

National Unit Specification: general information

UNIT	Financial Services: Communication Methods (Intermediate 2)
CODE	DV7E 11
COURSE	National Progression Award Financial Services (Higher)

SUMMARY

This Unit is a mandatory Unit of the National Progression Award Financial Services. It is intended for either candidates who are currently working in the financial services sector or candidates who have a desire to enter employment in the financial services sector.

This Unit is designed to develop candidate's knowledge, understanding and use of the various methods of communication available to them within the Financial Services Sector. The aim of the Unit is to allow candidates to select and use the appropriate method of communication for transferring information in the workplace.

OUTCOMES

- 1 Demonstrate a knowledge and understanding of communication methods in the workplace.
- 2 Select and use appropriate communication methods to transfer information in the workplace.

RECOMMENDED ENTRY

Entry is at the discretion of the centre. However, candidates would normally be expected to have attained one of the following, or equivalent:

- ◆ relevant knowledge and experience of working in the Financial Services sector; or
- ◆ qualifications at SCQF level 4 (Intermediate 1 or Standard Grade General level)

Administrative Information

Superclass:	AY
Publication date:	March 2006
Source:	Scottish Qualifications Authority
Version:	01

© Scottish Qualifications Authority 2006

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. The cost for each Unit specification is £2.50. (A handling charge of £1.95 will apply to all orders for priced items.)

National Unit Specification: general information (cont)

CREDIT VALUE

1 credit at Intermediate 2 level (6 SCQF credit points at SCQF level 5*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

National Unit Specification: statement of standards

UNIT Financial Services: Communication Methods (Intermediate 2)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Demonstrate a knowledge and understanding of communication methods in the workplace.

Performance Criteria

- (a) Identify and describe a variety of ICT and non ICT methods of communicating in the workplace.
- (b) Explain clearly how each method identified could be used effectively to achieve a specific communication purpose in the workplace.
- (c) Explain clearly a disadvantage of using each method identified.

OUTCOME 2

Select and use appropriate communication methods to transfer information in the workplace.

Performance Criteria

- (a) Select and use appropriate methods of communication for a specified task.
- (b) Extract detailed information from selected ICT and non ICT communication sources
- (c) Accurately transfer the detailed information gathered to a specified third party.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence may be written, diagrammatic or orally recorded as long as the method chosen provides the appropriate evidence, as required by the Outcomes, Performance Criteria and Evidence Requirements.

There will be two components of the evidence for this Unit.

The **folio** will be compiled and organised by the candidate, with evidence gathered throughout the Unit, using organisational documentation which is most appropriate based on the individual's job role as long as the method chosen is deemed, by the assessor, to be appropriate to the Evidence Requirements in question.

National Unit Specification: statement of standards (cont)

UNIT Financial Services: Communication Methods (Intermediate 2)

The folio should contain:

- ◆ A description of at least four different ICT and four different non ICT methods of communicating in the workplace.
- ◆ An explanation of how each method described can be used effectively for a specific purpose in the workplace.
- ◆ An explanation of at least one disadvantage of each method.

Practical Exercise

This aspect of the Evidence Requirements for this Unit is performance based and should be generated through a Practical Exercise (either real life or simulated).

The candidate will undertake to complete the tasks specified below. Through the completion of the tasks the assessor must be satisfied that the candidate has achieved the following in line with organisational procedures:

- ◆ selecting and using appropriate communication methods for a specific purpose
- ◆ extracting detailed information (appropriate to the situation) from at least two workplace sources, one of which must be ICT based
- ◆ transferring the detailed information to a third party

The Practical Exercise should be supported by a signed assessor checklist confirming that all evidence presented is complete and to the required standard.

These completed documents can be in response to real life or simulated situations.

The Assessment Support pack produced for this Unit provides examples of assessment methodologies and materials. Centres may use these or develop their own based on existing organisational activities, assessments and tests provided these meet the standard required as specified in the Evidence Requirements above.

National Unit Specification: support notes

UNIT Financial Services: Communication Methods (Intermediate 2)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

The content of this Unit covers many forms of communication within Financial Services. The candidate should be aware of all:

- ◆ Information Communications Technologies (ICT) systems within their organisation. This could include the Internet, Intranet, Telecommunications systems (Phone/Fax/Photocopier) and Electronic Mail.
- ◆ Non-ICT systems
This could be Staff Notice Board, Meetings, Internal Newsletter, Internal Memos, Letters or Forms.
- ◆ The advantages and disadvantages of these methods of communication.
- ◆ Where and how these facilities can be accessed and used as a method of communicating with either internal customers, (their colleagues) or external customers, (their clients/customers).

In order to develop the skills required by this Unit, the Candidate will require to make use of work-place training materials and any ICT systems manuals, as well as on the job training to develop their knowledge.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Teaching and learning approaches for this Unit take place either in a real-life or simulated working environment. The information needed to develop in the area will be available from the employing organisation or simulated environment. Candidates should be assisted in independent research through monitoring and assistance by a named, and more experience colleague who has established skills in the methods of communication (a mentor). This will allow the candidate to refer to their mentor for advice and assistance and to check the accuracy of the learning they have obtained from the self-study materials.

Additionally candidates should be provided with materials/manuals, which relate to any necessary equipment/communication tools.

Whilst the candidate is receiving the required knowledge via the combination of mentoring, self-study and conducting practical tasks in the workplace, they may wish for their personal use only to prepare a research folio to assist them with both self-study and with their knowledge and understanding.

The assessor should complete an assessor observation checklist confirming that the candidate has correctly completed the exercise, and this should be retained by the centre.

National Unit Specification: support notes (cont)

UNIT Financial Services: Communication Methods (Intermediate 2)

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

It is unlikely that outcome-by outcome assessment will be required in all situations. Where the candidate's job role is sympathetic to a more holistic assessment approach, then this is recommended. Regardless of the approach followed, a combination of instruments of assessment is available to test learning across this Unit.

Both Outcomes are can be examined via a combination of written or/oral evidence and observation of a range of Practical Exercise(s) which will provide performance evidence.

Written evidence can be in the form of restricted response which confirms the candidate's learning.

Performance evidence can be via the correct completion of a range of predefined tasks. These can be completed either as assessment exercises or can be achieved via work-place performance of the required tasks whilst working in the job-role.

Assessment will be either via observation of the candidate in their job role activity or a role play which simulates this activity.

An assessor record/checklist of the performance should be used to record the candidate's achievement and be retained by the centre.

CANDIDATES WITH ADDITIONAL SUPPORT NEEDS

This Unit Specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (SQA, 2004).