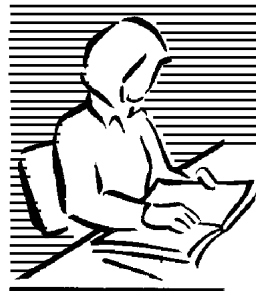


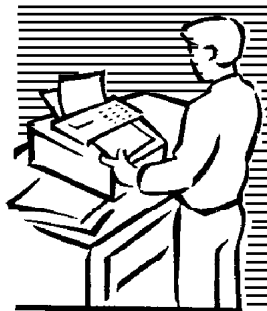
1 *Watching*
a training video



2 *Reading*
a training manual



3 *Working*
in customer service



4 *Using*
office equipment



5 *Working*
on a computer



6 *Observing*
a customer interview



7 *Interviewing*
a manager



8 *Reviewing*
company literature



9 *Observing*
a cashier



10 *Talking*
on the telephone

NAME _____

FORM _____

PLACEMENT _____

Work Experience **IN FINANCIAL SERVICES**



Supported by



**Work Experience Learning Framework
for Pre-16 Students**

Questions to ask

1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment eg. full-time/part-time?
- d. How many banking and other staff are employed at this unit?

2 *Employment in the financial services sector*

- a. What trends are there in employment in financial services sector jobs?
- b. What different types of jobs are available?
- c. What career and training opportunities are there?
- d. How does management communicate with staff?

3 *Working conditions*

- a. What are working conditions like for staff?
- b. What rights and responsibilities do staff have?
- c. What rights and responsibilities does the employer have?
- d. How are disagreements resolved?

4 *Business organisation*

- a. What are the different departments?
- b. How do the different departments work together?
- c. What type of organisation is it?
- d. Is there a recognised trade union or staff association?

5 *Branch/office layout*

- a. Is the branch/office open plan or traditional?
- b. What are the advantages of the current branch/office layout?
- c. What are the problems with the current branch/office layout?
- d. How could the layout of the branch/office be improved?

6 *Health and safety*

- a. What health and safety rules do staff have to follow?
- b. What are the most common accidents?
- c. What happens when there is an accident?
- d. What is the role of the health and safety representative?

7 *Equal opportunities*

- a. Does the organisation have an equal opportunities policy?
- b. Are particular jobs carried out mainly by men or women?
- c. How are jobs advertised?
- d. Are there any arrangements for supporting child care?

8 *Environment*

- a. Does the organisation have an environmental policy?
- b. Are there procedures for recycling paper?
- c. Are there procedures for reducing waste and use of energy?
- d. Who is responsible for maintaining a good working environment?

9 *Administration*

- a. What administrative systems are used?
- b. How does IT help the bank/building society function?
- c. What applications are used in the organisation?
- d. How is email used?

10 *Communications*

- a. What rules are used when talking to customers?
- b. What is good customer service?
- c. What is good telephone technique?
- d. What forms of written communication are used?

