



Signposting the suite of NOS in Branch Management and Business & Commercial/Customer Relationship Management informing the SVQ 4 in Banking at SCQF level 8 to the Core Skills at Level 4-6

Core Skills Signposting

FLSP: Signposting Core Skills for the suite of NOS in Branch Management and Business & Commercial / Customer Relationship Management
National Occupational Standards For Branch Management and Business & Commercial / Customer Relationship Management

CORE SKILLS SIGNPOSTING

Introduction

The following table indicates how evidence produced by candidates in attaining those National Occupational Standards (NOS) developed by the Financial & Legal Skills Partnership for those within banking, whose work includes branch management and business and commercial/customer relationship management, is also likely to be relevant towards achieving particular Core Skills. It should be emphasised that Core Skills are not part of the standards required for achieving the NOS and the following information is intended to assist those employers and/or individuals also seeking to progress Core Skills.

Core Skills

The Scottish Qualifications Authority (SQA) describes the Core Skills as *‘a group of five skills that are key to learning and working in today’s world. Employers have identified these skills as those that are most likely to be needed in any work environment. This does not mean that every job will need people who are proficient in all five Core Skills but it does mean that every job will require some level of ability in some or all of these skills.’*

Core Skills qualifications are available in increasing levels of complexity, from Level 1 to Level 6. The Core Skills cover each of the following areas

- 1. Communication**
- 2. Information and communication technology**
- 3. Numeracy**
- 4. Problem solving**
- 5. Working with others**

Each of the five Core Skills is further divided into a set of tasks, and for the purposes of this document the signposting has been carried out at Level 6. The specific content of each Core Skills Task at Level 6 and its relevant Core Skills Assessment Support Pack can be found on the website of the SQA, at www.sqa.org.uk

The levels of Core Skills

As above, the higher the level of Core Skill, the greater the level of complexity to be demonstrated. Therefore, as candidates move up through the levels, they take on activities which are more demanding in breadth and depth, and in the extent of individual responsibility required. The above website details the differences between the levels, whilst the following table offers general descriptors for the Core Skills levels:

SCQF Level 4 - straightforward	Designed for those who have some skill and experience of using the Core Skill in a workplace setting, for example, at assistant worker level
SCQF Level 5 – routine, but with some complex features	Designed for those who have a reasonable level of skill and experience of using the Core Skill in a workplace setting, for example, at intermediate or supervisor level
SCQF Level 6 - complex	Designed for those who have significant skill and experience of using the Core Skill in a workplace setting, for example, at managerial level

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Appendix A, which follows the signposting table, provides greater detail regarding the requirements of one of the Core Skills, 'Communication', and how this becomes increasingly complex through the above levels. Such details, including specifications for each of the Core Skills can be found via the above website.

Signposting the NOS to the Core Skills

As candidates attaining NOS also prepare portfolios of evidence, it is likely that such evidence may be relevant towards demonstrating the candidates' ability to meet the requirements of one or more of the Core Skills. The following table signposts where evidence relevant to the optional units within the role-specific NOS is also likely to be relevant to Core Skills.

The signposting table lists all of the NOS developed by the Financial & Legal Skills Partnership to address best practice in the activities specific to those technicians and team leaders working within insurance. Further columns are then headed by each of the Core Skills. A tick under a particular level of Core Skill identifies how the evidence for a particular NOS is likely to be relevant to that Core Skill.

This signposting is not intended to be an absolute indication that the evidence produced in attaining particular NOS will be relevant for a particular Core Skill. As competence can be demonstrated in different ways, different forms of evidence may be presented. Therefore, this signposting document is intended as a guide only.

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Branch Management and Business Commercial / Customer Relationship Management NOS

Core Skills Signposting for SVQ Level 4 in Banking

Core Skills		Communication	Information and Communication Technology	Numeracy	Problem solving	Working with others
NOS within the Banking Suite						
FSPBCRM01	Manage your own performance, personal development and banking industry awareness	L6	L6	L6	L6	-
FSPBCRM02	Maximise business opportunities within a financial services environment	L6	L6	L6	L6	L6
FSPBCRM03	Engage with your team in progressing business development opportunities in a financial services environment	L6	-	-	L6	L6
BA2 CFAM&LBA2	Provide leadership in your area of responsibility	L6	-	-	L5	L6
DB1 CFAM&LDB1	Build Teams	L6	-	-	L5	L6
FSPBCRM04	Develop commercial relationships as a trusted adviser to financial services customers	L6	L6	L6	L6	L6
FSPBCRM08	Manage risk for financial services customers within your area of responsibility	L6	L6	L6	L6	L6
FSPBCRM05	Lead and engage your team in the monitoring and evaluation of business development within a financial services environment	L6	L6	L6	L6	L6

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FLSP Units		Core Skills				
		Communication	Information and Communication Technology	Numeracy	Problem solving	Working with others
FSPBCRM06	Build professional networks in a financial services environment	L6	L5	-	L6	L6
FSPBCRM07	Provide complex financial services solutions for commercial customers within a financial services environment	L6	L6	L6	L6	L6
FSPBCRM09	Research and develop new commercial customers within a financial services environment	L6	L6	L6	L6	L6
FSPBCRM10	Work with customers to assess and enhance the quality of service provided within a financial services environment	L6	L5	-	L6	L6
FSPBCRM11	Monitor the quality of lending within your area of responsibility	L6	L6	L6	L6	L6
B8 FSPFAP07	Reviewing and responding to the client's changing financial needs and circumstances for financial advice and/or planning	L6	L5	L6	L6	L6
BA9 CFAM&LBA9	Develop operational plans	L6	L5	L5	L6	L6
CA1 CFAM&LCA1	Identify and evaluate opportunities for innovation and improvement	L6	L5	L6	L5	L6
CA4 CFAM&LCA4	Implement change	L6	-	-	L6	L6

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FLSP Units		Core Skills				
		Communication	Information and Communication Technology	Numeracy	Problem solving	Working with others
DD2 CFAM&LDD2	Develop and sustain productive relationships with stakeholders	L6	-	-	L6	L6
DA2 CFAM&LDA2	Recruit, select and retain people	L5	L5	-	L5	L6
SLS25 (CFA)SLS 25	Plan and resource the work of the sales team	L5	L5	L5	L5	-
DB4 CFAM&LDB4	Manage people's performance at work	L5	-	-	L5	L5
DB8 CFAM&LDB8	Manage conflict in teams	L5	L4	-	L5	L6
DD6 CFAM&LDD6	Lead meetings to achieve specific objectives	L5	-	-	L5	L5
DC5 M&LDC5	Help individuals address problems affecting their performance	L5	L4	-	L5	L5
EA4 CFAM&LEA4	Manage Budgets	L6	-	L6	L5	L6
EC2 CFAM&LEC2	Manage information, knowledge and communication systems	L5	L6	-	L5	L6
FD1 CFAM&LFD1	Develop a customer focused organisation	L6	-	-	L6	L6
FD3 CFAM&LFD3	Manage customer service	L6	L6	L6	L6	L6

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Appendix A

Core Skill ‘Communication’ : illustrating the increasing complexity

The following is an extract from the SQA website illustrating how the requirements for the particular Core Skill of Communication become increasingly complex through the levels.

Core Skill : Communication levels

Skill	SCQF Level 4	SCQF Level 5	SCQF Level 6
Reading and understanding	Read, understand and evaluate a straightforward document related to your work.	Read, understand and evaluate a document related to your work which either presents and analyses factual content, or presents a sustained point of view or central argument.	Read, understand and evaluate a complex document related to your work which either: contains a set of facts and an analysis of them, or a sustained argument. It will be a substantial and detailed text with complex sentences, specialist words, and concepts that may be unfamiliar to you. It is likely to have more than one purpose.
Writing	Produce a document, or related documents, totalling 300 words or more, which conveys several items of information, opinions or ideas.	Produce a document, or related documents, totalling 500 words or more, which conveys several items of information, opinions, ideas or aspects of a subject.	Produce a well structured document, or a collection of related documents, totalling 700 words or more, which conveys several items of complex information, opinions or ideas.
Speaking	Take part in a straightforward discussion with at least one other person, or give a short presentation to one or more people, lasting a minimum of three minutes.	Make a substantial contribution to a discussion with at least one other person, or make a presentation to others lasting a minimum of four minutes.	Make a substantial contribution to a discussion on a complex topic with at least one other person, or make a presentation to others on a complex topic lasting a minimum of five minutes.