inseta
INSURANCE SECTOR EDUCATION AND TRAINING AUTHORITY

Learner Name	
ID Number	
Organisation	

FORMATIVE ASSESSMENT:
LEARNER WORK FILE VERSION 1

Unit Standard Title: **Use an Electronic System as a tool in a Financial services Context**

Unit Standard No: **113911**

Unit Standard Credits: **2**

NQF Level: **3**

Mark information:

Specific Outcome/Section	1	2	3	4	5	Total	%	C / NYC
Maximum marks	9	25	15	11		60	100	

Formative Activities:

Section 1: 9 marks
Activity 1
Explain the GIGO principle and give an indication of the implications and
consequences in a financial services context.   (3)
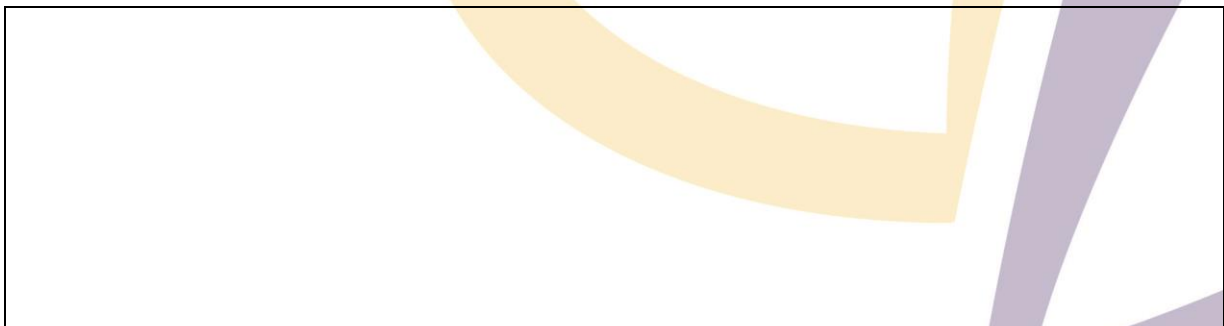
Activity 2
Give an indication of the categories of information that is stored on a financial
services electronic system. Also indicate why this information is required with
reference to CRM and legislative requirements: (6)

Section 2: 25 marks
Activity 3
Retrieve a copy of the data management policy of your workplace. Explain what the
policy entails and how you apply the policy in your day-to-day operation in the
workplace. Remember to attach a copy of your sourced policy to your Portfolio of
Evidence. (If this is not possible, explain what should be contained in a data
management policy.)   (4)

Activity 4
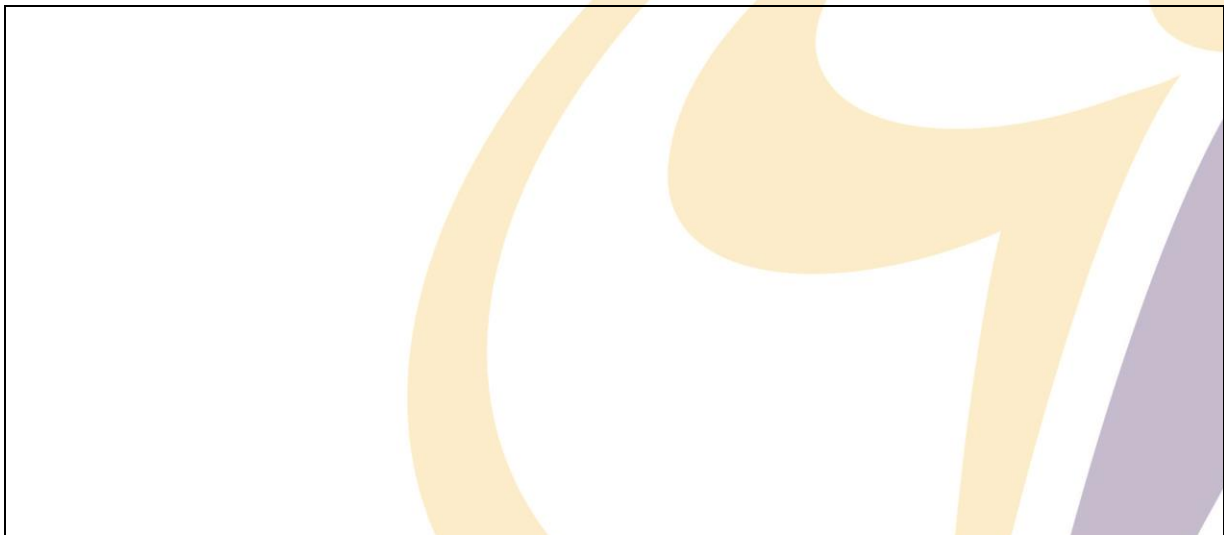Explain the significance of back up in using an electronic system and give an indication of the consequences of neglecting to back-up.   (5)

Activity 5
Explain the role of review in maintaining the integrity of the information in a system and give an indication of what information should be kept in a system as well as the legislated timeframes.   (5)

Activity 6
Navigating your system, complete the following tasks and enter a screen print of each as evidence:
Download information from an e-mail by accessing an attachment to an e-mail.
Provide screen prints as follows:
- Email with attachment   (1)
- Screen prompt requesting action   (1)
- Screen print of the saved attachment inside the folder.   (1)

Activity 7
Explain the electronic data storage capabilities of the system and give an indication
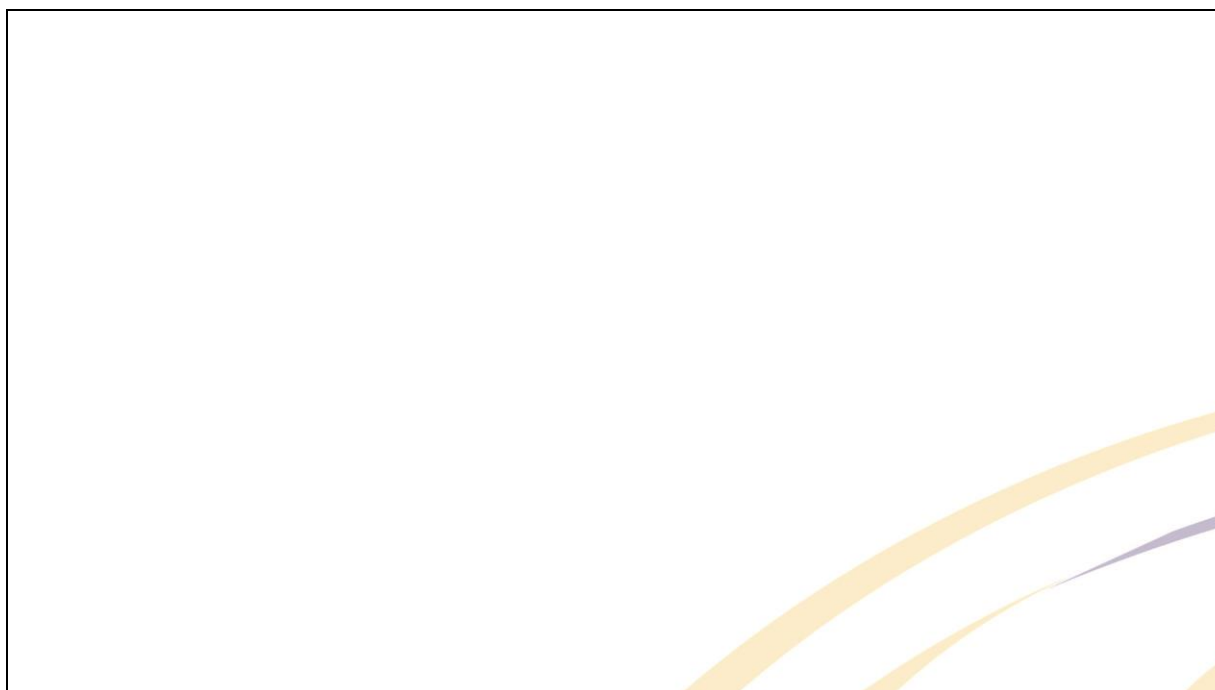of at least 3 of the available storage options.   (8)

Section 3: 15 marks
Activity 8
Explain how you would mine a database to generate four different types of
documents and add the mined documents as evidence.   (9)

Activity 9
Identify 5 types of information that the insurance industry records and the legislative requirements in storing this information. (6)
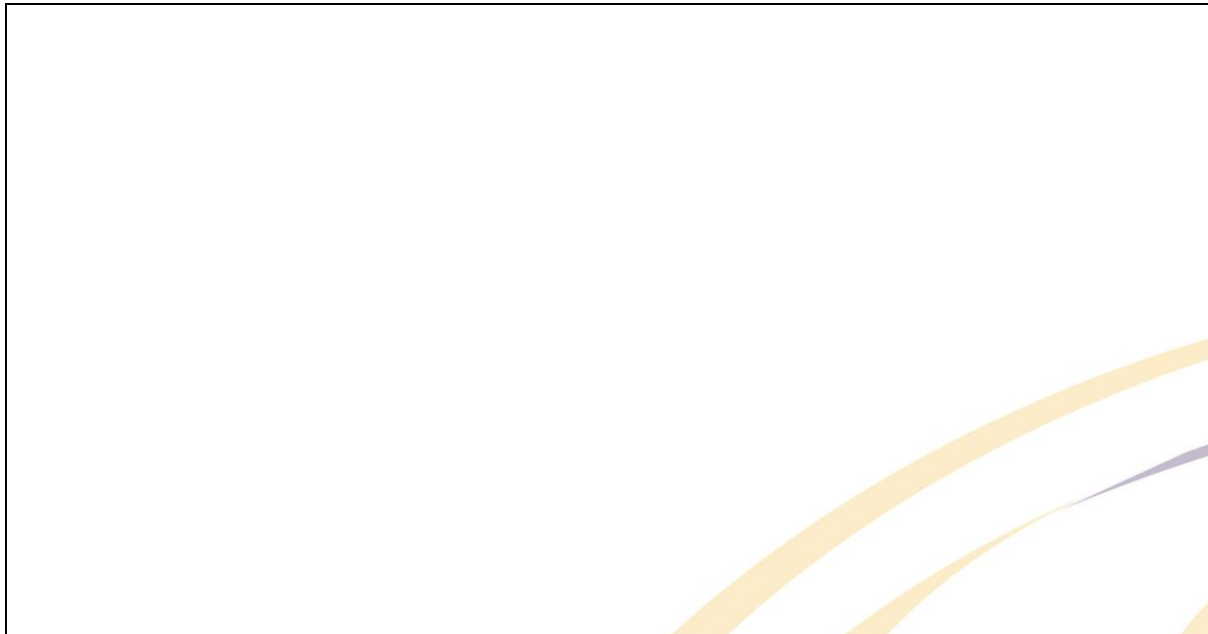
Section 4: 11 marks
Activity 10
Explain the concept of importing and exporting data and provide screen prints and documents as proof of your practical application of this skill. (7)

Activity 11
Export information from a core system used by you and manipulate the data for a practical purpose. Enter the evidence (screen prints or manipulated data) with an explanation how the data was manipulated and what the practical application of the manipulation was.   (4)

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Use an electronic system as a tool in a financial services context

SAQA US ID	UNIT STANDARD TITLE			
113911	Use an electronic system as a tool in a financial services context			
ORIGINATOR	**ORIGINATING PROVIDER**			
SGB Insurance and Investment				
QUALITY ASSURING BODY				
-				
FIELD			**SUBFIELD**	
Field 03 - Business, Commerce and Management Studies			Finance, Economics and Accounting	
ABET BAND	**UNIT STANDARD TYPE**	**PRE-2009 NQF LEVEL**	**NQF LEVEL**	**CREDITS**
Undefined	Regular	Level 3	NQF Level 03	2
REGISTRATION STATUS	**REGISTRATION START DATE**	**REGISTRATION END DATE**	**SAQA DECISION NUMBER**	
Reregistered	2012-07-01	2015-06-30	SAQA 0695/12	
LAST DATE FOR ENROLMENT	**LAST DATE FOR ACHIEVEMENT**			
2016-06-30	2019-06-30			

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for learners in a financial services environment. It is intended for learners who work in administration, human resources, brokers, broker consultants, agents, intermediaries, wealth managers and financial planners.

The qualifying learner is capable of:
☐ Understanding the kind of information stored in a financial services electronic system.
☐ Managing data in an electronic system.
☐ Using information in a data base to manage client relationships.
☐ Demonstrating the potential integration of the system with other systems.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

There is open access to this Unit Standard. Learners should be competent in Communication, Mathematical and Financial Literacy at Level 3.

UNIT STANDARD RANGE

The typical scope of this Unit Standard is

☐ Electronic systems include, but are not limited to, Spotlight, Pathfinder, Plan Tech, Blueprint, Sage Insight, S.net, AIMS portfolio planner, QDS, Proclaimer, Chameleon, Human Resources systems and learnership management systems.
☐ Use of an electronic data system includes issues of confidentiality.
☐ The main functions for navigating a system include, but are not limited to, downloads, functionality updates, information updates, uploading of information, and storage of documents.
☐ Documents include, but are not limited to portfolio schedules, follow up lists, birthday lists, leads, prospecting lists and anniversary date reviews, training reports, performance management, personnel records and leave records.
☐ Applications include, but are not limited to, mail merge, astute download, Outlook, e-mail and diary systems.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Demonstrate knowledge and understanding of the kind of information stored.

OUTCOME NOTES

Demonstrate knowledge and understanding of the kind of information stored in a financial services electronic system.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The principle of GIGO (garbage in garbage out) is explained and an indication is given of the implications and consequences in a financial services context.

ASSESSMENT CRITERION 2

2. Categories of information stored on a financial services electronic system are explained and an indication is given of why the information is required with reference to customer relationship management and legislative requirements.

SPECIFIC OUTCOME 2

Manage data in an electronic system.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The data management policy of an organisation is explained and applied in practice.

ASSESSMENT CRITERION 2

2. The significance of back up in using an electronic system is explained and an indication is given of the consequences of neglecting to back up.

ASSESSMENT CRITERION 3

3. The role of review in maintaining the integrity of the information in a system is explained and an indication is given of what information should be kept in a system and the legislated timeframes.

ASSESSMENT CRITERION 4

4. The main functions for navigating the system are demonstrated within the learner`s mandate.

ASSESSMENT CRITERION 5

5. The electronic data storage capabilities of the system are explained and an indication is given of the available storage options.

SPECIFIC OUTCOME 3

Use information in an electronic system to manage client relationships.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. A data base is mined to generate four different types of documents.

ASSESSMENT CRITERION 2

2. The record keeping function is demonstrate with reference to legislative requirements, system capabilities and organizational policy.

SPECIFIC OUTCOME 4

Demonstrate knowledge and understanding of potential integration of the system with other systems.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The capabilities of the system to import data from and export data to other systems are explained and demonstrated for three different applications.

ASSESSMENT CRITERION 2

2. Data outside of the core system is manipulated to make it usable for a specific purpose.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

Accreditation for this Unit Standard shall be obtained from the relevant Education and Training Quality Assurance Body, through summative and formative assessment by a registered assessor.

☐ Assessors must be registered as an Assessor with the relevant ETQA.
☐ Moderators must be registered as assessors with the relevant ETQA, or with an ETQA that has a Memorandum of Agreement with the relevant ETQA.
☐ Training providers must be accredited by the relevant ETQA.

Moderation should include both internal and external moderation where applicable.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE
N/A

UNIT STANDARD DEVELOPMENTAL OUTCOME
N/A

UNIT STANDARD LINKAGES
N/A

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO IDENTIFYING

Learners are capable of identifying and solving problems in mining a data base and importing an exporting data.

UNIT STANDARD CCFO COMMUNICATING

Learners are capable of communicating effectively in explaining the principle of GIGO and the data management policy of an organisation.

UNIT STANDARD CCFO SCIENCE

Learners are capable of using technology effectively and critically showing responsibility towards the environment in managing data in an electronic system.

UNIT STANDARD CCFO DEMONSTRATING

Learners are capable of demonstrating an understanding of the world as a set of related systems by understanding the implications and consequences of GIGO and explaining the role of review in maintaining the system.

UNIT STANDARD CCFO CONTRIBUTING

Learners are capable of participating as responsible citizens in the life of the local community by managing data in an electronic system responsibly.