at [www.myifslearning.com](http://www.myifslearning.com).

The site is password-restricted – access is given to the named Examinations Officer, to be shared at their discretion. Each Centre will be given a unique username and password to access materials and support resources, including:

- study materials;
- specimen papers;
- teacher guides and syllabus;
- teacher forums;
- forms and policy;
- learner results and feedback.

Each Centre is only given **one** log-in ID, so it is important that the log-in information is given to all of those staff who require it. The password is case-sensitive and if changed will affect all those who use it.

Only authorised members of staff should have access to the web pages using the Centre log-in. Learners are strictly prohibited from accessing the site using the Centre log-in details. The historical examination records for all learners are posted on to the staff areas, therefore no learner should be allowed direct access to the staff pages.

#### Learner study materials

Upon registration, learners will be issued with learner cards with unique usernames and passwords. These allow them to access their own individual records and learning materials.

#### Examination results and records

Examination results for the Level 1 Award and Level 2 Certificates are available within 72 hours of receipt of the papers and will be published on [www.myifslearning.com](http://www.myifslearning.com).

Results for learners sitting via **ifs e-test™** are available immediately at the end of the examination, and then on [www.myifslearning.com](http://www.myifslearning.com) once the results have been uploaded using the **e-test™** administration console. Any 'No Shows' will need to be uploaded to us after the 14-day eligibility has expired.

If there are any significant problems with regard to the papers returned to the **ifs**, the results will be delayed until these are settled to the **ifs'** satisfaction.

**ifs websites**

*www.ifslearning.ac.uk* – The public website provides information for all **ifs**-registered educational establishments, prospective educational establishments, learners and their parents, and any other interested party. It contains information on all of our qualifications and details of the current regulations, policies and forms associated with our qualifications.

*www.myifslearning.com* – The password-restricted site contains unique information for individuals and staff to aid study and provide feedback on examinations and results.

**Problems with web access**

If you experience any difficulty with logging in to *www.myifslearning.com* please contact us via email or phone and we will provide assistance.

In the event that a password is lost or forgotten, it can be reset to default, but only at the request of the registered Examinations Officer at the Centre. This applies to both staff and learner log-in details.

Please note that it can take up to 15 minutes for passwords to return to default once they have been reset. It is then the Examination Officer's responsibility to inform those effected of the changed password.

Due to data protection restrictions, we cannot accept password reset requests directly from learners. To avoid any difficulties, we therefore recommend that learners **do not** change their passwords.

## 3 Centre requirements

### 3.1 Centre approval

Centre approval is the process the **ifs** uses to assess a Centre's suitability to deliver the Financial Capability qualifications. It confirms that you agree to the general requirements and have the quality and management systems in place to offer our qualifications.

For all new Centres, a Centre Approval form must be completed and returned before delivery of Financial Capability qualifications can commence. We cannot accept any learner registrations or examination requests until we have received and approved the relevant form.

A new Centre Approval form must be submitted if there has been a change to the Centre's name.

We **do not** require a Centre Approval form from Centres in Scotland that have pre-approval from the SQA.

The Centre Approval and Security Undertaking forms can be found on our website, **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)**, in the Financial Capability downloads area.

### 3 Centre requirements

#### 3.2 Security undertaking

The Security Undertaking form is used to name those members of staff who will be involved with the administration of our examinations. This **cannot** include teachers or tutors responsible for delivering the qualification, as those named on the forms will have sight of examination materials. The Security Undertaking confirms that you agree to abide by the regulations and security requirements for the examining of our qualifications and that the signatory is responsible for such.

This form should be completed by all new Centres and resubmitted whenever there is a change in examinations office personnel. The **ifs** will only accept registrations, examination requests and amendments from those persons named on the form. Requests from any other person will be refused.

The Centre Approval and Security Undertaking forms can be found on our website, **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)**, in the Financial Capability downloads area.

## 3 Centre requirements

### 3.3 Reasonable adjustments

A Reasonable Adjustment Request must be made for all learners who require special access or other arrangements in an examination. It should be submitted at least **six weeks** before you intend to sit any examinations.

Evidence must be held on file for each of the learners, including assessment details and professional recommendations. We do not need you to supply evidence at the time of application, but it should be available upon request.

The **ifs** will allow adjustments in accordance with JCQ guidelines wherever possible, for example:

- extra time;
- a reader;
- a scribe;
- changes to the paper format, including colour adjustments;
- changes to the font style, size and colour.

An application for an adjustment relating to a short-term disability must be accompanied by supporting medical evidence. Please also see 'Special consideration' on page 22 of this document.

For any requests outside of the JCQ's guidelines, please contact us to discuss further.

The Reasonable Adjustments Request form can be found on our website, **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)**, in the Financial Capability downloads area.

## 4 Candidate entry

### 4.1 Registrations

#### The registration process

Complete the Centre Approval form if new to the **ifs** and fax to 01227 784331.  
This is not necessary for Centres in Scotland pre-approved by the SQA.



Complete the Security Undertaking form to update details of examinations office personnel and fax to 01227 784331.  
This should be completed by every Centre prior to delivery and after any examinations office staff changes.



Register learner details using our Registration form and email to [fca@ifslearning.ac.uk](mailto:fca@ifslearning.ac.uk).



Submit any Reasonable Adjustment Requests at the time of learner registration.



Install **ifs e-test™** if applicable and test system, or submit examination requests using the correct forms with at least 3 weeks' notice.

**Submission of registrations**

All learner registrations must be submitted prior to the start of tuition and at least one month prior to any examinations being scheduled.

The Examinations Officer must make all registrations. Registrations will not be accepted by anyone other than those named on the Security Undertaking.

Upon registration, all learners will be given access to the relevant online teaching materials to support their studies.

**Registration fee**

The *ifs* Level 2 Programme in Personal Financial Planning (PPFP) is charged at £12 per Unit, per learner.

This includes access to all materials and an examination attempt.

Learners are not limited to the number of examination attempts they can have at each Unit and are charged £12 per attempt, per unit, per learner.

Centres will be invoiced by the *ifs* at the end of each calendar month.

All of the forms required for Centre and Candidate Registration can be found on our website, [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) in the Financial Capability Downloads area.

## 4 Candidate entry

### 4.2 Withdrawals

If learners withdraw from the **ifs** qualifications, you will need to notify us as soon as possible. Please inform us by email at [fcexams@ifsllearning.ac.uk](mailto:fcexams@ifsllearning.ac.uk). You will need to provide us with candidate names, **ifs** numbers and details of the qualification from which they are to be withdrawn. Please make clear whether the learner is being withdrawn from the entire qualification or just a single examination.

Once a learner has been withdrawn, we cannot reinstate them, so please be sure before submitting any requests.

#### **Cancellations and refunds**

The **ifs** will be happy to offer a refund for any learner registration cancelled within 28 days of registration, providing that they have not been entered for or attempted any examinations within this period.

## 5 Examinations

### 5.1 General information

All correspondence regarding examinations must come from, and will be sent to, the Examinations Officer named on the most up-to-date Security Undertaking form. We can only accept correspondence via email to the Further Education Operations Team at [fcexams@ifslearning.ac.uk](mailto:fcexams@ifslearning.ac.uk).

If you have learners who require special access arrangements or have special requirements for the examination, for example, additional time, coloured paper or a separate room, details must be provided at least **six weeks** before the examination. You can provide details using the Reasonable Adjustment Request schedule. Further information can be found on page 11 of this document.

Basic, silent desktop calculators are allowed in examinations. Scientific programmable calculators or calculators with additional functionality are not permitted in the examination room.

Bilingual dictionaries are only permitted for those learners who have been in the country less than two years and for whom English is not their first language. A Reasonable Adjustment request will need to be submitted to support this request. See page 11 for more information.

#### **Examination venues**

The only venue recognised by the **ifs** is that which is named on the Centre Approval. If examinations are to be taken on other premises, then the **ifs** will need written notice explaining the circumstances surrounding the venue change. Each request will be considered on a case-by-case basis with no guarantee of authorisation.

Learners must take their examinations at the Centre at which they are registered. If a learner sits an examination at another Centre without prior authorisation from the **ifs**, the learner's script will not be assessed and no result will be issued.

## 5 Examinations

### 5.2 Paper-based examinations

Paper-based examinations are available on request from 1 October 2010 until 22 July 2011.

A **minimum of three weeks'** notice is required to arrange examinations, in order to give us enough time to prepare the papers and send them to you.

While three weeks is the minimum, we would be happy to accept requests as early in the academic year as possible.

#### **Booking examinations**

All examinations are to be booked using our 14–19 Examination Booking form which can be found on our website, [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk), in the Financial Capability downloads area.

We expect all learners to be examined as registered, either as a large cohort or as individual teaching sets. Any teaching sets must be defined upon registration. Any omissions from examination requests will be queried before the examination can be booked.

Due to restrictions on live question banks, larger cohorts will need to be examined together. If you foresee any difficulties with this, then please contact the **ifs** to discuss further.

We will send you confirmation and an attendance register by email once the examination has been scheduled. The details must be checked and any amendments advised to us as soon as possible, and no less than **10 working days** before the examination.

If you have not received your confirmation within 5 working days of submitting your request, please contact the Further Education Operations Team at [fcexams@ifslearning.ac.uk](mailto:fcexams@ifslearning.ac.uk).

All examination material will be despatched to reach you at least 5 working days prior to the examination. Any rescheduling and amendments must be notified before the despatch deadline. Any learner withdrawn after the deadline will go down as a 'No Show' on our records.

#### **Resits**

A resit can be booked with at least three weeks' notice but cannot be booked within three weeks of the original examination sitting. Resits should be booked in the same way as described above, using our Examination Booking form.

Learners may **resit** each of the units of the Level 2 Programme in Personal Financial Planning as many times as they wish. You will be charged for resits approximately one month after the date on which the learners intend to sit them.

### **Extenuating circumstances**

If your Centre is subject to extenuating circumstances and it becomes necessary to reschedule the examination after the despatch deadline, you should complete a Special Consideration form and submit it to us at [fcexams@ifslearning.ac.uk](mailto:fcexams@ifslearning.ac.uk).

The Special Consideration form can be found on our website, [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk), in the Financial Capability downloads area.

We will only accept such requests in extreme circumstances, such as:

- extreme weather conditions;
- terrorism or other serious security concern; or
- accidents, severe illness or hospitalisation.

We will not permit an examination to be rescheduled for a learner who is unavailable due to other educational activities.

If an examination has to be postponed for only a short time, the *ifs* will allow the Centre to retain the papers, as long as the Examinations Officer can guarantee that the security of the papers will not be compromised.

In the event of a learner being unable to attend an examination for any of the reasons outlined above, it may be appropriate to apply for Special Consideration. Further details on Special Consideration can be found on page 22 of this document.

### **Paper-based examination packages**

Our examination papers are delivered by DHL couriers in a padded envelope, which should be used for returns and should contain the following items:

- **Cover letter and check sheet**
- **Attendance register and cover sheet**  
Please check the attendance register is accurate and return it to us, clearly indicating which learners attended the examination.
- **Learner detail sheets**  
These should be placed on the learners' desks prior to the examination and contain the details that must be entered into the answer sheets. If the details are incorrect, please amend and return the corrected slips with the examination papers.
- **OMR answer sheets**  
These will be sent out in hard backed/plastic envelopes, which we ask you to re-use to prevent damage during return transit. Please ensure that the correct details regarding learners and examination are entered at the top of the answer sheet, and ask learners to refrain from any unnecessary markings that would interfere with our scanning equipment. Instructions on how to complete an OMR sheet are provided on the reverse of the sheet.
- **Examination question papers**  
The examination papers will be sealed in bags with the title of the examination visible. Please ensure that the title of the examination and the number of papers supplied matches the register.
- **DHL return bag**

### **Security of examination papers**

The Examinations Officer must be in charge of the examination material at all times, except for when the examination is in progress.

Upon receipt of the papers, please ensure that the package has not been tampered with, and then open the package and check the contents against the checklist given above.

The package should be kept in the Centre's safe until the date of the examination.

If the package appears to have been tampered with, or if there are any discrepancies in the contents, then please contact the **ifs** immediately by phone on 01227 818627 or by email to [fcexams@ifslearning.ac.uk](mailto:fcexams@ifslearning.ac.uk).

### **Running paper-based examinations**

All examinations should be carried out in accordance with **JCQ** instructions.

The Examinations Officer should remain at the venue with the invigilator until the scheduled start time and ensure that only candidates sitting the exam enter the room.

Shortly before the start of the examination, open the bag containing the exam papers and distribute them. If the number of papers in the bag does not match the number indicated on the outside, please call us immediately on 01227 818627.

Please ensure that the invigilator is provided with a copy of the Regulations and Announcements and that they are read aloud to the learners prior to commencement. The announcement can be found on our website, **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)** in the Financial Capability downloads section.

Once the examination has started, collect **all** spare examination papers and lock them away immediately. The Examinations Officer can then leave the venue.

Should an incident occur during the examination that may have an adverse effect on the learners' performance, the Examinations Officer must complete the conduct of examination form, which can be found on our website **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)** in the Financial Capability downloads section.

All paperwork should be returned to us using the padded envelope and DHL bag supplied. The package should be kept securely pending collection by DHL.

The **ifs** carries out routine inspections of Centres delivering our qualifications.

## 5 Examinations

### 5.3 DHL Account information

#### Returning papers with DHL

**All question papers must be returned along with the answer sheets.** If any papers are not returned, we will require a full explanation as to the whereabouts of the missing papers, which could cause significant delays to the publication of results. Should the package not be despatched on the day of the examination, please contact us to confirm the intended despatch time and date by email to [fcexams@ifsllearning.ac.uk](mailto:fcexams@ifsllearning.ac.uk).

Please put all items into the provided envelope and then into the DHL bag ready for collection.

You can contact DHL to arrange collection using:

**+44 (0) 844 248 0844**

Please **do not** use DHL's automated service. If you are connected to an automated service press '0' at any point and you will be put through to an operator.

You will be asked the following:

<b>Account number:</b>	<b>130007733 UK</b> <i>ifs School of Finance</i>
<b>Account holder:</b>	<b>Steve Ansell</b>
<b>Receiver's details:</b>	<b>FE Operations Team</b> <i>ifs House</i> <b>4-9 Burgate Lane</b> <b>Canterbury</b> <b>Kent</b> <b>CT1 2XJ</b> <b>01227 818609</b>
<b>Details of shipment:</b>	<b>Time</b> <b>Place</b> <b>Contents (quote 'documents')</b>

## 5 Examinations

### 5.4 *ifs e-test* examinations

#### ***ifs e-test*<sup>TM</sup> examinations**

*ifs e-test*<sup>TM</sup> examinations are available on request from 3 October 2010 until 20 July 2011.

All examinations are arranged and run using the *ifs e-test*<sup>TM</sup> server administration console. We do not require any notice before you run our examinations; however, we recommend downloading examinations 1-2 days prior to the examination date.

If you have any issues regarding *ifs e-test*<sup>TM</sup>, please contact us on +44 (0)1227 828234.

#### **Booking examinations**

*For detailed instructions on downloading examinations, please refer to the *ifs e-test*<sup>TM</sup> Financial Capability User Guide provided with your software.*

Downloaded examinations are valid for 14 days including the day of download. Be sure to download examinations only for those learners ready to sit. If an examination is not used in the 14-day period the learner will appear as a 'No Show' and will lose that attempt at their examination.

*ifs e-test*<sup>TM</sup> is a flexible system that allows for learners to be examined as a whole or in smaller groups. Due to the randomised system, two learners sitting together are unlikely to sit the same examination.

#### **Resits**

*ifs e-test*<sup>TM</sup> resits can be booked as soon as the results from the first examination have been uploaded. You will need to request resits by completing and submitting the PFP Registration form, which can be found on our website [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) in the Financial Capability downloads section. Once the resit has been processed, you will receive email notification. The process for downloading resits is identical to that for the first sitting.

Learners are not limited by the number of resit attempts they are allowed at each of the units for the programme in Personal Financial Planning. You will be charged accordingly when resits are downloaded.

#### **Extenuating circumstances**

If your centre is subject to extenuating circumstances and the examination needs rescheduling to a date outside of the 14-day sitting period, please contact the *ifs e-test*<sup>TM</sup> support team on 01227 818609 (option 3). If the rescheduled exam is still within the 14-day sitting period there is no need to contact the *ifs*.

In the event of a learner being unable to attend an examination it may be appropriate to apply for special consideration. Further details on special consideration can be found on page 22 of this document. Note that we cannot permit an exam to be rescheduled for a learner who is unavailable to attend due to other educational activities.

### **Running *ifs e-test*<sup>TM</sup> examinations**

All examinations should be carried out in accordance with JCQ instructions.

The Examinations Officer should remain at the venue with the invigilator until the scheduled start time and ensure that only the candidates sitting the examination enter the room. The invigilator should have a copy of the *ifs e-test*<sup>TM</sup> Financial Capability User Guide.

Before any learners arrive, please ensure that the PCs are on and that the *ifs e-test*<sup>TM</sup> client software is loaded and waiting on the log-in screen. The invigilator should be logged into the *ifs e-test*<sup>TM</sup> server administration console, viewing the invigilation screen.

Shortly before the examination, distribute the sittings slips, printed from the *ifs e-test*<sup>TM</sup> server administration console. These provide the learners with their username and password for the examination.

Should an incident occur during the examination that may have an adverse effect on the learners' performance, the Examinations Officer must complete the conduct of examination form, which can be found on our website [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) in the Financial Capability downloads section.

After the results have been printed, please upload them using the *ifs e-test*<sup>TM</sup> server administration console.

## 5 Examinations

### 5.5 Special consideration

The Special Consideration policy deals with learners affected by adverse circumstances during an examination.

Adverse circumstances are considered as the following:

- severe stress from exceptionally difficult family circumstances;
- a traumatic event;
- family bereavement or similar.

Other adverse circumstances that may be considered that would affect whole cohorts include:

- civil unrest;
- natural events such as flood, earthquakes or hurricanes.

No allowance can be made for:

- industrial action;
- illness of a teacher;
- shortage of teachers, resources or facilities;
- extra-curricular activities or a holiday.

It is the Centre's responsibility to ensure that learners comply with the study programme and the assessment requirements. No allowances can be made for learners who begin the course of study late in the study period.

#### **Applications**

Applications for Special Consideration must be made within **48 hours** of the examination, with any supporting evidence to follow no later than 10 working days after.

Where a group of learners is affected, a single form listing the learners concerned may be submitted. We will need full details of the learners, including **ifs** learner numbers.

## 5 Examinations

### 5.6 Conduct of examination form

A Conduct of Examination form should be completed at the end of any examination that has been disrupted, or in which an incident has occurred. The form will need to be signed by both the Examinations Officer and the invigilator and returned to the **ifs** along with the examination materials.

You will need to ensure that the Conduct of Examination form is completed as accurately as possible, as we will use this as evidence to support any Special Consideration requests.

The Conduct of Examination form can be found on our website, **[www.ifslearning.ac.uk](http://www.ifslearning.ac.uk)**, in the Financial Capability Downloads area.

## 6 Results

### 6.1 Publication of results

Results for all written examinations will be available within 72 hours of our receipt of the returned materials and can be viewed on [www.myifslearning.com](http://www.myifslearning.com). Learners can use their unique log-ins to view their results and a results analysis sheet.

All *ifs* written papers are marked electronically; if any answer sheets are not completed correctly there will be a delay in publication of results, as manual input may be required.

Results for *ifs e-test*<sup>TM</sup> are available immediately after the examination, and then will appear online on [www.myifslearning.com](http://www.myifslearning.com) once the results have been uploaded.

Queries regarding results can be directed to 01227 818609 (option 3) and should only come from the Examinations Officer.

## 6 Results

### 6.2 Grade boundaries and performance points

#### Overall qualification grading

To achieve a qualification in Personal Financial Planning learners are required to achieve a pass in each (relevant) unit according to the published regulations.

The overall grade achieved by a learner is determined by their performance and which qualification the learner is taking.

#### Award in Personal Financial Planning (APFP)

To achieve a pass at 'award' level learners are required to achieve a pass of 60% in the core unit.

Mark Range	Grade	%
0-17	Unclassified	-
18-30	Pass	60+

#### Certificate in Personal Financial Planning (CPFP)

To achieve a pass at 'certificate' level learners are required to achieve a pass of 60% in each of the core unit and two option units. The overall grade bands (out of a total of 90 marks, across three units) are as follows:

Mark Range	Grade	%
0-53	Unclassified	-
54-62	Pass	60-69
63-71	Merit	70-79
72-90	Distinction	80+

## 7 Policy and regulation

### 7.1 Certification

The *ifs* will automatically produce Certificates for learners who have passed the examinations, at the end of the academic year. The provision of Certificates is included in the registration fee and will cover printing and distribution. The Certificates will be sent to the Examinations Officer for them to distribute accordingly.

#### **Production and distribution**

Certification normally takes place at the end of the academic year (July) with Certificates posted to Centres for the start of the next academic year.

Centres that complete the qualification before the end of the academic year can request Certificates early, *provided that* every learner in the cohort has finished the qualification. We cannot produce Certificates for half-cohorts or single learners, and we cannot allow any further examinations to be taken once we have acted upon a certification request.

It is the Examinations Officer's responsibility to ensure the accuracy of names provided to us during the registration process, as any errors cannot be rectified after the production of the Certificates. Please see below for details of replacement certificates.

#### **Records of Achievement**

Learners who do not pass the overall qualification but pass one or more of the units are entitled to a Record of Achievement letter as evidence of their attainment. Centres may print Record of Achievement letters, which are available on [www.myifslearning.com](http://www.myifslearning.com), under each qualification on the *my studies* page.

#### **Replacement Certificates**

If the Certificate is lost or damaged through no fault of the *ifs*, then a replacement can be requested at a cost of £45. The Centre, or learner, should complete a Certificate Reissue form and return it to us with payment.

If the Centre is paying on behalf of the learner, there is the option to be invoiced through your Payer account, otherwise standard forms of payment are accepted.

The Certificate Reissue form and policy can be found on our website, [www.ifslearning.ac.uk](http://www.ifslearning.ac.uk) in the Financial Capability downloads section.

## 7 Policy and regulation

### 7.2 The *ifs* and the JCQ

To assist Centres with the delivery of our examinations, the *ifs* adheres to the guidelines and policies set out by the Joint Council for Qualifications (JCQ). This is to ensure the security of our papers and that the management quality of examinations is maintained at all times.

The *ifs* does, however, ask Centres to pay particular attention to our schedule for requesting Reasonable Adjustments and the conduct of *e-test*<sup>TM</sup> examinations as our procedures do include some additional elements.

## 8 Level 2 Programmes in Personal Financial Planning Award (500/9895/0), Certificate (501/0047/6)

### Method of study

Full/part-time via schools, colleges and other learning institutions with materials and additional information available by access to myifslearning.com

### QCA sector/subject category

14 Preparations for Learning and Life  
14.1 Foundations for Learning and Life

### Final Award

Award in Personal Financial Planning (AWPF)  
Certificate in Personal Financial Planning (CPFP)

### Educational Aims

The *ifs School of Finance* programmes in Personal Financial Planning at Level 2 have been designed to facilitate the development of individuals into becoming confident and informed consumers in the financial services marketplace.

In today's complex and ever-changing world, being able to manage and plan one's personal finances in order to achieve personal needs, wants and aspirations, both in the short and the long-term, is a key life skill.

Given the fundamental role of financial tools within modern society, poor or ineffective management of personal finances can easily result in opportunities being missed as one goes through life; at worst financial mis-management and un-informed personal financial planning can lead to significant hardship or have other disastrous consequences.

In addressing this key life skill, the programmes in Personal Financial Planning recognise that the needs of the individuals are many and varied. Financial situations and therefore financial plans vary not only from person to person, but also for an individual as they progress through their life and their circumstances change.

The programmes in Personal Financial Planning are therefore designed flexibly around a core unit, which introduces the key concepts that underpin all aspects of personal financial planning. In addition, the certificate offers a number of option units covering a variety of topical areas in personal financial planning across the range of the personal life cycle.

### Qualification outcomes

On completion of these qualifications learners will be able to:

- Make basic financial planning decisions
- Understand the process of seeking advice from relevant parties
- Understand the key aspects of financial planning and financial planning products
- Make basic value judgements as to the suitability of certain financial products.

### **Qualification structure & requirements, levels, units, credits and awards**

Achievement of a pass in the core unit (PFP) leads to the Award in Personal Financial Planning (APFP)

Learners who pass the core unit and two option units will be awarded the Certificate in Personal Financial Planning (CPFP)

### **Programme Structure**

<b>Code</b>	<b>Title</b>	<b>QAN number</b>	<b>GLH</b>
PFP	Personal Financial Planning	Y/601/9598	30
FPLL	Financial Planning for Later Life	A/501/8709	30
MOC	Mortgages for Consumers	M/501/8710	30
MPF	Managing Personal Financial Risk	T/501/8711	30
PBDM	Personal Borrowing and Debt Management	A/501/8712	30
SAI	Savings and Investments	F/501/8713	30
TAB	Tax and Benefits	J/501/8714	30
RRPF	Rights and Responsibilities in Personal Finance	T/501/8708	30

### **Unit Assessment and grading**

Each of the eight units has the same assessment structure as described below.

#### **Objective test**

This assessment comprises 30 standalone items that test knowledge and understanding drawn from across the entire unit syllabus content.

Each item will require learners to choose the correct answer (key) from a choice of four possible answers.

Each item will be worth one mark, thus the total available for each unit is 30.

Learners should attempt all items.

#### **Grading of unit performance**

The total overall mark available for each unit is 30.

To achieve a pass for each unit, learners are required to gain a mark of 60% or 18 out of 30 marks.

#### **Re-sitting an examination**

Learners are allowed multiple attempts to pass a unit examination in accordance with the published programme regulations.

#### **Compensation**

There is no compensation between units, learners have to pass each unit, a good pass in one unit cannot make up for a fail in another.

### **Overall qualification grading**

To achieve a qualification in Personal Financial Planning learners are required to achieve a pass in each (relevant) unit according to the published regulations.

The overall grade achieved by a learner is determined by their performance and which qualification the learner is taking.

### **Award in Personal Financial Planning (APFP)**

To achieve a pass at 'award' level learners are required to achieve a pass of 60% in the core unit.

Fail 0-17  
Pass 18-30 (60%+)

### **Certificate in Personal Financial Planning (CPFP)**

To achieve a pass at 'certificate' level learners are required to achieve a pass of 60% in each of the core unit and two option units. The overall grade bands (out of a total of 90 marks, across three units) are as follows:

Fail 0-53  
Pass 54-62 (60%-69%)  
Merit 63-71 (70%-79%)  
Distinction 72-90 (80%+)

### **Learners and their learning**

Learners will be provided with numerous support material including:

- online access to learning materials, **myifsllearning**, **myifs ILE** and **ifs Knowledgebank (virtual library)**
- online activities to help consolidate their learning
- unit syllabuses
- specimen papers
- feedback on objective tests

In addition to the above, teacher/workshop guidance and support materials are available.

### **Entry requirements**

Although there are no specified entry requirements, the level of achievement required is equivalent to that of GCSE level qualifications.

Learners need to be satisfied of their ability to study, in English, at this level.

### **What does this qualification have to offer?**

- The opportunity to develop key skills that are relevant to everyday life/situations
- A flexible and integrated approach to learning and assessment
- The opportunity to become a confident and informed financial services consumer
- The opportunity for individuals to learn to take ownership of the ability to plan their finances

## 9 Contact information

### Contacting the *ifs School of Finance*

*Main postal address:* FE Operations  
**ifs** School of Finance  
**ifs** House  
4–9 Burgate Lane  
Canterbury  
Kent  
CT1 2XJ

#### *Customer Support*

For general queries from Examinations Officers and teaching staff:

Email: fca@ifslearning.ac.uk  
Phone: +44 (0)1227 818609 (option 3)

#### *Operations Team*

Examination and Certification queries from Examinations Officers only:

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