


The overall aims of the programme are to:

- improve accuracy at work – reducing time spent on correcting mistakes and reducing customer complaints
- enhance the customer experience through improved service

This programme is suitable for anyone in a customer service role as well as many other functions within financial services firms where accuracy is paramount.

Tool 1 - In The Zone

Tool 1- In the Zone



In the data transfer task earlier, did you notice yourself becoming distracted? What techniques could you have used to stop yourself from being distracted? Let's discuss these below.

There are many distractions at work that can affect your concentration. From phones ringing to people chatting. Also, we know it is physically impossible to fully concentrate for 7 working hours every day!

Below is the first tool which will help you to concentrate. We call it, 'In the Zone'.
Click each of the steps to find out more.

- ▶ **Concentrate**
- ▶ **Stop**
- ▶ **Consequences**

Concentrate

Have you ever noticed your mind starting to wander when doing a task? This is very common and often we are at our most risk after lunch! When you are not concentrating on what you are doing you are more likely to make mistakes. Being in a mentally focused state is what we call being 'IN THE ZONE'. This is where we must concentrate on concentrating!

Click Next to continue.

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Programme outline

Learners are presented with a number of tools and techniques to help improve their ability to transpose data accurately, recognise common data patterns and identify accuracy errors.

Activities include:

- concentration techniques – “in the zone”
- transferring data – accurately and within a time limit
- recognising patterns
- entering names and addresses
- inserting text
- inserting numerical data
- identifying accuracy errors
- customer reaction to error

Topics include:

- How we deal with visual data
- Concentration techniques
- Observation powers and attention to detail

Tips are given to provide learners with ways of ensuring that they get things right first time. For example, ideas for checking for errors include scanning, self checking and breaking large numbers down into smaller units.

Length of programme: 34 minutes

A final assessment tests all areas of the programme.

Tool 2 - Transferring Data

Task - Data Transfer 2

Let's try the data transfer task again using the tools you have just learned. Transfer the data from the letter to the correct fields on the computer before the timer runs out. Click 'Check my score' after you have finished.



enhanced
experience

Andrew Lyons Plan number: MSN745
18 Queen Street Tel: 07885 465 879
Glasgow G41 3HD

Dear Sir / Madam

Can you please accept this letter as formal notice of my change of address and contact telephone number. Please update your records accordingly. Previous details:

81 Webster Drive
Glasgow
G2 7DJ
Tel: 07911 276 431

Regards

A Lyons

Plan number

Name

New Address Details

Address line 1

Address line 2

Post Code

Check my score

Click Next to continue.

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accuracy

Unique features

- Led by Professor Reet Furtime (pun intended) the learner is guided through various data entry exercises
- Based around a fun and quiz type environment, the programme is a lively way to improve skills in data entry and keep the learner engaged
- Right First Time includes a number of different learning techniques to suit all types of learners such as simple short tests and a quiz which tests a learner's powers of observation and their attention to detail
- A short online assessment is taken at the beginning and again at the end of the programme to measure improved accuracy

Benefits for employers

- The programme is developed by the industry for the industry
- As it is an online programme, employees are able to access learning around their work commitments
- Improved accuracy means fewer mistakes which will have a direct impact on the bottom line
- Demonstrates an employer's commitment to quality
- When applied at Prudential plc the accuracy in back office processing increased by 36%

Benefits for employees

- Employees will enhance their basic skills and understand why accuracy is so important
- Enables employees to gain the confidence which will help them to perform their role more effectively and provide better customer service

Developed by Prudential plc and licensed to the National Skills Academy for Financial Services.

This particular programme was created in partnership with the University of Southampton who provided guidance on creating learning materials which facilitate different types of learning.

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