

Unit Title: Understanding Financial Services	
Level:	Entry Three
Credit Value:	1
GLH:	10
OCNLR Unit Code:	HC4/E3/LQ/011
Ofqual Unit Reference Number:	H/600/9867

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand what is meant by financial services.	1.1 List three different financial services. 1.2 List the services they offer.
2. Understand what to expect from financial services.	2.1 List the things that customers should expect from a financial services organisation. 2.2 Name an organisation that ensures the quality of service in the financial services industry.
3. Know how to speak to financial services.	3.1 List some strategies that will help prepare for a meeting or discussion with a financial adviser. 3.2 Demonstrate some questioning techniques to obtain information required.
4. Understand the small print in financial documents.	4.1 State why it is vital to read all financial documents carefully. 4.2 Demonstrate some strategies that can be used to access difficult documents and agreements.
5. Understand the language used to describe financial services.	5.1 Give a meaning for a limited range of words used to describe financial services and regulation of the industry.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study	O	Project	O
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report	O	Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary	O	Practice file	

