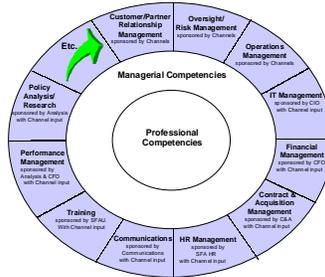




**Functional Competencies  
Schools Channel**



**Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.**

Functional Competency	Definition
Customer Relationship Management	<ul style="list-style-type: none"> <li>• Demonstrates understanding of SFA’s service standards and engages in behavior to encourage customer satisfaction</li> <li>• Proactively anticipates customer needs</li> <li>• Uses tools and available information effectively to build insight into customer needs for insightful, integrated interactions</li> <li>• Proactively seeks information and tools to better understand customer’s business</li> <li>• Establishes partnering relationships with new customers and builds on relationships with existing customers</li> </ul>
Training Design and Development	<ul style="list-style-type: none"> <li>• Applies learning and performance support theories, concepts, and tools to assess performance needs, create a performance improvement approach, and to develop, implement, and monitor performance improvement solutions</li> <li>• Demonstrates an understanding of the key concepts of adult learning theory</li> <li>• Identifies key concepts and components of training design and development methods, tools and techniques</li> <li>• Demonstrates the ability to design and develop training programs and materials</li> </ul>
Training Delivery	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of training delivery techniques and facilitation</li> <li>• Demonstrates the ability to coordinate and guide the exchange of information and ideas in training sessions</li> </ul>



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**SFA Competency Dictionary**

<b>Functional Competency</b>	<b>Definition</b>
	<ul style="list-style-type: none"><li>• Manages training sessions to ensure all participants feel that learning objectives were met</li><li>• Demonstrates ability to deliver training programs to participants</li></ul>
Risk Management	<ul style="list-style-type: none"><li>• Demonstrates an understanding of the concept and organizational value of risk modeling</li><li>• Demonstrates an understanding of oversight and compliance guidelines and regulations</li><li>• Demonstrates an understanding of SFA's oversight role within the industry</li><li>• Demonstrates the ability to develop systematic and comprehensive risk modeling programs that detect, prevent and reduce losses arising from high risk learning institutions</li><li>• Demonstrates the ability to detect, prevent and reduce losses arising from fraudulent transactions through the development and use of systematic, comprehensive and collaborative fraud containment programs</li><li>• Assesses and evaluates operations, financial and information systems to protect the assets of SFA and to provide constructive services to schools</li></ul>
Technical Assistance	<ul style="list-style-type: none"><li>• Demonstrates an understanding of the importance and impact of customer support on customer satisfaction and applies the appropriate customer support principles</li><li>• Demonstrates skill in providing complete, accurate and real-time support to customer inquiries</li><li>• Identifies customer needs and develops and implements the appropriate training/education programs to serve the customer</li></ul>



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**SFA Competency Dictionary**

Functional Competency	Definition
Contract Management	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the contract management vision of SFA</li> <li>• Demonstrates an understanding of contract management concepts, procedures and regulations</li> <li>• Ensures compliance with government contracting regulations</li> <li>• Applies the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's needs and objectives</li> <li>• Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes</li> <li>• Demonstrates skill in working with vendors to lower the costs associated with technology and processes</li> </ul>
Quality Management/Assurance	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the principles, processes and techniques of quality management</li> <li>• Demonstrates an understanding of the importance of measuring quality in the organization to manage and to improve continuously</li> <li>• Applies principles, processes and tools for quality management in conducting reviews</li> </ul>
Accounting	<ul style="list-style-type: none"> <li>• Demonstrates knowledge of general accounting principles and regulatory reporting</li> <li>• Applies working knowledge of general ledger management, funds management, payment management, and receipt management to carry out basic financial and accounting activities</li> <li>• Records, analyzes and verifies operational, business and financial transactions in compliance with general accounting principles and regulatory reporting</li> </ul>
Default Prevention	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of default management</li> <li>• Demonstrates the ability to ensure the accurate calculation of the cohort default rate</li> <li>• Demonstrates the ability to initiate administrative action against institutions that exceed cohort default rate thresholds</li> </ul>
Payment Processing	<ul style="list-style-type: none"> <li>• Demonstrates knowledge of the drawdown process to schools</li> <li>• Demonstrates the ability to monitor and respond to problems with the drawdown processes</li> </ul>



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**SFA Competency Dictionary**

Functional Competency	Definition
Public Awareness/Public Relations	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of communication techniques including development of communication strategies and plans</li> <li>• Applies knowledge of communication techniques and services to build and maintain a positive public image for SFA and to establish a firm relationship with schools</li> </ul>
Product Knowledge	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of SFA's programs and products</li> <li>• Demonstrates the ability to remain current on products and program guidelines</li> <li>• Demonstrates ability to identify and access communication vehicles that describe SFA's products</li> <li>• Demonstrates ability to apply product knowledge to resolve customer questions and/or problems</li> </ul>
Office Administration	<ul style="list-style-type: none"> <li>• Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations</li> </ul>
Planning and Budgeting	<ul style="list-style-type: none"> <li>• Demonstrates an overall understanding of the planning and budgeting process</li> <li>• Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts</li> <li>• Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending actively</li> <li>• Analyzes and discusses budget implications</li> </ul>
Research and Analysis	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of basic research concepts, principles and methods</li> <li>• Demonstrates an understanding of specific information sources and methods of information gathering to make fact-based decisions</li> <li>• Utilizes skills in assessing and evaluating information to identify trends and potential issues</li> <li>• Demonstrates ability to collect and validate internal and external data and provide analytical support by drawing conclusions from the information</li> </ul>



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**SFA Competency Dictionary**

<b>Functional Competency</b>	<b>Definition</b>
Policy, Regulation and Legislation Awareness	<ul style="list-style-type: none"><li>• Demonstrates an understanding of general policies, regulation and legislation principles, laws and jurisprudence that relate to functions in the Channel</li><li>• Interprets and applies policy, regulation and legislation knowledge appropriately</li></ul>
Industry Acumen	<ul style="list-style-type: none"><li>• Demonstrates the ability to identify major industry drivers: political, regulatory, environmental, social and technical</li><li>• Demonstrates the ability to explain potential impacts of current industry issues and trends</li><li>• Demonstrates the ability to apply knowledge of industry trends to recommend and implement changes and business solutions within the Channel/Unit</li></ul>
Technology Planning	<ul style="list-style-type: none"><li>• Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations</li><li>• Gathers and evaluates business process and technical requirements to identify service improvement and cost reduction opportunities</li></ul>