



April 2005

**AMICUS RESPONSE TO THE FINANCIAL SERVICES SKILLS COUNCIL
CONSULTATION ON RETAIL FINANCIAL SERVICES PERFORMANCE
STANDARDS**

1. Amicus is one of Britain's largest trade unions with 1.2 million members in the private and public sectors. We have 180,000 members in the finance sector and represent staff in all grades and all occupations, not only in the major English and Scottish banks, but also in investment banks, the Bank of England, insurance companies, building societies, finance houses and business services companies.
2. The questions posed in the consultation document are clearly designed for employer response. However, we make this brief response as one of the "major stakeholders" identified in the consultation paper.
3. We support the objective of a single framework for retail financial services performance standards and have no principled objection to the format of core competencies and themed 'clusters'.
4. The concept of standards with transparency and consistency can drive effective performance at both an organisational and personal level.
5. We are keen to ensure that employers not only adopt appropriate standards, but do so in a way that provides opportunities for the acquisition of portable qualifications, as alluded to in the paper.
6. In addition, we want to ensure appropriate employee participation in the process including a trade union dimension.
7. With these points in mind, we look forward to being fully involved in the next stages of this process and in the forthcoming work around developing a Sector Skills Agreement for the financial services sector.

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