



## **National Qualifications 2008**

### **Internal Assessment Report**

**Subject: Skills for Work – Financial Services**

**Assessment Panel:**

The purpose of this report is to provide feedback to centres on verification which has taken place within National Qualifications in this subject.

## **STANDARD GRADE**

### **ELEMENT / COURSEWORK VERIFIED**

*Insert details:*

### **FEEDBACK TO CENTRES**

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

### **General comments:**

### **Advice on good practice and areas for further development:**

## NATIONAL UNITS

### TITLES/LEVELS OF NATIONAL UNITS VERIFIED

*Insert detail:*

**DM7P 11 INTRODUCTION**

**DM7X 11 PERSONAL FINANCIAL AWARENESS**

**DM8O 11 BUILDING POSITIVE RELATIONSHIPS WITH CUSTOMERS & COLLEAGUES**

**DM7V 11 EMPLOYABILITY SKILLS**

### FEEDBACK TO CENTRES

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

#### General comments:

Centres had made good use of the approved NABs and candidate evidence was well presented and well assessed. Assessments had been marked in a consistent manner and it was clear where marks had been awarded.

Very good internal verification procedures were in place and there was evidence of excellent dialogue, built up throughout the course, providing guidance and feedback between the assessor and internal verifier and assessor and candidate.

The majority of centres had a variety of resources over and above those provided by SFEU. The additional resources were of an extremely high standard and a good deal of time had been taken in sourcing them.

One centre had electronic evidence available by way of USB memory sticks. This centre had also been making use of “Pebblepath” software. Another centre was piloting the use of “Deskspace”.

Good links with local financial institutions had been established, which help to bring the course to life and teachers/lecturers/candidates were very positive about the value of the course.

## **Advice on good practice and areas for further development:**

Some centres had a Master File system in place, ensuring the entire course documentation was held within one folder. This Master File contained:

Teaching, Learning and Assessment Approaches and resources required  
Overview of Instrument of Assessment  
Assessment Review Sheet detailing Instrument of Assessment and marking guidelines approved by internal verifier  
Robust internal verification procedures  
Documentation supporting the sampling of files  
Unit specification  
Copies of NABs

One centre had an excellent Assessment Feedback form which allows for student feedback on the assessment process. This procedure is enhanced with the inclusion of a section completed by the assessor providing detailed Remediation Advice.

### **INTRODUCTION TO FINANCIAL SERVICES**

Centres were using a well documented checklist for products researched and a Product Summary Sheet was attached to the actual research material. This was good practice as candidates were filtering the information obtained and then summarizing, as opposed to simply copying and pasting.

Further good practice noted in one centre related to all candidates completing a “Folio Checklist” which indicates that they are responsible for their own folio and consequent learning.

### **PERSONAL FINANCIAL AWARENESS**

Candidates presented 3 well laid out budgets for each of their identified life stages. Candidates had given the income/expenditure and one-off items careful thought in preparation. Some candidates used spreadsheets for Budget Planning – again this was good practice.

### **BUILDING POSITIVE RELATIONSHIPS WITH CUSTOMERS AND COLLEAGUES**

Observation checklists were used for face to face and telephone interviews, providing positive feedback for candidates and identifying areas of development.

Some centres had made use of either audio or video recording in the interview process as it allows for reflection by the candidate and feedback by the assessor.

### **EMPLOYABILITY SKILLS**

In all centres Employability Skills were built in throughout the course – again this is good practice.

There had been excellent preparation for the simulated interview. Interviews were well recorded through Observation – backed up by good self evaluation.

**Summary:**

In all centres, a high standard of evidence was presented. Candidate evidence was well presented and well assessed.

There were good systems of internal verification in place.

Centres had access to very good materials from SFEU and had been very proactive in developing a variety of resources over and above those provided by SFEU.

Good links had been established with local Financial Institutions – these institutions helped support the delivery of the award.

## COMPONENT / COURSEWORK IN NATIONAL COURSES

### COMPONENT/COURSEWORK VERIFIED

*Insert details*

### FEEDBACK TO CENTRES

*Insert details relating to specific guidance which should be offered to centres based on the verification of centres.*

*Include:*

- *General comments*
- *Areas of good practice*
- *Areas for further development*

### General comments:

### Advice on good practice and areas for further development: