

# Financial Aid Competency Framework

## LAWS & REGULATIONS

Financial aid legislative and regulatory knowledge, ethical compliance with Title IV program requirements, correlation of multiple sources of aid, and advocacy in public policy

## CUSTOMER SERVICE

Communication skills, advising, public speaking, financial literacy, cultural competence, flexibility, empathy, respect, and personal responsibility

## CAREER DEVELOPMENT

Professional growth and development, collaboration, teamwork, and developing skills for oneself and others

## TECHNICAL PROFICIENCY

Digital communication, electronic processing, and leveraging technology to find efficiencies without sacrificing quality service

## LEADERSHIP SKILLS

Strategic thinking, planning, critical thinking, problem solving, decision making, compromise, change management, emotional intelligence, program management, and stewardship

## BUSINESS OF EDUCATION

Institutional context, interdepartmental practices, collaboration, relationship-building, exposure, risk assessment, advocacy, models of governance, and models of accreditation

