

National Unit Specification: general information

UNIT	Financial Services: Using Information Communication Technology (Intermediate 2)
CODE	DV7H 11
COURSE	National Progression Award Financial Services (Higher)

SUMMARY

This Unit is an optional 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 intended to develop the candidate's practical skills in using Information Communication Technology in the workplace. The Unit covers the importance of data integrity as well as the practical aspects of using ICT to input and access information. The practical skills gained will enable the candidate to input, retrieve and utilise information in a manner which is in accordance with organisational targets, policy and procedures.

OUTCOMES

- 1 Select relevant data using appropriate Information Communication Technology system(s) for a specified task in the financial services sector.
- 2 Operate Information Communication Technology systems in accordance with organisational procedures.
- 3 Process information using Information Communications Technology systems in accordance with organisational procedures.
- 4 Resolve data queries or discrepancies in a manner which complies with organisational procedures using Information Communication Technology.

Administrative Information

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National Unit Specification: general information (cont)

RECOMMENDED ENTRY

While entry is at the discretion of the centre, 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)

It is also recommended that candidates undertaking this Unit complete the Unit: DV7C 12 Financial Services: Regulatory Framework — An Introduction (Higher) prior to commencing this Unit.

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: Using Information Communication Technology (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

Select relevant data using appropriate Information Communication Technology system(s) for a specified task in the financial services sector.

Performance Criteria

- (a) Correctly identify relevant sources of information.
- (b) Use relevant sources to obtain the required data.
- (c) Ensure that information retrieved is valid, accurate and meets the requirements of the task.

OUTCOME 2

Operate Information Communication Technology systems in accordance with organisational procedures.

Performance Criteria

- (a) Select the relevant system(s) for a specified task.
- (b) Efficiently navigate within and across the system(s) in relation to the specified task.
- (c) Accurately follow organisational procedures for the saving and output of data
- (d) Correctly follow the organisational procedures when Information Communication Technology processing problems arise.

OUTCOME 3

Process information using Information Communications Technology systems in accordance with organisational procedures.

Performance Criteria

- (a) Input all data accurately for a specified task
- (b) Process data whilst maintaining levels of accuracy and efficiency in line with organisational procedures.
- (c) Accurately retrieve all output data relevant to the specified task in line with organisational procedures.

National Unit Specification: statement of standards (cont)

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OUTCOME 4

Resolve data queries or discrepancies in a manner which complies with organisational procedures using Information Communication Technology.

Performance Criteria

- (a) Correctly follow procedures for reporting data queries or discrepancies.
- (b) Use Information Communications Technology to resolve data processing queries or discrepancies.

EVIDENCE REQUIREMENTS FOR THE UNIT

Evidence for this Unit will be performance based and should be generated through Practical Exercise(s) (either real life or simulated).

Practical Exercise(s)

The candidate will complete Practical Exercises by using Information Communications Technology to complete a range of tasks. Through the completion of these tasks the assessor must be satisfied that the candidate has achieved the following in line with organisational procedures:

- 1 Correctly identify the relevant source of the information required to complete the task(s).
- 2 Use the relevant data source to retrieve data.
- 3 Check the validity and accuracy of data.
- 4 Retrieve all data necessary to complete the task(s).
- 5 Navigate between systems efficiently.
- 6 Display the ability to both save and output data from the systems and screens.
- 7 Input data accurately and completely.
- 8 Maintain the required levels of speed and efficiency whilst conducting the exercise(s).
- 9 Produce data outputs from the exercise(s).
- 10 Follow procedures for reporting queries or discrepancies.
- 11 Resolve data queries which require corrective action.

The tasks will be of the type whereby a scenario (either real life or simulated) is presented to the candidate eg a customer moving to a new home or a new personal loan account. The following list is a sample of the types of task for the scenario, however, this sample is not exhaustive:

- ◆ change of address to be effective immediately
- ◆ change of address to be effective at some point in future
- ◆ set up/alter a computer generated payment eg a standing order or direct debit
- ◆ set up/process a new account eg personal loan/mortgage/savings
- ◆ finding out balances on a range of different types of account
- ◆ checking expiry dates on accounts, or payments
- ◆ finding out if particular transactions have been processed

National Unit Specification: statement of standards (cont)

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

The Assessment support package 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: Using Information Communication Technology (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

Candidates undertaking this Unit will be employed by a wide range of financial services organisations and will each be using different ICT systems in the workplace.

Due to the wide range of ICT systems available it will be necessary to position the Unit within the organisational context specific to the employing (or placement) organisation. This will enable the candidate to gain maximum learning and knowledge when undertaking the Unit. The Unit has broad applicability to all ICT systems, but the Unit should be used in a manner which is sympathetic to the use of ICT systems within the candidate's organisation. Whilst the candidate's local situation must be taken into account when the Unit is being undertaken, they should nonetheless be encouraged to consider the general applicability of the knowledge they are gaining, and how it could be applied to a broader range of ICT systems.

Organisations include: banks (retail and corporate), National Savings & Investments, building societies, investment operations, credit unions, finance companies, pension companies and insurance companies

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Teaching and learning approaches to this Unit will take place in the working environment (either real life or simulated). The ICT systems used within the candidate's employing organisation will influence the manner and pace at which candidates are able to undertake this Unit. This factor should be taken into account when considering which Practical Exercises are most appropriate. The Unit offers considerable scope for practical examination and work place assessment as all of the Performance Criteria relate to on-the-job performance.

Due to the nature of the Unit it is unlikely that an Outcome-by-Outcome assessment will be necessary. Where the candidate's job-role is supportive of a holistic approach to assessment it is envisaged that teaching and learning will be centred on the candidate undertaking practical tasks as exercises. The exercises must produce the desired Outcomes and meet stated Performance Criteria.

Where live data is used the requirements of the Data Protection Act 1998 must be complied with. If using a live computer system it is recommended that the candidate is observed and monitored during assessment. This will ensure that systems and data integrity are not compromised whilst the candidate is being assessed.

National Unit Specification: support notes (cont)

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GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Assessment of this Unit will be holistic and be carried out by observing the candidate in their job role (either real life or simulated) via a range of practical tasks which will provide the performance evidence.

Performance evidence is gathered via the correct completion of a range of predefined tasks. These can be completed as either assessment exercises or can be completed via work-place performance of the tasks whilst functioning within the candidate's job role.

An assessor record/checklist of the performance should be used to record the candidate's achievement of the Performance Criteria and should 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).