**Summary of Changes  
Financial Services Industry Competency Model**

The Financial Services Industry Competency Model was updated twice in August 2020 and February 2025.

**February 2025 Update:**

Updates have been made on Tiers 1 and 2, to align with the new Building Blocks Model, including the addition of new digital literacy competencies.

**August 2020 Update:**

# Tier 1: Personal Effectiveness Competencies

* No changes were made to the Tier 1 Competencies.

# Tier 2: Academic Competencies

* Added key behavior title to competency *2.5 Communication – Listening and Speaking*.

# 2.5 Communication – Listening and Speaking

* Added key behavior title: 2.5.5 Ask questions or report problems or concerns to people in authority when information or procedures are unclear or need improvement, or when feeling unsafe or threatened in the workplace.

# Tier 3: Workplace Competencies

* Added competency title: *3.7 Health and Safety*.

# 3.7 Health and Safety

* Added key behavior title: *3.7.1 Maintaining a healthy and safe environment*.
  + Added key behavior descriptions:
    - 3.7.1.1 Take actions to ensure the safety of self and others, in accordance with established personal and jobsite safety practices
    - 3.7.1.2 Anticipate and prevent work-related injuries and illnesses
    - 3.7.1.3 Comply with federal, state, and local regulations, and company health and safety policies
    - 3.7.1.4 Recognize common hazards and unsafe conditions that occur at work, their risks, and appropriate controls to address them
    - 3.7.1.5 Follow organizational procedures and protocols for workplace emergencies, including safe evacuation and emergency response
    - 3.7.1.6 Maintain a sanitary and clutter-free work environment
    - 3.7.1.7 Administer first aid or CPR, if trained, and summon assistance as needed
    - 3.7.1.8 Properly handle and dispose of hazardous materials
* Added key behavior title: 3.7.2. Safeguarding one’s person.
  + Added key behavior descriptions:
    - 3.7.2.1 Engage in safety training
    - 3.7.2.2 Use equipment and tools safely
    - 3.7.2.3 Use appropriate personal protective equipment
    - 3.7.2.4 Recognize how workplace risks can affect one’s life and one’s family
    - 3.7.2.5 Understand the legal rights of workers regarding workplace safety and protection from hazards
    - 3.7.2.6 Report injuries, incidents, and workplace hazards to a supervisor as soon as safely possible
    - 3.7.2.7 Contribute to discussions of safety concerns in the workplace, making suggestions as appropriate

# Tier 4: Industry-Wide Technical Competencies

* No changes were made to the Tier 4 Competencies.