

Professionalising the Sector – Financial Capability Practitioner Competency Framework

Competency		Expected Behaviour			
		Community Enabler	Professional	Mentor	Trainer
Knowledge of content and context	Understanding of personal financial management concepts and the impacts of applying or failing to apply those concepts	Displays general awareness of personal financial management concepts and their impacts	<p>Knowledgeable about personal financial management concepts and their impacts</p> <p>Knowledgeable about contributing factors and issues to financial capability</p>	Displays a deep understanding of mentoring and personal financial management concepts and their impacts	Displays a deep understanding of personal financial management concepts and their impacts
	Lived experience of personal financial management concepts	Able to relate experiences of applying personal financial management concepts to own lives	Able to relate experiences of applying personal financial management concepts to own lives	Able to relate own experience and the experiences of others of applying personal financial management concepts	Able to relate own experience and the experiences of others of applying personal financial management concepts
	Broad understanding of the wider financial world	Has general knowledge of the wider financial world	Able to set individual circumstances in the context of the wider financial world and current affairs	Able to set individual circumstances in the context of the wider financial world and current affairs and establish an awareness of their relationship among people being mentored	Able to set individual circumstances in the context of the wider financial world and current affairs and establish awareness of the relationship among trainees
	Sources of information about personal financial management and the facilitation of personal financial management	Able to advise where further help can be found	Aware of where sources of information about personal financial management and the facilitation of personal financial management can be found	Actively seeks and uses new sources of information about personal financial management and the mentoring of personal financial management	Actively seeks and uses new sources of information about personal financial management and the training of personal financial management
Skills and practice	Motivated to help others to increase their capabilities and fulfil more of their potential	<p>Non-judgemental, positive and seeks solutions from and for the community and individuals within it</p> <p>Participates in communities of practice for professional development and sharing knowledge and practice</p>	<p>Non-judgemental, positive and facilitates session participants to develop capabilities and solutions</p> <p>Participates in communities of practice for professional development and sharing knowledge and practice</p>	<p>Non-judgemental, positive and facilitates people being mentored to develop capabilities and solutions</p> <p>Participates in communities of practice for professional development and sharing knowledge and practice</p>	<p>Non-judgemental, positive and facilitates trainees to develop capabilities and solutions</p> <p>Participates in communities of practice for professional development and sharing knowledge and practice</p>
	Able to work collaboratively with others	Negotiates and 'contracts' a fair distribution of effort with and between the community group	Negotiates and 'contracts' a fair distribution of effort with and between facilitators and session participants	Negotiates and gets agreement to a fair distribution of effort with and between mentors and people being mentored	Negotiates and 'contracts' a fair distribution of effort with and between trainers and trainees
	Able to engage in dialogue and use other skills to help individuals and groups to develop their own learning	Uses enquiry strategies to encourage and support questions and discussion	Makes extensive use of enquiry strategies to encourage and support questions and discussion	Makes extensive use of enquiry strategies to encourage and support questions and discussion and demonstrates the usefulness of this strategy to people being mentored	Makes extensive use of enquiry strategies to encourage and support questions and discussion and demonstrates the usefulness of this strategy to trainees
	Warm and supportive without being judgemental, domineering or possessive of individual or group learning, problems and solutions	Uses welcoming and supportive tone and cues which value the experience and expertise of the community group	Uses welcoming and supportive tone and cues which value the experience and expertise of the individuals/group when facilitating	Uses and models a welcoming and supportive tone and cues which value the experience and expertise of the individuals/group during mentoring sessions	<p>Uses and models a welcoming and supportive tone and cues.</p> <p>Models the value of using the experience and expertise of individuals/group during facilitation</p>

	Able to manage group processes	Establishes tone and articulates aims, objectives and protocols of meeting	Establishes tone and articulates aims, objectives and protocols of sessions	Establishes tone and articulates aims, objectives and protocols for mentoring sessions	Establishes tone and articulates aims, objectives and protocols of training sessions
	Able to design programmes, sessions or events to create an environment with the potential to change behaviours from a strength-based approach	Uses facilitation techniques and skills in a community group setting	Uses facilitation techniques and skills in professional facilitation sessions	Uses teaching knowledge, facilitation techniques and skills in mentoring settings	Uses teaching knowledge and facilitation techniques and skills in a professional training setting
	Models appropriate personal financial management behaviours	Has adopted or applied some personal financial management skills	Has applied, or is currently applying, many personal financial management skills	Has applied, or is currently applying, most personal financial management skills	Has applied, or is currently applying, most personal financial management skills
	Aware of own limitations	Refers individual, family or group to community support when appropriate	Refers client to supporting colleagues and organisations when appropriate	Refers people being mentored to supporting colleagues and organisations when appropriate	Refers trainees to supporting colleagues and organisations when appropriate
Aware of cultural and societal contexts	Able to connect cross-culturally	Uses confidence and comfort in own culture and identity to connect cross-culturally with community groups	Uses confidence and comfort in own culture and identity to connect cross-culturally in professional settings	Uses confidence and comfort in own culture and identity to connect cross-culturally with people being mentored	Uses confidence and comfort in own culture and identity to connect cross-culturally with trainees
	Understands and able to respond to cultural diversity and different settings	Sensitive to, acts appropriately for and responds to the cultural norms of the community group and its members	Sensitive to, acts appropriately for and responds to the cultural norms of the facilitation session participants	Sensitive to, acts appropriately for, responds to, and creates awareness of sensitivity to the cultural norms of/for people being mentored	Sensitive to, acts appropriately for, responds to and creates awareness of sensitivity to cultural norms of/for trainees
	Responsive to the immediate group climate	Aware of and responds to formal and informal dynamics of the community	Aware of and responds to formal and informal dynamics of the session participants	Aware of and responds to the formal and informal dynamics of people being mentored. Able to gauge this ability among individual people being mentored and counsel development of this awareness	Aware of and responds to formal and informal dynamics of the trainees. Able to gauge this ability among individual trainees and counsel development of this awareness
	Able to sense the feelings and concerns of others	Has a genuine interest in individuals and allows expression by group members	Has a genuine interest in individuals and allows expression by session participants	Has a genuine interest in individuals and allows expression by people being mentored	Has a genuine interest in individuals and allows expression by trainees
	Able to adapt to changing situations and circumstances	Responsive to changing situations and circumstances within the community and able to adjust to suit	Responsive to changing situations and circumstances within the session or among session participants and able to adjust to suit	Responsive to changing situations and circumstances within a mentoring session or among participants of mentoring sessions and am able to adjust to suit	Responsive to changing situations and circumstances within the session or among trainees and able to adjust to suit
	Recognises limitations in own cultural awareness	Aware of limitations in cultural and societal contexts and has confidence to seek professional guidance and/or support from the community	Aware of limitations in cultural and societal contexts and has confidence to seek professional guidance and/or support of session participants	Aware of limitations in cultural and societal contexts and has confidence to seek professional guidance and/or support from the people being mentored	Aware of limitations in cultural and societal contexts and has confidence to seek professional guidance and/or support from trainees
Taking responsibility for personal development	Awareness of own strengths and limitations	Carries out regular self-evaluation of personal strengths and limitations	Seeks and uses feedback to evaluate and improve self, as a facilitator of personal financial management	Operates in a professional and self-confident manner and engenders confidence as a mentor of personal financial management learners	Seeks and uses feedback to evaluate and improve training model, content and personal style, especially as a trainer of

		Seeks and uses feedback from others to improve self, especially as a community enabler	Contributes to peer support and evaluation		community leaders and facilitators of personal financial management
	Well-developed sense of self-worth and self-belief	Functions in a confident manner in all dealings with the whānau, community groups and individuals	Confident of personal strengths and knowledge of the content and can present that confidence in delivery style	Confident of personal strengths and knowledge of content and can present that confidence in their mentoring	Operates in a professional and self-confident manner and engenders confidence in their role as a trainer of community leaders and facilitators
	Awareness of own biases and attitudes on performance of self and others	Manages own emotions/biases and levels of anxiety well in all situations	Manages own emotions/biases and levels of anxiety well in all situations. Shows awareness and has empathy with people's anxiety with money matters and know where to refer those needing professional help	Manages emotions and levels of anxiety well in all situations, especially during mentoring sessions	Manages own emotions and levels of anxiety well in all situations, especially during training sessions
	Skilled to set goals and improve own performance	Tries out new ways to get better results and takes steps to improve performance and outcomes Works collaboratively with others to improve own performance	Tries out new ways to get better results and takes steps to learn about what is required to improve own practice Has an ongoing self-improvement plan in place	Tries out new ways to get better results and takes steps to learn about what is required to be excellent in their role as a mentor of personal financial management learners	Tries out new ways to get better results and takes steps to learn about what is required to be excellent in their role as a trainer of community leaders and facilitators of personal financial management
	Open to new thinking and behaviours	Operates in a non-defensive manner. Open to and adopts/adapts new ideas and is prepared to learn from others	Operates in a non-defensive manner. Open to and adopts/adapts new ideas for facilitation and improve performance of session participants	Actively reviews performance and seeks opportunities to improve as a mentor and learn from others	Actively reviews own performance, seeks opportunities to improve and learn from others

The above document has been adapted from the Facilitation Competency Framework developed by the National College for Teaching and Leadership. (2015)