

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3
Task 1: Retail Banking Products and Services	
Pre-release Material	

Paper Reference (s)

XXXX/XX

PXXXXXA

Instructions for Pre-release

This pre-release material contains information for the completion of the supervised assessment for Task 1.

This material should be released to students **one** week before the supervised assessment is scheduled.

Students are advised to spend no more than two hours familiarising themselves with the contents of the pre-release material.

This pre-release material must be issued to students on a timetabled/set date so they can prepare for the supervised assessment.

This pre-release material is specific to each series and must only be issued to students who have been entered to take the task in the relevant series.

It should not be returned to Pearson.

Materials for the supervised Assessment for Task 1 must be issued to students on the timetabled date specified by Pearson.

Instructions for Learners

Read the following information carefully. It contains the information you need to prepare for the Task 1 supervised assessment.

In the Task 1 supervised assessment you will be given a customer case study. Use this pre-release information to prepare by making sure that you know and understand it. You will then be given Task 1 to complete under supervised conditions.

Pre-release brief

You are working for Last Evasive bank, specifically within their retail banking division as an apprentice analyst.

Part of your role is to assist the branch manager with new customers. This week you will be preparing a report containing recommendations your branch manager can use in their meeting with a new customer and to do this you need to be familiar with the range of products which are available.

Pre-release information

The products available are:

Payment Services
Financing
Savings

The retail banking products/services available are:

Payment Services

Method	Fee	Set-up	One-off payments	Notice required to change amount
Direct debit	Free	Via online banking and App	Not permitted	10 working days
Standing order	Free	Via online banking and App	Not permitted	7 working days
Online payment	Free	Via online banking and App	Yes	None
Cash	2.5% of value for withdrawals; 5% of value for deposits	Withdrawal from ATM only	N/A	N/A

Financing Options

Financing Option	Customer Contribution	Monthly Repayment	Usual Term	Interest Type	Interest Rate	Additional Costs
Arranged Overdraft (unsecured)	N/A	N/A – no defined repayments	Revolving credit – facility annually renewable, at the bank's discretion	Variable, linked to bank rate	9% margin above the bank rate Any unauthorised borrowing is charged at a fixed rate of 27% Annual rates quoted, interest calculated on daily outstanding borrowings	N/A
Bank Loan (unsecured)	Minimum 20%	Approximately £24 per month per £1,000 borrowed (based on a four-year term) Various repayment frequencies are permissible by arrangement Full repayment (interest and principal) must be made within five years	Maximum 5 years	Variable, linked to bank rate	7% above the bank rate Annual rate quoted, interest calculated on daily outstanding borrowing	Arrangement fee (2% annually)

Personal Loan	Minimum 15%	<p>£21 per £1,000 borrowed (5 years term) £24 per £1,000 borrowed (4 years term) £32 per £1,000 borrowed (3 years term)</p> <p>Repayments include all fees</p>	Maximum 5 years	Fixed	9.5% APR (fees to be included)	N/A
Specialist vehicle finance through the bank's finance company	20% fixed, i.e. 20% down payment required	<p>£17 per £1,000 borrowed (5 years term) £20 per £1,000 borrowed (4 years term) £29 per £1,000 borrowed (3 years term)</p> <p>Plus – final 'balloon' payment equivalent to the initial down payment (20% of the value of the item financed)</p> <p>Repayments include all fees</p>	The duration of the warranty period	Fixed	6.9% (fees to be included)	N/A

Saving Products

Savings Products	Instant Access	Maximum Deposit	Withdrawal Penalty	Interest Type	Interest Rate	Interest Payable
Online savings account (major UK bank)	✓	£1M	None	Variable	0.25% AER	Monthly
NS&I Direct Saver	✓	£2M	None	Variable	0.25% AER	Half-yearly
High return one-year Bond (operated by an overseas investment company)	X	£0.5M	No withdrawals permitted	N/A	Based on international stock market performance Estimated return 8% per annum	Yearly
12 month UK building society deposit	X	£0.2M	90 days' interest penalty	Fixed	0.10% AER	Yearly

Technical Qualification

T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment

Level

3

Total
Marks

48

Task 1

This document contains guidance for the assessment due to take place for the above task.

The set task must be taken under supervised conditions.

This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].

Controlled
Hours

3

Instructions for Students

In this task you will need to refer to:

- The range of retail banking products and services given to you in the pre-release.
- The set task brief and customer case study information provided in the resource booklet.

The same range of retail banking products and services that you familiarised yourself with in the pre-release have been published again in the Set Task Brief for this task.

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 3 hours to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response Activity 1.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task_1_retailbanking_[Registration number #]_[surname]_[first letter of first name]

Task 1

Set Task Brief

The branch manager you work for has an appointment with a new customer tomorrow. The adviser has asked you to prepare a report for them to help provide recommendations on the customers options.

The adviser has provided you with the following information:

Customer name(s)	Rasik and Jay
Marital status	Married
Age(s)	47, 45
Dependents	Priya – about to start a 4-year university placement
Employment	Full time. Rasik has been employed as a project manager for the last 20 years. Jay is an accountant, for over 30 years, 5 of which have been in the present role.
Income	Combined £100k per annum
Debts	Reducing outstanding mortgage currently less than £10,000. Both have credit cards, both with £10,000 limits. Both are used regularly, the outstanding amounts are always paid off in full each month.
Money surplus at the end of the month	Between £2000 to £3000
Joint Online Savings Account	£51,756
Pensions	Through employer, customers have no concerns about retirement
Reason for meeting	Jay has just received an inheritance of £250K. Rasik and Jay wish to use £50,000 of the inheritance to support Priya through university. Jay would also like to purchase a new car. Rasik and Jay would like to purchase a holiday home in Spain. Both customers would like to discuss the best products and services that would help them achieve all of the three options above.

Further information

Payment Services

- The inheritance came from Jay's grandmother.
- Jay is the only surviving family member and so is the sole beneficiary of the estate.
- They will be paying directly for Priya's accommodation and the costs relating to her education.
- Priya will be paid £100 per week to support herself (covering mobile phone, food, socialising expenditure).
- This payment will be made every week, even when Priya is back home during the holidays.
- They believe paying her weekly will encourage her to budget and manage her finances effectively.
- The university is 200 miles away from where Rasik and Jay live.

Finance

- They currently own one car and find they need a second due to employment demands.
- Cost of car Jay would like to buy is, £25,000 'new on the road'
- Jay only wants to use £5,000 from her savings.
- She would like to borrow the rest ideally over 4 years.
- The car comes with a 5-year warranty.
- Jay plans to give the car to Priya in 4 years once it has been repaid.
- Jay has budgeted and believes she can afford monthly repayments of £500.
- She is cautious in regard to any sharp rise in interest rates.
- Jay would prefer the monthly repayments not to change over the term of the finance agreement and is prepared to pay a little more overall for having this protection.
- Jay would prefer her payments to be the same amount every month.

Savings

- Rasik and Jay are unsure how much of their savings precisely they will spend on the property and they will not be making the decision for at least one year.
- Jay is also keen to sort out everything in relation to the car first, in case she needs to add more money to that transaction.
- Rasik and Jay understand that interest rates are low and are not too concerned about achieving high returns, as long as they receive some interest.

- They do not wish to tie up all of their savings, but would be happy to have 75% of their money 'locked' in a fixed-term deposit for a maximum of twelve months.
- They are both aware of previous bank failures and do not want to lose money if this was to happen again. They need to know that their money is definitely guaranteed by the relevant UK Government protection scheme.
- Rasik and Jay would like easy access to their money and access to everything in twelve months' time.

The products and services available are:

Payment Services
Financing
Savings

The retail banking products/services available are:

Payment Services

Method	Fee	Set-up	One-off payments	Notice required to change amount
Direct debit	Free	Via online banking and App	Not permitted	10 working days
Standing order	Free	Via online banking and App	Not permitted	7 working days
Online payment	Free	Via online banking and App	Yes	None
Cash	2.5% of value for withdrawals; 5% of value for deposits	Withdrawal from ATM only	N/A	N/A

Financing Options

Financing Option	Customer Contribution	Monthly Repayment	Usual Term	Interest Type	Interest Rate	Additional Costs
Arranged Overdraft (unsecured)	N/A	N/A – no defined repayments	Revolving credit – facility annually renewable, at the bank's discretion	Variable, linked to bank rate	9% margin above the bank rate Any unauthorised borrowing is charged at a fixed rate of 27% Annual rates quoted, interest calculated on daily outstanding borrowings	N/A
Bank Loan (unsecured)	Minimum 20%	Approximately £24 per month per £1,000 borrowed (based on a four-year term) Various repayment frequencies are permissible by arrangement Full repayment (interest and principal) must be made within five years	Maximum 5 years	Variable, linked to bank rate	7% above the bank rate Annual rate quoted, interest calculated on daily outstanding borrowing	Arrangement fee (2% annually)

Personal Loan	Minimum 15%	£21 per £1,000 borrowed (5 years term) £24 per £1,000 borrowed (4 years term) £32 per £1,000 borrowed (3 years term) Repayments include all fees	Maximum 5 years	Fixed	9.5% APR (fees to be included)	N/A
Specialist vehicle finance through the bank's finance company	20% fixed, i.e. 20% down payment required	£17 per £1,000 borrowed (5 years term) £20 per £1,000 borrowed (4 years term) £29 per £1,000 borrowed (3 years term) Plus – final 'balloon' payment equivalent to the initial down payment (20% of the value of the item financed) Repayments include all fees	The duration of the warranty period	Fixed	6.9% (fees to be included)	N/A

Saving Products

Savings Products	Instant Access	Maximum Deposit	Withdrawal Penalty	Interest Type	Interest Rate	Interest Payable
Online savings account (major UK bank)	✓	£1M	None	Variable	0.25% AER	Monthly
NS&I Direct Saver	✓	£2M	None	Variable	0.25% AER	Half-yearly
High return one-year Bond (operated by an overseas investment company)	X	£0.5M	No withdrawals permitted	N/A	Based on international stock market performance Estimated return 8% per annum	Yearly
12 month UK building society deposit	X	£0.2M	90 days' interest penalty	Fixed	0.10% AER	Yearly

Activity 1

Using the range of information provided in the pre-release and the client case study, produce a report for your branch manager in which you:

- Analyse Rasik and Jay's retail banking needs in relation to:
 - payment services
 - financing options
 - savings products.
- Provide recommendations for products and services that you believe will best meet Rasik and Jay's banking needs
- Provide a rationale for the recommendations you have given.

In your response you should refer to:

- the key features of each of the products and services you recommend
- the potential risks and benefits of each of the products and services.

The report should be produced as a professionally written report, using technical and non-technical language as appropriate to the individual customer.

Total for Task 1: 48 marks

Task 1 - Suitability of the recommendations given for Payment Services				
Indicative content and marker guidance				
Payment Services recommendations				
Learner recommendations will recognise: <ul style="list-style-type: none"> - The key considerations for payments are – cost, ease of processing, certainty of funds arriving. - A weekly payment is required, every week of the year. - The university is 200 miles away, so making a physical payment of cash each week is unrealistic. - Whilst possible to post cash it is inconvenient, risky and expensive. So, the cash option should be eliminated. - A direct debit should be eliminated because only a company can originate such a payment (Rasik and Jay are consumers). - An online payment is feasible, as long as their online banking system/app permits them to set up such a payment on a regular basis. Otherwise, it is impractical as they would have to remember to initiate the payment every week. It might create problems if they forget to make a payment one week. - The most obvious solution is a standing order, which can be set up to automatically pay Priya £100 per week, every week (either for a defined period/number of payments, or 'until further notice' and can be cancelled when Priya finished university). 				
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis of the customers' existing payment service needs	No rewardable material	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present - Partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
		The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present - Partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6

Suitability of recommendations provided	No rewardable material	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.
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Task 1 - Suitability of the recommendations given for the finance options

Indicative content and marker guidance

Finance options recommendation

Learner recommendations will recognise:

- The key consideration with finance are – the amount; deposit; monthly repayments; term; and whether fixed or variable rate (and repayments).
- Jay only wants to use £5,000 from her savings.
- She would like to borrow the rest ideally over 4 years.
- Jay can afford monthly repayments of £500.
- She wants to know the monthly repayments will not change over the term.
- The overdraft option should be eliminated immediately, because it is a form of short-term finance and not used to buy assets (such as a car).
- Overdrafts are also too expensive for this type of purpose.
- The bank loan is affordable but does not meet Jay's requirements of fixed rate/repayments as it is a variable rate loan.
- The personal loan and the specialist finance are both fixed rate with fixed monthly repayments to would meet Jay's requirements.
- The personal loan and the specialist finance are both affordable in terms of monthly repayments.
- Jay can afford the deposit/down payment on both the personal loan and the specialist finance.
- The specialist finance is the cheapest option so therefore should be recommended.

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9

Analysis of the customers' existing finance needs	No rewardable material	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present - Partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6
Suitability of recommendations provided	No rewardable material	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.

Task 1 - Suitability of the recommendations given for savings products

Indicative content and marker guidance

Savings recommendation

Learner recommendations will recognise:

- Key considerations for savings are – accessibility; return; term
- Jay is also keen to sort out everything in relation to the car first, in case she needs to add more money to that transaction.
- Achieving a high return is unimportant to Rasik and Jay.
- They do not wish to tie up all of their savings, but would be happy to have 75% of their money 'locked' in a fixed-term deposit for a maximum of twelve months.
- They need to know that their money is guaranteed by the FSCS.
- Rasik and Jay would like easy access to their money and access to everything in twelve months' time.
- They have c£250K surplus – so c£185K could be invested for a 12 month term and the rest placed in an instant access account.
- The 'High return one-year Bond' should be immediately eliminated because it will not be protected under the FSCS, even though it offers the potential of a high return. This does not meet Rasik's and Jay's requirements in respect of risk appetite.
- The building society deposit would be protected by the FSCS but the interest rate is very low. However it is fixed so they would be assured of .10% even if rates fell.
- The online savings accounts and the NS&I direct saver both have a higher interest rate but are variable. They both also offer instant access to the funds. Both are 'guaranteed' in terms of security – the bank account is protected under the FSCS and NS&I is government backed.
- For joint accounts the limit on protection is £170, 000 so Jay and Rasik need to consider this.
- Based on current rates and their requirements Rasik and Jay are best to put all of their money in the NS&I Direct Saver.
- Putting some (no more than £170,000) in the bank online savings account and the rest with NS&I would be equally valid.

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9

Analysis of the customers' savings needs	No rewardable material	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present. - Partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6
Suitability of recommendation provided	No rewardable material	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.

Task 1 - Communication of the recommendations

Quality of written communication

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Quality of written communication	No rewardable material	The report has some structure and is clear in parts. Its appropriateness for the technical audience and use of technical language is limited.	The report is generally well structured, mostly clear, broadly appropriate for the audience and uses technical language mostly appropriately.	The report is well structured, clear, concise, fully appropriate for the audience and uses technical language appropriately.

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3
Task 2: Mortgage products	
Pre-release Material	

Paper Reference (s)

XXXX/XX

PXXXXXA

Instructions for Pre-release

This pre-release material contains information for the completion of the supervised assessment for Task 2.

This material should be released to students **one** week before the supervised assessment is scheduled.

Students are advised to spend no more than two hours familiarising themselves with the contents of the pre-release material.

This pre-release material must be issued to students on a timetabled/set date so they can prepare for the supervised assessment.

This pre-release material is specific to each series and must only be issued to students who have been entered to take the task in the relevant series.

It should not be returned to Pearson.

Materials for the supervised Assessment for Task 2 must be issued to students on the timetabled date specified by Pearson.

Instructions for Learners

Read the following information carefully. It contains the information you need to prepare for the Task 2 supervised assessment.

In the Task 2 supervised assessment you will be given a customer case study. Use this pre-release information to prepare by making sure that you know and understand it. You will then be given Task 2 to complete under supervised conditions.

Pre-release brief

You work as an Advisor within the mortgage department at Last Evasive bank, providing various mortgage options for customers.

Part of your role is to assist the senior adviser in preparing recommendations for new and existing clients. This week you will be preparing a report containing a recommendation for a new customer and to do this you need to be familiar with the range of products which are available.

Pre-release information

The mortgage products available are:

Provider	Max Loan to Value	Max Amount of Loan in relation to earnings	Term	Initial Rate	Monthly Repayment (per £1000 originally borrowed)	Initial Fees	Future Monthly Repayment after initial fixed rate period (per £1000 originally borrowed)	Early Repayment Charges
A Bank	80%	5.2 times	Max 25 years	2.7% fixed for two years	£39.41	£999	£41.12	None
B Bank	80%	5.5 times	Max 30 years	2.1% fixed for three years	£32.19	£499	£42.29	Yes
C Bank	90%	6 times	Max 35 years	1.9% fixed for one year	£36.07	£1,250	£49.73	None
D Bank	85%	5.2 times	Max 35 years	2.4% fixed for three years	£38.91	£750	£51.60	None if past 50% of the term

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3 Total Marks 18
Task 2	
<p>This document contains guidance for the assessment due to take place for the above task.</p> <p>The set task must be taken under supervised conditions.</p> <p>This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].</p>	Controlled Hours 1 hours

Instructions for Students

In this task you will need to refer to:

- The range of mortgage products given to you in the pre-release.
- The set task brief and customer case study information provided in the resource booklet.

The same range of asset and wealth management products and funds that you familiarised yourself with in the pre-release have been published again in the Set Task Brief for this task.

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 1 hour to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response Activity 1.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task2_mortgage_[Registration number #]_[surname]_[first letter of first name]

Task 2

Set Task Brief

The senior adviser you work for has an appointment with a new customer tomorrow. The adviser has asked you to prepare a report on the new customer on their behalf.

The adviser has provided you with the following information:

Customer name(s)	Richard
Marital status	Single
Age(s)	21
Employment	Worked part-time throughout his studies and is currently an intern for a major global consultancy firm. The firm has offered him a permanent position, on the condition he completes his studies.
Potential Property	Two-bedroomed cottage, small garden, off-street parking, walking distance to employment.
Property cost	£200,000 approximately
Income	£32K per annum.
Savings	£45K
Reason for meeting	Richard would like to discuss his mortgage options and determine which product would be best to suit his needs. He is currently in his final year of university and has accepted a prospective full-time position. His university and employment are both based in Wales. He is considering renting out the spare room.

Further information

- Richard owns a bike and plans to cycle to work.
- The property he has found is close to his employment and near the local railway station.
- Richard has stated he will not need a car.
- Richard plans to rent his spare room to his friend Tom.
- Tom owns a car; which he needs as he works in a town 10 miles away.
- Richard plans to rent Tom his spare room for £400.
- Richard has sought advice previously and understands the mortgage company needs to grant permission to rent his spare room.
- Tom's salary can justify the mortgage.
- Tom will have no 'legal interest' in the property.
- Tom has agreed to pay the amount in advance.
- Demand, for properties in the area Richard is looking at, is high, prices are usually non-negotiable.
- On occasions where there are a number of buyers bidding for the same property an offer above the asking price is required to secure the purchase.
- Richard's savings have been supplemented by his parents for a total of £45k. However, his parents are now retired and cannot contribute anymore.
- £45,000 will need to cover his deposit, legal fees, any furniture, and other items he will need for the house.
- Richard has stated based on his salary he can only afford mortgage repayments of a maximum of £750 per month.
- Richard's preference is for a fixed rate mortgage, ideally no longer than 30 years, though he is open to longer term plans with lower monthly payment amounts.
- Richard would like to borrow the maximum sum he can afford, leaving some savings for other pursuits.

The mortgage products available are:

Provider	Max Loan to Value	Max Amount of Loan in relation to earnings	Term	Initial Rate	Monthly Repayment (per £1000 originally borrowed)	Initial Fees	Future Monthly Repayment after initial fixed rate period (per £1000 originally borrowed)	Early Repayment Charges
A Bank	80%	5.2 times	Max 25 years	2.7% fixed for two years	£39.41	£999	£41.12	None
B Bank	80%	5.5 times	Max 30 years	2.1% fixed for three years	£32.19	£499	£42.29	Yes
C Bank	90%	6 times	Max 35 years	1.9% fixed for one year	£36.07	£1,250	£49.73	None
D Bank	85%	5.2 times	Max 35 years	2.4% fixed for three years	£38.91	£750	£51.60	None if past 50% of the term

Activity 2

Using the range of information provided in the pre-release and the client case study, produce a report for Richard in which you:

- Analyse Richard's mortgage needs in relation to his:
 - choice of property
 - savings
 - plans to rent.
- Recommend a mortgage product.
- Provide a rationale for the recommendation you have given.

In your response you should refer to:

- all the mortgage offers and the current landscape in the mortgage market
- the key features of the product you recommend
- the potential risks and benefits of the product recommended; you should break this down for your branch manager into:
 - risks for mortgage providers when lending money to a new borrower
 - risks for a borrower of having a mortgage.

The report should be produced as a professionally written report, using technical and non-technical language as appropriate to the individual customer.

Total for Task 2: 18 marks

Task 2 Mark Scheme

Task 2 - Suitability of the recommendations given for mortgage products				
Indicative content and marker guidance				
Mortgage recommendation				
Learner recommendations will recognise:		<ul style="list-style-type: none"> - All four mortgages offer an initial fixed rate term. - Richard can borrow the most with Bank C (£192K) but even based on borrowing £160K the monthly repayments will be above his £750 limit when the initial fixed rate period ends. This would be high risk for him, especially if he borrowed more, although he does have the rent from the room. - Bank D would enable him to borrow c£166K. But even borrowing £160K is not affordable after the three year fixed period. - Whilst he can only borrow £160K from banks A and B, they are both affordable in terms of monthly repayments. - Bank B is the best as it has the longest fixed rate period and the lowest rate of A and B. B also has the lowest fee 		
<ul style="list-style-type: none"> - The key considerations regarding a mortgage are – the amount; term; deposit required; monthly repayments; interest rate and type; fees.. - Richard has £45,000 for a deposit and to cover his fees etc - He can afford a monthly repayment of £750. - He can generate additional cash by renting a room. - Property prices are £200,000. - He believes interest rates will increase so wants an initial fixed rate period. - Term – no more than thirty years. 				
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis of the customers' mortgage needs	No rewardable material	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present. - Partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6

Suitability of advice provided for mortgage needs	No rewardable material	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o Features of the product selected meet the customers' needs. o Potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.
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Task 2 - Communication of the recommendation

Activity 2 – Quality of written communication

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Quality of written communication	No rewardable material	The report has some structure and is clear in parts. Its appropriateness for the technical audience and use of technical language is limited.	The report is generally well structured, mostly clear, broadly appropriate for the audience and uses technical language mostly appropriately.	The report is well structured, clear, concise, fully appropriate for the audience and uses technical language appropriately.

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3 Total Marks 48
Task 3: Commercial Banking Products and Services	
<p>This document contains guidance for the assessment due to take place for above.</p> <p>The set tasks must be taken under supervised conditions.</p> <p>This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].</p>	Controlled Hours 2

Instructions for Students

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 2 hours to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response to each of the activities in the task.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task3_CommercialBanking_[Registration number #]_[surname]_[first letter of first name]

Set Task Brief

You are working in an organisation that provides banking solutions to commercial clients.

Your organisations Relationship Manager has approached your team with details of a potential new client who is not satisfied with their existing commercial banking situation.

A Senior Advisor in your team will be dealing with the new customer, eventually leading to a virtual meeting with the potential new client and the Relationship Manager. They have asked you to draft a response to the initial email so the client is aware of their options ahead of the meeting. The Relationship Manager has shared the initial communication with you containing information about the potential new clients commercial banking needs.

A total of 3 marks is available in Activity 3 for the quality of written communication.

Activity 3a

You have received the following email from a client:

To	you@yourorganisation.uk
From	dbankole@emiproducts.uk

Subject	Commercial Banking Recommendations
---------	------------------------------------

Hi,

I represent East-Montgomery International Products (EMI) a growing UK business, supplying products to many large retailers for sale both through our physical outlets and online channels.

I've been asked to get in touch to pose a few questions and would be interested in your observation and thoughts.

Our business was formed ten years ago and has managed to maintain steady growth in both revenues and profitability. Like many businesses, EMI is finding it challenging to sustain its growth, largely due to increasing competition. In order to become more competitive, the board of EMI decided a few years ago to start buying products from overseas suppliers. This was successful in helping EMI to identify diverse property types, which in turn generated revenues. In addition, we found overseas suppliers were able to provide EMI with existing products at a much lower cost than our previous UK suppliers.

In its early years, we only traded in GBP (Pounds Sterling). Everything we purchased, all of our costs and all of our revenues were all denominated in GBP. Whilst expanding into international markets for both suppliers of products and new customers has proved beneficial, it has added other risks for EMI. The main risk being the potential change in the exchange rate, which might result in IPC having to pay more GBP than expected for the goods it is buying from overseas or in EMI receiving less GBP for the goods it is selling to clients in other countries. Currently, EMI agrees a price with its suppliers but has to pay them in either EUR (Euros) or USD (US Dollars). Payment terms vary, but are typically one month after the goods have been delivered to us. Similarly, for its international sales, EMI agrees the price with its international

client based on the EUR or USD equivalent of the GBP value. EMI ships the goods to the client overseas, who pays the foreign currency equivalent of the GBP amount one month after the goods are received. Whilst sometimes these rates can change in our favour, the board is extremely risk averse and would prefer to have certainty of the GBP values at the contracts are made with supplier and clients.

We have considered that forward contracts might be a way to aid us and move forward.

Yours sincerely

D. Bankole

Write an email to the client in which you:

- explore the features, risks and benefits of forward foreign exchange contracts
 - this should include the business risk of foreign currency transactions
- provide a justified recommendation for how the product best meets their needs.

To	dbankole@emiproducts.uk
From	you@yourorganisation.uk

Subject	Re: Commercial Banking Recommendations
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15 marks

Activity 3b

You have received the following email from a client:

To	you@yourorganisation.uk
From	dbankole@emiproducts.uk

Subject	Commercial Banking Recommendations
---------	------------------------------------

Hi,

It was very interesting to read through your previous response and I'm hoping you can further help with another query.

The board has also entered negotiations with a potential new client. The negotiations could potentially be very lucrative for us at EMI, opening the possibility of very large volumes of products being ordered from us. In addition, the client company has agreed to pay EMI in GBP, so there would be no currency risk on this occasion, which is ideal.

The shipments would be high value and as the new client/company is not known to us the board is worried about credit risk and the possibility of shipping goods and not receiving payment.

Negotiations suggest the new client will not pay in advance, before it receives the goods, because they are concerned the goods might not arrive. Or, if the goods do arrive, they might not be of suitable quality.

Letters of credit has been suggested to help with new client transactions but I'm not sure if this would fully solve the problem.

Yours sincerely

D. Bankole

Write an email to the client in which you:

- explore the features, risks and benefits of letters of credit
- provide a justified recommendation for how this product best meets their needs.

To	dbankole@emiproducts.uk
From	you@yourorganisation.uk

Subject	Re:Re: Commercial Banking Recommendations
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15 marks

Activity 3c

You have received the following email from a client:

To	you@yourorganisation.uk
From	dbankole@emiproducts.uk

Subject	Commercial Banking Recommendations
---------	------------------------------------

Hi,

Thank you for your help so far, it has been very informative, and I would like to ask just one more question.

Our UK business continues to grow, and we've taken on a number of new major retail clients in the last twelve months. They have high power in the market and so demanded longer payment terms than we usually provide to clients.

These larger companies do not pay invoices until 90 days after they have received the goods, some take even longer. Whilst this business is valuable to EMI, our accountant's department has identified that the invoicing terms of the larger companies is causing an issue to cashflow.

The suggestion is factoring could be a potential solution, but any advice you could offer would be greatly appreciated.

Yours sincerely

D. Bankole

Write an email to the client in which you:

- explore the features, risks and benefits of factoring
- provide a justified recommendation for how this product best meets their needs.

To	dbankole@emiproducts.uk
From	you@yourorganisation.uk

Subject	Re:Re:Re: Commercial Banking Recommendations
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15 marks

Activity 3a – Exploring the suitability of forward contracts

Indicative content and marker guidance

Learner recommendations will recognise:

- Forward contracts are easy to arrange and available from most banks.
- There is no fee for arranging a forward contract.
- They are available in a range of currencies (widely available in GBP, USD, EUR).
- They are effective for managing foreign currency risk exposures.
- They do involve a firm commitment to execute the deal on the pre-agreed date and for the pre-agreed amount.
- They are most suited when the transaction involved represents a firm contractual commitment.
- Where the underlying transaction is not 'firm' there might be better ways of 'hedging' the risk (for example a currency option).

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis of the customers' existing foreign currency needs	No rewardable material	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present - partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6

<p>Suitability of recommendation provided</p>	<p>No rewardable material</p>	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.
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Activity 3b – Exploring the suitability of letters of credit

Indicative content and marker guidance

Learner recommendations will recognise:

- A letter of credit would need to be agreed between the importer and exporter.
- The LC is effectively a guarantee of payment by a bank, ie the exporter (seller) is assured that they will get paid.
- The LC does not relate to the specific transaction – payment will be made as long as the agreed documents are presented.
- It can also be used as a form of raising finance in anticipation of the credit being paid in the future.
- They can appear complex to arrange and have fees attached.
- Most banks will require a borrowing facility to be in place.
- They are commonly used in international trade and will reduce risk for the exporter (ie risk on non-payment).

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis of the customers' existing credit needs	No rewardable material	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present. - partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	<p>The analysis of the customer's needs demonstrates:</p> <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6

<p>Suitability of recommendation provided</p>	<p>No rewardable material</p>	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.
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Activity 3c – Exploring the suitability of factoring

Indicative content and marker guidance

Learner recommendations will recognise:

- Factoring is commonly used in the UK (and overseas) as a means of raising finance against receivables (ie by discounting debtors).
- Essentially the factor (usually a bank) buys the invoices from the client organisation at a discount to their face value.
- The benefit is that payment is made by the factor before the invoice is actually settled.
- There are different levels of service offered – discounting (finance only) to full service where receivables are managed and debts chased/collected.
- Where possible, as an alternative, try to reduce payment terms and ensure that outstanding invoices are ‘chased’ promptly when due.
- This is often not possible where a smaller organisation is providing goods/services to a large company (which has more power).
- Offering a prompt payment discount might be a cheaper option than paying for factoring.

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis of the customers' factoring needs	No rewardable material	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the customer's needs; some significant gaps or omissions are present - partially relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - mostly relevant linkages and interrelationships between the various factors that would inform the recommendation. 	The analysis of the customer's needs demonstrates: <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the customer's needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors that would inform the recommendation.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3 - 4	5 - 6

<p>Suitability of recommendation provided</p>	<p>No rewardable material</p>	<p>The recommendation:</p> <ul style="list-style-type: none"> - Partially meets the customer's needs. - Provides some developed lines of reasoning that partially justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Mostly meets of the customer's needs. - Provides mostly developed lines of reasoning to justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs. 	<p>The recommendation:</p> <ul style="list-style-type: none"> - Entirely meets the customer's needs. - Provides thorough and developed lines of reasoning to fully justify how the: <ul style="list-style-type: none"> o features of the product selected meet the customers' needs o potential risks and benefits of the selected product have been taken into consideration in determining the most appropriate solution for the customer's needs.
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Activity 3 – Quality of written communication				
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Quality of written communication	No rewardable material	The emails have some structure and are clear in parts. Their appropriateness for the technical audience and use of technical language is limited.	The emails are generally well structured, mostly clear, broadly appropriate for the audience and use technical language mostly appropriately.	The emails are well structured, clear, concise, fully appropriate for the audience and use technical language appropriately.

T Level Technical Qualification (Level 3) in Finance - Retail and Commercial Banking Analyst assessment

Specimen assessment material for first teaching September 2022

Component: Occupational Specialism

This booklet contains material for the completion of the set task under supervised conditions.

Level

3

Total marks

18

Task 4: Communicating your recommendations to customers and clients

Paper Reference PXXXXXA

Instructions for students

You must complete ALL activities within the assessment.

Your centre will arrange an opportunity for you to produce the evidence for this task.

The window for this task is [Day Month YYYY] to [Day Month YYYY].

Your centre will schedule a **60 minute session during the xx-week window** in which you will produce the outcomes for this task.

During this task, you are allowed:

- access to a copy of your product/service recommendations produced in Tasks 1 and 3.

You are **not** allowed to make changes to the evidence produced in Tasks 1 and 3.

You are not allowed access to the internet.

Your work will be kept securely during any breaks and between scheduled sessions.

Your tutor is **not** permitted to provide guidance about how to improve your performance.

Outcomes for submission

Save a copy of your audio recording in MP3 format in your folder for submission.

Use this naming convention:

Task4_BankingCustomerComms_[Registration number #]_[surname]_[first letter of first name] SUPERVISED ASSESSMENT

Set Task Brief

You are to record two messages to customers/clients you dealt with in Task 1 and Task 3. In the messages you will talk the customers/clients through your recommendations for the products and/or services you have selected. This is so that the hiring manager can assess how well you can communicate with customers/clients.

Activity 4a

Record a message to the retail banking customer you responded to in Task 1, Activity 1 in which you talk them through your recommendations for the products and services you proposed.

So that the customer knows what you are recommending your message should include:

- the features of the products and/or services that you have proposed
- the potential risks and benefits of the products and/or services.

Your recorded message should demonstrate your ability to communicate the features, risks and benefits of the products and/or services you have proposed in ways that the customer can understand.

[9 marks]

Activity 4b

Record a message to the commercial banking client in which you talk them through your recommendations for the products and/or services that you proposed in Activities 3ai, 3aia and 3aiii. So that the clients know what you are proposing your message should cover:

- the features of the products and/or services that you have proposed
- the potential risks and benefits of the products and/or services.

Your recorded message should demonstrate your ability to communicate the features, risks and benefits of the products and/or services you have proposed, in ways that the client can understand.

[9 marks]

59

Mark Scheme

Activity 4a – Retail Banking				
Marking guidance				
<p>No indicative content is provided for this activity.</p> <p>Knowledge of the features, risks and benefits of the selected products</p> <p>The appropriate knowledge and understanding to be demonstrated by the student will be based on the retail banking options selected by the student in Task 1. Markers should use the information provided in the product range and the indicative content for this task to inform the indicative content for this task.</p> <p>Markers should not penalise students for having made an incorrect recommendation and the knowledge, understanding and skills related to this aspect of the task are assessed in Task 1. Instead, markers should assess Activity 4a on the assumption that the advice given is correct.</p>		<p>Expectations for the fluency, confidence and clarity of the student’s tone of voice when delivering the message.</p> <p>Markers will be provided with examples of ‘anchor’ evidence to support the reliable application of standards.</p>		
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1 - 3	4 - 6	7 - 9
Communication of recommendations	No rewardable materials	<p>Somewhat effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates a reasonably fluent, confident and clear tone of voice. provides the customer with a partly coherent message about the features, risks and benefits of the products recommended. 	<p>Largely effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates a mostly fluent, confident and clear tone of voice. provides the customer with a mostly coherent message about the features, risks and benefits of the products recommended. 	<p>Highly effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates an entirely fluent, confident and clear tone of voice. provides the customer with an entirely coherent message about the features, risks and benefits of the products recommended.

Activity 4b – Commercial Banking				
Marking guidance				
<p>No indicative content is provided for this activity.</p> <p>Knowledge of the features, risks and benefits of the selected products</p> <p>The appropriate knowledge and understanding to be demonstrated by the student will be based on the investment banking products/services selected by the student in Task 3. Markers should use the information provided in the product range and the indicative content for these tasks to inform the indicative content for this task.</p> <p>Markers should not penalise students for having made an incorrect recommendation and the knowledge, understanding and skills related to this aspect of the task are assessed in Task 3. Instead, markers should assess Activity 4b on the assumption that the advice given is correct.</p>		<p>Expectations for the fluency, confidence and clarity of the student’s tone of voice when delivering the message.</p> <p>Markers will be provided with examples of ‘anchor’ evidence to support the reliable application of standards.</p> <p>Expectations for the application of digital visualisation and presentation techniques</p> <p>Markers will be provided with examples of ‘anchor’ evidence to support the reliable application of standards.</p>		
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1 - 3	4 - 6	7 - 9
Communication of recommendations	No rewardable materials	<p>Somewhat effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates a reasonably fluent, confident and clear tone of voice. provides the customer with a partly coherent message about the features, risks and benefits of the products recommended. 	<p>Largely effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates a mostly fluent, confident and clear tone of voice. provides the customer with a mostly coherent message about the features, risks and benefits of the products recommended. 	<p>Highly effective communication of the product recommendation:</p> <ul style="list-style-type: none"> demonstrates an entirely fluent, confident and clear tone of voice. provides the customer with an entirely coherent message about the features, risks and benefits of the products recommended.

Technical Qualification	
<p>T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment</p>	<p>Level 3</p>
<p>Task 5: Ethical and Professional Dilemmas</p>	<p>Total Marks 43</p>
<p>This document contains guidance for the assessment due to take place for above.</p> <p>The set tasks must be taken under supervised conditions.</p> <p>This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].</p>	<p>Controlled minutes 90</p>

Instructions for Students

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 90 minutes to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response to each of the activities in the task.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task_5_ethicalproffbanking_[Registration number #]_[surname]_[first letter of first name]

Set Task Brief

As part of its regulatory compliance policies Last Evasive Bank requires its employees to demonstrate their knowledge and understanding of how to operate ethically and professionally in all interactions with internal and external customers and clients.

To do this you have been asked to complete a short case study assessment in which you will need to analyse a series of unseen case studies and provide a response to the issues presented. The Regulation and Compliance team will assess your responses.

Case Study 1

A branch customer services advisor has some concerns about the recent patterns of task through an account of a customer who has had a relationship with the bank for two years. The volume and value of transactions have increased significantly in the last two months. Money appears to be leaving the account, then comes back into the account and then is transferred out again. In addition, there have been a number of high value cash deposits made into the account recently too.

Case Study 2

A bank has featured in the media recently due to alleged misuse of its customer data records. The bank has, without the permission of its customers, been passing these data records to subsidiary businesses for marketing purposes.

Case Study 3

A board member of a major bank, who is the Chair of the bank's credit policy committee was involved in changing the bank's policy to allow higher credit levels to be provided to companies in which the board member holds shares in their own name. The board member did not tell anyone about these investments. As a result of the change in bank policy the share prices of their personal investments have increased. The board member has sold the shares and has made a large profit as a result.

Case Study 4

Specialist advisors working for a large financial services organisation, were rewarded highly for encouraging clients to buy certain products based on the level of profit margin generated by the bank.

In some cases, clients did not have a genuine need for the products but believed the products were relevant because of the advice they were given at the time. One such customer, who suffers with mental health issues, has now complained to the bank about the way they have been treated and in particular that they were not advised appropriately.

Email from customer

Dear Last Evasive bank

I came into my local Last Evasive branch last week to open a current account. I explained to the sales associate that I had been on sick leave from work as I suffer with depression. At my job I do not get paid whilst on sick leave so I am currently struggling financially. I explained that due to my current circumstances I wanted a simple current account to use for depositing and withdrawing money. Instead, I was sold a limited access saver account. I trusted the sales representative when they said that this was the right account for my needs, however, when I tried to withdraw money, I was told I can only do this once per year and that there would be a charge.

I am very confused and upset by my experience with Last Evasive bank. I was very clear about the type of account I wanted to open and I feel that I have been given the wrong advice for my needs. This has caused me undue stress on top of the mental health issues I already suffer with.

Please can you advise how I can close this account and open a current account instead?

Kind regards,

Sarai

Activity 5a

Produce a report in which you explore each of the professional case studies provided in the Set Task Brief.

In your report, for each case study you should:

- Identify what the issue that is of potential concern is and give a justification to support your reasoning.
- Provide recommendations for what the appropriate course of action is in the circumstances and justify why you would take this course of action.

28 marks

Activity 5b

Write an email in response to the customer complaint in which you:

- acknowledge the additional needs of the customer
- clearly deal with the complaint and propose a solution for the customer.

To	customer@complaint.uk
From	you@yourorganisation.uk

Subject	Re: Miss-sold banking product
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15 marks

Activity 5a – Professional and ethical behaviours

Indicative content and marker guidance

Case Study 1

Learners should explain

- This is potential money laundering.
- Moving money back and forth between banks is known as ‘cross-firing’ - it can be an example of ‘layering’ which is a phase of money laundering.
- High volumes of cash transactions are also a potential sign of money laundering.
- Bank staff must take care to not ‘tip off’ the customer.
- It needs to be reported to the appropriate bank department, ie staff must follow their money laundering procedures (as a minimum report it to their line manager).

Case Study 2

Learners should explain

- This is a potential data protection and confidentiality issue.
- The bank has a duty at law to not use customer data inappropriately.
- Customer permission would be required for use of data for any other purpose beyond that which the data was originally collected.
- The bank should put in place procedures to ensure it is compliant with all relevant legislation/regulation (Data Protection Act, GDPR).

Case Study 3

Learners should explain:

- This is a clear conflict of interest and should have been declared in advance by the board member/Chair.
- It is also an example of ‘insider dealing’ which is not allowed.
- The bank should have a clear policy/code of conduct regarding conflict of interest.
- Those with access to confidential/privileged information would not be permitted to conduct such transactions and/or seek permission to do so from an independent party within the organisation.

Case Study 4

Learners should explain

- This is an example of mis-selling.
- A bank has a fiduciary relationship with its customers and must always act in the interests of the customers.
- Incentives should not be paid to staff where it conflicts with what is best for the customer.
- Banks have had to pay out billions of pounds to customers because of mis-selling.
- The customer in question is ‘vulnerable’ within the definition provided by the FCA. Where a bank is on notice of customer vulnerability there is clear guidance in terms of how that customer should be treated by the bank.

Identification of the issues presented by the ethical and professional dilemmas

Award **one** mark for each correctly identified issue presented by the ethical and professional dilemmas, up to a **maximum of 4 marks**.

- Case study 1 = Money laundering; layering; cash transactions; tipping-off
- Case study 2 = Data protection; confidentiality; permission; compliance
- Case study 3 = Conflict of interest; insider dealing; ethical code of conduct; declaring interest/transactions
- Case study 4 = Mis-selling; employee incentives; signs of vulnerability; FCA vulnerability requirements

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Understanding of the issues	No rewardable material	Lines of reasoning demonstrate a partially detailed understanding of the range of issues presented by the case studies; some significant gaps or omissions	Lines of reasoning demonstrate a mostly detailed understanding of the range of issues presented by the case studies; any gaps or omissions are minor	Lines of reasoning demonstrate a thorough understanding of the range of issues presented by the case studies; any gaps or omissions are minor
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3-4	5-6
Suitability of the courses of action	No rewardable material	The proposed courses of action are partially detailed and would appropriately address some of the issues.	The proposed courses of action are mostly detailed and would appropriately address most of the issues.	The proposed courses of action are fully detailed and would appropriately address all of the issues.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Justification for courses of action proposed	No rewardable material	Justifications demonstrate a partially detailed understanding of why the courses of action proposed would address the issues; many significant gaps or omissions.	Justifications demonstrate a mostly detailed understanding of why the courses of action proposed would address the issues; a few significant gaps or omissions.	Justifications demonstrate a thorough understanding of why the courses of action proposed would address the issues; any gaps or omissions are minor.

Activity 5b – Professional and ethical behaviours

Indicative content and marker guidance

Case Study 4

Learners should explain:

1. Legal obligations of banks when dealing with vulnerable customers.
2. FCA guidance on the fair treatment of vulnerable customers.
3. Behaving in a professional manner (meeting relevant codes of conduct).
4. Behaving ethically (meeting appropriate ethical codes of conduct).
5. Meeting the requirements of the fiduciary relationship between bank and customer.

Dealing with a problem/complaint

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1–3	4–6	7–9
Understanding of the complaint	No rewardable material	Lines of reasoning demonstrate a partially detailed understanding of the complaint presented by a vulnerable customer complaint; some significant gaps or omissions	Lines of reasoning demonstrate a mostly detailed understanding of the complaint presented by a vulnerable customer complaint; any gaps or omissions are minor	Lines of reasoning demonstrate a thorough understanding of the complaint presented by a vulnerable customer complaint; any gaps or omissions are minor
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1–2	3–4	5–6
Suitability of the courses of action	No rewardable material	The proposed course of action are partially detailed and would appropriately address some of the issues.	The proposed course of action are mostly detailed and would appropriately address most of the issues.	The proposed course of action are fully detailed and would appropriately address all of the issues.

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3 Total Marks 24
Task 6: Dealing with vulnerable customers	
<p>This document contains guidance for the assessment due to take place for above.</p> <p>The set tasks must be taken under supervised conditions.</p> <p>This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].</p>	Controlled Hours 1

Instructions for Students

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 1 hour to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response to each of the activities in the task.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task6_vulnerablebanking_[Registration number #]_[surname]_[first letter of first name]

Set Task Brief

As part of its regulatory compliance policies Barchester Bank requires its employees to demonstrate their knowledge and understanding of how to interact with internal and external customers and clients ethically and professionally, including those who are vulnerable.

To do this you have been asked to complete a short case study assessment in which you will need to analyse a case study and provide a response to the issues presented. The Regulation and Compliance team will assess your responses.

Case Study

Jake has had an account with Barchester Bank for ten years, since he left college. For the first nine years the account operated well, without any issues for the bank. During this time, Jake has had and fully repaid two personal loans. In addition to these two personal loans, Jake has also had an overdraft from time to time. But this has always been arranged with the bank in advance and there was always a specific purpose. Once he needed the extra money to pay for urgent car repairs. On another occasion he decided to go on a holiday last minute and needed the money as he had to pay for flights before his salary was due. His maximum overdraft facility was £3,000. Currently there is no agreed overdraft limit.

He has had a Barchester Bank issued credit card for the last five years. The limit has been £2,000 since it was issued. However, for the first four years the credit card borrowing was always cleared each month.

Twelve months ago, Jake's current account went overdrawn unexpectedly and without prior agreement with Barchester Bank. Because Jake was a long-standing customer and had a good credit history, the bank was unconcerned. The bank wrote a letter to Jake but due to a technology issue the letter was not sent, although the bank also sent him a secure message via online banking, which Jake uses.

As more payments were made from Jake's account the overdraft increased. When it reached £1,000 overdrawn a customer services advisor at the bank checked the account and wrote to Jake asking him to get in touch. The advisor did not notice that Jake's usual monthly salary payment had not been received for four months.

Jake notified the bank that 'due to personal issues' he would need to reinstate his £3,000 overdraft limit but reassured them that everything would be 'back to normal' in two months' time as he was starting a new job. The bank agreed to reinstate the £3,000 overdraft limit.

For the next three months the overdraft increased but remained within the agreed £3,000 limit. During this time, Jake also uses the maximum amount of credit on his credit card (£2,000) and a salary is still not paid into his bank account.

Jake requests a meeting with the local branch manager and admits that he lost his job several months ago and his finances are now out of control. He thought he had another job lined up but that did not materialise. So for most of the last twelve months he has been living on State benefits. In addition to his known debts, he also has credit on three different store cards totalling £5,000. He also owes his parents £6,000 and his best friend £1,000. He still lives at home with his parents and is actively seeking a new full-time job, but has so far had no success. All of this has had an impact on his health and he is now taking medication due to suffering from anxiety and depression. However, he has managed to secure a part-time job working in a warehouse, for which Jake is paid cash, based on an hourly rate.

Activity 6

Produce a report in which you explore the case study provided in the Set Task Brief.

In your report you should:

- Identify the issue of potential concern is and give a justification to support your reasoning.
 - Including identifying the early warning signs of financial distress
- provide recommendations for the appropriate course of action for the bank in the circumstance and justify why this course of action should be taken.
 - include the importance of maintaining up to date customer and policy information and ensuring these are accessible to all staff through use of appropriate IT solutions.

24 marks

Activity 6 – Dealing with vulnerable customers

Indicative content and marker guidance

Learners should explain the need for:

- Understanding the different needs of customers
- Identifying early warning signals of potential problem debt.
- Be responsive to such early warning signals.
- Bank responsibility to identify signs of potential vulnerability.
- Ethical responsibilities of banks to support customers and to not act negligently.
- The importance of maintaining customer records up-to-date to reflect changes in circumstances.
- Identify potential solutions to resolve the customer's financial issues, eg consolidation loan.
- If matters do not improve potential insolvency procedures might be the best option for the customer.
- There are options available to the customer in terms of the provision of free and impartial debt management advice, eg Citizens Advice.

Identification of the issues presented by the vulnerable customer

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Understanding of the issues	No rewardable material	Lines of reasoning demonstrate a partially detailed understanding of the range of issues presented by the case study; some significant gaps or omissions	Lines of reasoning demonstrate a mostly detailed understanding of the range of issues presented by the case study; any gaps or omissions are minor	Lines of reasoning demonstrate a thorough understanding of the range of issues presented by the case study; any gaps or omissions are minor
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-2	3-4	5-6
Suitability of the courses of action	No rewardable material	The proposed courses of action are partially detailed and would appropriately address some of the issues.	The proposed courses of action are mostly detailed and would appropriately address most of the issues.	The proposed courses of action are fully detailed and would appropriately address all of the issues.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Justification for courses of action proposed	No rewardable material	Justifications demonstrate a partially detailed understanding of why the courses of action proposed would address the issues; many significant gaps or omissions.	Justifications demonstrate a mostly detailed understanding of why the courses of action proposed would address the issues; a few significant gaps or omissions.	Justifications demonstrate a thorough understanding of why the courses of action proposed would address the issues; any gaps or omissions are minor.

Technical Qualification	
T Level Technical Qualification in Finance Retail and Commercial Banking Analyst assessment	Level 3
Task 7: Analyse Financial Information and Data Activity 7a: Research: Collecting and Collating Information	Total Marks 21
This document contains teacher guidance for the assessment due to take place for above. The set tasks must be taken under supervised conditions. This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].	Controlled Hours 3

Instructions for Students

Read all the information carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have *3 hours* to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response to each of the activities in the task.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task_7a_bankingcollectcollate_[Registration number #]_[surname]_[first letter of first name]

Set Task Brief

You are working in a commercial banking organisation providing support to a Senior Analyst. The Senior Analyst has a meeting next week with the client, Daydream Selling (DS), to discuss the company's financial performance. The Senior Analyst has asked you to support them by compiling a pack of information and data that the Senior Analyst can then analyse before their meeting.

The Senior Analyst provides you with a summary of financial data spanning the last three years of DS's trading. The Senior Analyst tells you 'Year 1 relates to DS's first full year of trading.' 'Year 2' relates to its second trading year. 'Year 3' relates to its most recent completed trading year.

	Year 3	Year 2	Year 1
Revenues £M	22.87	21.78	19.80
Total Costs £M	20.33	16.94	15.40
Profitability £M	2.54	4.84	4.40
Market share %	8.25	7.5	6
Debt (borrowed money) £M	2.59	2.88	3.20
Cost of debt (interest payments) £M	0.11	0.14	0.16
Employee numbers	87	62	52

Activity 7a

You are required to research and collate the data and information which will enable the Senior Analyst to review before their meeting with the client.

The pack of research information and data should include:

- a file of data and information containing:
 - relevant data and trends from ONS in relation to the general economy and the employment and labour market
 - relevant data and trends specifically in relation to the manufacturing and production industry
 - performance over the last three years of Daydream Selling (DS)
- A report in which you justify why you have included your selected pieces of research within your data pack.

Note – the report only needs to include the data, trends and any financial ratios you believe are important. Your analysis of these will be undertaken in 7b.

21 marks

Mark Scheme for Activity 7a

Activity 7a - Collecting and collating financial information and data		
Indicative content		
Quality of data and information Range of sources used Types data and info Breadth of data and information	Collation of data Application of knowledge and understanding of research	Identification Key trends Relevant financial ratios
Marking guidance		
A learner who only covers one or two data areas (even if they do it very well) should be limited to Band 1.		

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 3
	0	1-3	4-6	7-9	10 - 12
Quality of data and information provided	No rewardable material	<p>The data and information collected is of limited usefulness for the purpose of the task as a result of:</p> <ul style="list-style-type: none"> • A limited range of sources has been collected, some of which is appropriate in the context of the task. • The types data and info used are partly appropriate for the purpose of the task. • The range of data and information collected addresses most of the given companies. • the collated folder being partly organised and sometimes labelled in a way that enables the user to efficiently identify the required information and data. 	<p>The data and information collected is reasonably useful for the purpose of the task as a result of:</p> <ul style="list-style-type: none"> • A range of sources has been used, most of which is appropriate in the context of the task. • The types data and info used are mostly appropriate for the purpose of the task. • The range of data and information collected addresses most of the given companies. • the collated folder being mostly organised and mostly labelled in a way that enables the user to efficiently identify the required information and data. 	<p>The data and information collected is largely useful for the purpose of the task as a result of:</p> <ul style="list-style-type: none"> • An extensive range of sources has been used, most of which is appropriate in the context of the task. • The types data and info used are entirely appropriate for the purpose of the task. • The range of data and information collected addresses all of the given companies. • the collated folder being well organised and appropriately labelled to enable the user to efficiently identify the required information and data. 	<p>The data and information collected is highly useful for the purpose of the task as a result of:</p> <ul style="list-style-type: none"> • An extensive range of sources has been used all of which is appropriate in the context of the task. • The types data and info used are entirely appropriate for the purpose of the task. • The range of data and information collected addresses all of the given companies. • the collated folder being well organised and appropriately labelled to enable the user to efficiently identify the required information and data.

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1 - 3	4 - 6	7 - 9
Application of knowledge and understanding of the factors that affect the client	No rewardable material	<p>Justification for evidence collated demonstrates, with many gaps or omissions, some detailed knowledge and understanding of the key factors, including:</p> <ul style="list-style-type: none"> the companies' performance the performance of the sector and the wider economy 	<p>Justification for evidence collated demonstrates, with some gaps or omissions, a detailed knowledge and understanding of the key factors, including:</p> <ul style="list-style-type: none"> the companies' performance the performance of the sector and the wider economy 	<p>Justification for the evidence collated demonstrates a thorough and detailed understanding of the key factors, including:</p> <ul style="list-style-type: none"> a comprehensive thorough understanding of the companies' performance the performance of the sector and the wider economy

Technical Qualification	
T Level Technical Qualification in Finance - Retail and Commercial Banking Analyst assessment	Level 3
Task 7 - Analyse Financial Information and Data Activity 7b – Data analysis	Total Marks 22
This document contains teacher guidance for the assessment due to take place for above. The set tasks must be taken under supervised conditions. This set task must be undertaken between [Day Month YYYY] and [Day Month YYYY].	Controlled Hours 3

Instructions for Students

You are provided with a separate data pack to carry out this activity. Read all the information in this data pack and this activity carefully.

Plan your time and submit all required evidence at the end of the supervised period.

Your centre will advise you of the timings of the supervised period.

You will complete this assessment under supervision and your work will be kept secure during any breaks taken. Internet access is not allowed.

You must work independently throughout the supervised assessment period and should not share your work with other students.

You have 3 hours to complete this task.

Outcomes for Submission

You need to submit the following:

- a PDF document containing your response to each of the activities in the task.

Your evidence must be saved in PDF format.

Use these naming conventions:

Task_7b_bankingdataanalysis_[Registration number #]_[surname]_[first letter of first name]

Set Task Brief

You have been asked to prepare a report that explores the performance of the company Hestia over the last three years (Years 1 to Year 3) and makes projections for the end of the current financial year (Year 4).

Activities

Activity 7b(i)

You are required to consider the accuracy of the data in the separate data pack and comment on any discrepancies you identify. Check and comment on the accuracy of the data.

1 marks

Activity 7b(ii)

Prepare a report in which you provide projections for the end of the current year's (Year 1) financial performance of Hestia.

Your report should include:

- projections for
 - Revenues
 - Total costs
 - Profitability
 - Market share (%)
 - Debt (borrowed money)
 - Cost of debt (interest payments)
 - Employee numbers
- provide assumptions based on the data analysis
- provide a rationale on the assumptions provided.

Your report will need to be professionally written and make use of appropriate visualisation and presentation techniques.

21 marks

Total for Activity 7b: 22 marks

Template for submission with Task 7bii

	Year 4 Projections
Revenues	£
Total Costs	£
Profitability	£
Market share	%
Debt (borrowed money)	£
Cost of debt (interest payments)	£
Employee numbers	

Mark scheme for Activity 7b

Activity 7b(i) – Identification of potential discrepancies in the data and information provided

Award **one** mark for the identification of a potential discrepancy in the data and information provided.

1

- Will need to include at least one discrepancy in the data pack provided and list here.

Activity 7b(ii) – Analysing of financial data and information to provide advice

Indicative content and marker guidance

Analysis based on company

- Visualisation tools appropriate to presenting financial/numerical data (eg graphs)
- A professional report format
- Relevant data and trends from ONS in relation to the general economy and the employment and labour market
- Relevant data and trends specifically in relation to the manufacturing and production industry
- Company forecast based on reasonable and justified assumptions – there are a number of different options (no right/wrong answer):-

OPTION 1

Based on the assumption that the Year 3-to-Year 4 changes are the same as the year 2-to-Year-3 changes:-

	Year 4 Projections	Change
Revenues	£24.01	+ 5%
Total Costs	£24.40	+20%
Profitability	£0.39 LOSS	Calc (Revs minus Costs)
Market share	9.08%	+ 10%
Debt (borrowed money)	£2.33	-10%
Cost of debt (interest payments)	£0.09	-20%
Employee numbers	122	+40%

OPTION 2

Based on the assumption that the Year 3-to-Year 4 changes follow a similar trend to the changes through Years 1, 2 and 3:-

	Year 4 Projections	Change
Revenues	£23.44	+2.5%
Total Costs	£28.46	+40%
Profitability	£5.02 LOSS	Calc (Revs minus Costs)
Market share	8.75%	+6%
Debt (borrowed money)	£2.33	-10%
Cost of debt (interest payments)	£0.8	-30%
Employee numbers	157	+80%

- **NOTE**
 - There are other options, eg employee numbers might follow a similar trend to the ONS data.
 - Learners are required to state their assumptions.
 - These other answers will be equally valid.
 - The answer is a forecast based on reasonable/justified assumptions.

Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1-3	4-6	7-9
Analysis the data and company	No rewardable material	The analysis of the client’s needs demonstrates: <ul style="list-style-type: none"> - Some detailed but isolated application of knowledge and understanding of the features, risks and benefits to the client’s needs; some significant gaps or omissions are present 	The analysis of the client’s needs demonstrates: <ul style="list-style-type: none"> - Mostly detailed application of knowledge and understanding of the features, risks and benefits to the client’s needs; any gaps or omissions are minor. - Mostly relevant linkages and interrelationships between the various factors. 	The analysis of the client’s needs demonstrates: <ul style="list-style-type: none"> - Thorough and detailed application of understanding of the features, risks and benefits to the client’s needs; any gaps or omissions are minor. - Entirely relevant linkages and interrelationships between the various factors.

		- Partially relevant linkages and interrelationships between the various factors.		
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Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1–2	3–4	5–6
Assumptions and recommendations based on analysis	No rewardable material	<p>The assumptions:</p> <ul style="list-style-type: none"> - Identifies partly appropriate assumptions. - Provides some developed lines of reasoning that partially justify how the company could perform in the current year and the overall performance of the company has been taken into consideration. 	<p>The assumptions:</p> <ul style="list-style-type: none"> - Identifies a mostly appropriate assumptions. - Provides developed lines of reasoning that mostly justify how the company could perform in the current year and the overall performance of the company has been taken into consideration. 	<p>The assumptions:</p> <ul style="list-style-type: none"> - Identifies an entirely appropriate assumptions. - Provides thorough and developed lines of reasoning that fully justify how the company could perform in the current year and the overall performance of the company has been taken into consideration.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Quality of written communication	No rewardable material	The report has some structure and is clear in parts. Its appropriateness for the technical audience and use of technical language is limited.	The report is generally well structured, mostly clear, broadly appropriate for the audience and uses technical language mostly appropriately.	The report is well structured, clear, concise, fully appropriate for the audience and uses technical language appropriately.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Use of visualisation and presentation techniques	No rewardable material	The presentation demonstrates partially appropriate application of digital visualisation and presentation techniques.	The presentation demonstrates mostly appropriate application of digital visualisation and presentation techniques.	The presentation demonstrates fully appropriate application of digital visualisation and presentation techniques.

T Level Technical Qualification (Level 3) in Finance - Retail and Commercial Banking Analyst assessment

Specimen assessment material for first teaching September 2020

Component: Occupational Specialism

Level

3

This booklet contains material for the completion of the set task under supervised conditions.

Task 7: Analyse Financial Information and Data

Activity 7c: Preparing your Presentation

Instructions for Students

Your centre will arrange an opportunity for you to produce the evidence for this task.

The window for this task is [Day Month YYYY] to [Day Month YYYY].

Your centre will schedule a **60 minute session during the xx-week window** in which you will produce the outcomes for this task.

During this task, you are allowed:

- access to a copy of the report you prepared for Task 7b.

You are **not** allowed:

- to make changes to your report
- access to the internet.

Your work will be kept securely during any breaks and between scheduled sessions.

Your tutor is **not** permitted to provide guidance about how to improve your performance.

This task is not directly assessed. The materials that you produce will be directly assessed when you present the material in Task 7d.

Set Task Brief

You have been asked to present the findings of your report into the analysis of financial information and data that you completed in Task 5b to internal and external customers/clients/ counterparties.

PTO

Activity 7c

Use the report you created in Task 5b to produce presentation slides and notes which summarise your findings.

The effectiveness of your presentation will be assessed in Task 7d and will be based upon your ability to:

- verbally present findings to [internal / external] [customers / clients/ counterparties]
- use appropriate visualisation and presentation techniques to illustrate your findings.

T Level Technical Qualification (Level 3) in Finance – Retail and Commercial Banking Analyst assessment

Specimen assessment material for first teaching September 2020

Component: Occupational Specialism

This booklet contains material for the completion of the set task under supervised conditions.

Task 7: Analyse Financial Information and Data

Activity 7d: Presenting the findings of analysis into financial information and data

Level

3

Total marks

9

Paper Reference PXXXXXA

Instructions for students

You must complete ALL activities within the assessment.

Your centre will arrange an opportunity for you to produce the evidence for this task.

The window for this task is [Day Month YYYY] to [Day Month YYYY].

Your centre will schedule a **30 minute session during the xx-week window** in which you will produce the outcomes for this task.

During this task, you are allowed:

- access to a copy of the presentation you prepared for Task 7c.

You are **not** allowed:

- to make changes to your presentation
- access to the internet.

Your work will be kept securely during any breaks and between scheduled sessions.

Your tutor is **not** permitted to provide guidance about how to improve your performance.

Set Task Brief

You have been asked to present the findings of your report into the analysis of financial information and data that you completed in Activity 7b to internal and external customers/clients/ counterparties.

Activity 7d

Record a six to ten minute video in which you give the summary slide presentation you created in Activity 7c, based on the findings of your report completed in Activity 7b.

You may use additional resources or materials to support your presentation should you wish to.

Your video, slide deck (including any speaker notes) and any other associated materials you choose to use, should demonstrate your ability to:

- present your findings to internal and external customers/clients/ counterparties verbally
- use a variety of visualisation and presentation techniques.

9 marks

Outcomes for submission

Save a copy of your video, your slide deck and any associated materials in your folder for submission. You may use any logical folder structure such as:

- Task 7d
 - Video
 - Materials

Video of the presentation

Save a copy of your video recording in MP4 format in your folder for submission.

Use this naming convention:

- Task7dvideo__[Registration number #]__[Surname]__[First letter of first name]

Additional materials

Save a copy of any additional materials you used in PDF format in your folder for submission.

Use these naming conventions:

- Task7dAddMat_[Registration number #]_[Surname]_[First letter of first name]
- Task7dAddMat_[Registration number #]_[Surname]_[First letter of first name]

Change the letter after Task7_ each time you save a new file.

Mark Grid for Tasks 7c and 7d

Task 7c/d – Preparing and presenting findings				
Marking guidance				
<p>No indicative content is provided for this activity.</p> <p>Knowledge of the features, risks and benefits of the selected products</p> <p>Markers should use the information provided in the product range and the indicative content for these tasks to inform the indicative content for this task.</p> <p>Markers should not penalise students for having made an incorrect recommendation. The knowledge, understanding and skills related to this aspect of the task are assessed in Activity 5b. Instead, markers should assess Activities 5c and 5d on the assumption that the advice given is correct, Markers are instructed to direct their focus to assessing the quality of communication and presentation including the effectiveness of the digital visualisation and presentation skills used.</p>		<p>Expectations for the fluency, confidence and clarity of the student’s tone of voice when delivering the message.</p> <p>Markers will be provided with examples of ‘anchor’ evidence to support the reliable application of standards.</p> <p>Expectations for the application of digital visualisation and presentation techniques</p> <p>Markers will be provided with examples of ‘anchor’ evidence to support the reliable application of standards.</p>		
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1 - 2	3 - 4	5 - 6
Communication of findings and analysis	No rewardable materials	<p>Somewhat effective communication of the data, analysis and projections:</p> <ul style="list-style-type: none"> • Demonstrates a reasonably fluent, confident and clear tone of voice. • Provides the audience with a partly coherent message about: <ul style="list-style-type: none"> ○ the findings of their financial analysis ○ the projections for DS and the learner’s assumptions 	<p>Largely effective communication of the data, analysis and projections:</p> <ul style="list-style-type: none"> • Demonstrates a largely fluent, confident and clear tone of voice. • Provides the audience with a mostly coherent message about: <ul style="list-style-type: none"> ○ the findings of their financial analysis ○ the projections for DS and the learner’s assumptions. 	<p>Highly effective communication of the data, analysis and projections:</p> <ul style="list-style-type: none"> • Demonstrates an entirely fluent, confident and clear tone of voice. • Provides the audience with an entirely coherent message about: <ul style="list-style-type: none"> ○ the findings of their financial analysis ○ the projections for DS and the learner’s assumptions.
Assessment focus	Band 0	Band 1	Band 2	Band 3
	0	1	2	3
Application of digital visualisation and presentation techniques	No rewardable materials	The presentation demonstrates partially appropriate application of digital visualisation and presentation techniques for presenting the technical content.	The presentation demonstrates mostly appropriate application of digital visualisation and presentation techniques for presenting the technical content.	The presentation demonstrates fully appropriate application of digital visualisation and presentation techniques for presenting the technical content.

