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.

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

**Career Development**
Professional growth and development, collaboration, teamwork, and developing skills for oneself and others.

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

**Technical Proficiency**
Digital communication, electronic processing, and leveraging technology to find efficiencies without sacrificing quality service.

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

**Commitment to Diversity, Equity, & Inclusion**

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