

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Sustainable Finance					
<b>TSC</b>	Impact Indicators, Measurement and Reporting					
<b>TSC Description</b>	Analyse, monitor and report impact of sustainability actions and lead the organisation in setting impact mission and targets for the organisation or customers					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			Understand and explain key impact measurement concepts, principles, frameworks and practices relevant to the sustainability actions of the organisation	Analyse and apply key impact measurement concepts, principles and instruments, with the ability to support impact measurement and reporting	Shape organisation's policies on impact measurement and business reporting and lead the setting of impact mission and targets for the organisation or customers to drive impact adoption, measurement and reporting	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Principles, standards and frameworks for impact measurement and reporting</li> <li>Examples of impact mission and targets at organisation or customer level</li> <li>Impact measurement techniques</li> <li>Financial products of the organisation that create impact</li> <li>Linkages between standard operational and financial metrics and impact metrics</li> </ul>	<ul style="list-style-type: none"> <li>Link between impact and commercial value</li> <li>Metrics used to determine the impact of a sustainability action and/or investment decision</li> <li>Best practices on impact metrics, methodologies, targets and tools measurement methods that quantify the sustainability action to the targets and mission set</li> <li>Techniques to derive metrics to monitor and measure impact against the impact mission and targets set</li> <li>Techniques to apply the different measurement methodologies in measuring the impact</li> <li>Approaches and systems such as digital tools to collect data needed for the relevant metrics</li> </ul>	<ul style="list-style-type: none"> <li>Approaches to identify and set impact mission and targets for the organisation or customer</li> <li>Techniques to develop models for the company's initiatives</li> <li>Techniques to determine if the impact from actions are aligned with targets and missions set</li> <li>Methodologies to value and attribute the impact on the organisation or customer</li> <li>Solutions to address challenges in impact measurement</li> </ul>	

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				<ul style="list-style-type: none"> <li>Approaches to monitor and evaluate the progress made on the impact</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Explain impact measurement trends and developments to stakeholders</li> <li>Research and support the impact measurement and reporting process</li> </ul>	<ul style="list-style-type: none"> <li>Define the key stakeholders for the strategic development of impact in the organisation's policy</li> <li>Support in the setting of impact mission and targets</li> <li>Identify suitable metrics needed to support the measurement of impact</li> <li>Develop systems and use relevant methods such as digital tools to collect and process data tied to the metrics</li> <li>Support the selection and application of impact measurement frameworks and methods that is relevant to the use case</li> <li>Monitor, report and evaluate organisation's progress in meeting impact mission and targets</li> <li>Ensure alignment of impact measurement and reporting with international principles and standards</li> <li>Evaluation of techniques and which contexts they may be best applied in</li> <li>Support in organisation's participation in international impact measurement fora</li> </ul>	<ul style="list-style-type: none"> <li>Establish impact mission and targets for the organisation or customers</li> <li>Align internal stakeholders on the need and importance of impact mission and selected targets, and the link between impact and commercial value</li> <li>Develop policies to guide the process of identifying relevant actions to meet the impact mission and targets</li> <li>Lead the selection of impact measurement frameworks and methods that is relevant to the use case</li> <li>Lead impact measurement and reporting</li> <li>Assess emerging impact measurement methodologies and frameworks, and their suitability for the organisation</li> <li>Quantify impact and support integration of impact outcomes when making financial management decisions</li> <li>Lead organisation's participation in key associated global/regional impact measurement platforms to shape industry's approach to impact</li> </ul>

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					measurement and reporting	
<b>Range of Application</b>	<p>Principles, standards and frameworks for impact measurement and reporting may include, but not limited to:</p> <ul style="list-style-type: none"> <li>• Operating Principles for Impact Management by IFC</li> <li>• Global Impact Investing Network’s IRIS+ System</li> </ul> <p>Operational and financial metrics of products and services of the organisation refer to the way an organisation measures its performance. These form helpful foundational metrics to further build on to measure impact. For example, in case of insurance, these metrics would include a fundamental understanding of premiums paid. It may include but not limited to:</p> <ul style="list-style-type: none"> <li>• Gross written premiums</li> <li>• Claims ratio</li> <li>• Agent commissions</li> <li>• Turnaround time to make claim payments</li> <li>• Renewal ratios</li> </ul>					