Introduction to Work-based Learning
**MODULE SPECIFICATION**

1. **Title**
   - Introduction to Work-based Learning (IWBL)

2. **Start date**
   - Valid for study sessions commencing from 1 November 2011

3. **Level of module**
   - FHEQ Level 4

4. **Number of credits**
   - 15 credits

5. **Status**
   - Option module within Professional Certificate in Banking® (PCertB®)

6. **Recommended prior modules**
   - Students intending to study the option module *Customers & Their Needs* are recommended to do so before or concurrently with IWBL. (Note: the core module *Financial Markets & Risk* must form part of the first 60 credits achieved. See section 10 and the PCertB® programme specification for further information.)

7. **Programmes of study to which module contributes**
   - Professional Certificate in Banking®

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8. **Intended subject specific learning outcomes and, as appropriate, their relationship to programme learning outcomes**

   On completion of this module, students will be able to:

   1. Comment upon the importance of customer service and how it is delivered by their organisation, and to reflect on their personal contribution to developing and maintaining good working relationships with both internal and external customers.
   2. Apply, in a practical manner to the work environment, knowledge and understanding gained through formal study.
   3. Use tools and techniques in practical workplace situations and draw conclusions on the appropriateness and effectiveness of these tools and techniques.
   4. Trial generic concepts and theories in real-life situations and reflect on how successfully they can be applied in practice.
   5. Reflect, through their journal, how their studies relate to the workplace and link to their workplace objectives, performance reviews and ongoing personal development plan.
9. Intended generic learning outcomes and, as appropriate, their relationship to programme learning outcomes

On completion of this module students will be able to demonstrate achievement of the following generic learning outcomes:

1. Critical thinking skills.
2. Ability to learn through reflection on practice and experience.
3. Ability to work with complex material.
4. Ability to analyse problems and identify appropriate solutions.
5. Ability to work and study independently and utilise resources effectively.
6. Communication and report-writing skills.

These intended generic learning outcomes contribute to the programme learning outcomes set out in the programme specification.

10. Module overview

Introduction to Work-based Learning (IWBL) is an option module within the PCertB® programme. Its purpose is to provide an integrated approach to study and help students to enhance their subject-specific and generic skills through an interactive process of use and reflection. Students will have opportunities to reflect upon their academic learning and gain relevant practical experience by applying this learning in their workplace, particularly in relation to customer service and working relationships with internal and external customers.

In addition to providing opportunities for enhancing their technical subject-specific knowledge and skills, a further feature of the module is the provision of opportunities for students to develop a broad set of intellectual, practical and transferable skills to assist career progression and add value to their organisations by way of enhanced performance. It also provides students with a sound basis from which to progress to the 30 credit work-based learning modules at FHEQ Levels 5 and 6.

For this module, students will be assessed on activities undertaken in the workplace and on the basis of their personal reflections and regular reports. Since, for this module, it is important that both the learning and its assessment have direct relevance to the work environment as well as a sound educational basis, they will need to link with the student’s agreed workplace objectives. This will in turn allow the student’s workplace assessment to link to their regular performance reviews carried out with their line managers, thus avoiding additional unnecessary bureaucracy. See also section 12.

In order to maximise the benefits of work-based learning, students are encouraged to undertake IWBL concurrently with, rather than at the end of, their academic studies at this level. Specifically, students intending to study the option module Customers & Their Needs are recommended to do so before or alongside IWBL given the close relationship between its syllabus content and the IWBL themes (see section 8.1). All students should note that the core module Financial Markets & Risk must form part of the first 60 credits achieved for PCertB®.
## 11. Learning and teaching - methods of delivery

### Mode of study:

Students will undertake learning within the workplace and are required, in consultation with their employer/line manager, to undertake a variety of activities and keep a personal reflective journal. The duration of the module should be negotiated by the student with their employer and will normally span a period of a minimum of six months but no more than twelve months.

Students will be allocated an *ifs*-appointed Associate Lecturer who will act as their IWBL tutor.

### Learning hours:

The module is the equivalent of 150 notional learning hours. This learning may be acquired in a variety of ways. By:

- information gathering and research;
- learning acquired and applied in the work environment;
- reflecting on and utilising previous learning gained through formal study; and
- analysis of, and commentary on, how customer service is delivered by their organisation and their personal contribution to developing and maintaining good working relationships with internal and external customers.

### Learning materials:

Students undertaking the IWBL module will be provided with detailed guidelines containing a set of templates that students will use to capture their reflections as they progress through the module and undertake various workplace activities.

These guidelines and reading links are provided at registration. Each student will have access to the *my ifsLE* learning environment, containing learning activities and discussion forums, and to the *ifs KnowledgeBank* learning resources (an electronic library service). Text and journal readings are provided online.
12. Assessment

The assessment for this module is based on a student's performance against the subject-specific and generic skills learning outcomes set out in sections 8 and 9 of this specification. Sources of evidence will include employer observations and the student's own reflective personal journal.

Students will be required to complete at least two interim reports, templates for which will be provided in the IWBL guidelines, in accordance with the action plan agreed between the student, line manager and IWBL tutor. Feedback will be provided on these reports.

The summative assessment for the IWBL module will be a final reflective report, for which a template will also be provided. The assessment will be based on a student's performance against the subject-specific and generic skills learning outcomes set out in sections 8 and 9 and according to the agreed work-based learning assessment criteria, a copy of which is published in the guidelines.

The pass mark for this module is 40%.

13. Syllabus

Given the individual nature of each student's work-based learning, there is no syllabus content for this module. Students will be expected to reflect on their previous and current formal study and integrate this with their agreed work and IWBL objectives and demonstrate their fulfilment of the learning outcomes in sections 8 and 9.