

Milpark News

for Students, Clients and Friends of Milpark Business School

Volume 6, Issue 2

June 2010

CEO's Message

It's hard to believe that it is June already. Thankfully, offering some light relief from the dropping temperatures, is the FIFA 2010 World Cup, now in full swing. The World Cup is a wonderful opportunity for all South Africans to demonstrate our patience, hospitality and good old South African spirit to all our guests as we cheer for our favourite team.

It's easy to get distracted now though, with so much going on and many social events pivoting around the games and the teams. As always, students need to maintain impetus in their studies over this exciting period. It is about finding the right balance between work, family, fun and study obligations.

There is no question that the team that wins the cup will have done so off the firm foundation of excellent team work. There is a lesson in this for all companies striving to meet their goals. The successful achievement of a set of goals comes from team work – and a team is more than just a group of individuals. Excellence derives from getting the balance between the individual and the team right!

As we begin to hopefully see the end of the world-wide recession, we are able to reflect more deeply on the lessons learned. We need to look critically at

how we can benefit from the important regulatory refinements that will surely come but, and perhaps more importantly, we need to thoroughly appreciate and inculcate the values of good governance, integrity and sound ethics in everything we do across all market participants.

On the programme front, we will be offering two new electives to the MBA. The first elective is designed for the MBA student in the Banking environment. The second is Public Management. Students on the MBA may elect to register for these courses from August 2010.

Finally, we appeal to all of you to become part of the activities of the Milpark Foundation, the community engagement project of the Business School. As a Milpark Business School stakeholder, your contribution, whether of time, money or skill, is highly valued. If you would like to participate in the development of the previously disadvantaged learners in our communities, please contact Shaun Mallon or me directly.

Keep well and enjoy the World Cup.

Brian Pearce



How to **INTERACT** with us:

Subscribe to our **RSS Feeds**

Follow us on **Twitter**: <http://twitter.com/MBSza>

(Links to the above can be found on

www.milpark.ac.za)

Email your general feedback to

info@milpark.ac.za

Email your queries about courses to

enquiries@milpark.ac.za

Update on the BANKSETA Management Development Programme

As reported in the previous newsletter, BANKSETA selected Milpark Business School (MBS) to be the provider responsible for the design, development and implementation of a programme designed to equip junior and middle managers in the Banking and Micro Finance sector with knowledge and skills sure to enhance the roles they play in their organisations.

Suitable candidates from among junior and middle management are selected by their employers. Once on the programme candidates are skilled through the completion of a registered and accredited management development programme specified by the BANKSETA. BANKSETA requires training that provide higher management qualifications to create a pipeline of managers who will eventually contribute to the bench strength of the bank at which they are employed. The MBS qualification that is the core of the programme is the *Certificate in Management Development* (NQF level 5).

Completion of the *Certificate in Management Development* qualification provides for articulation onto the MBS *Advanced Diploma in Management* (NQF level 6), ensuring continuity in the management training. The Certificate qualification at NQF level 5 ensures a sound academic basis in management and satisfies the knowledge and skill needs of the financial services sector.

Classes have now completed three examinable modules (*Management and Leadership, Financial Management and Human Resources Management*), and will shortly write the final exams for these modules. Exams will be followed by the remaining three modules, namely *Marketing Management, Strategic Management* and *Banking*. The *Strategic Management* module includes a syndicate research project, which concludes with a presentation to a panel of academics and representatives from the Banking world.

Participants on this programme have exclusive access to an e-forum, where a real-time life-coach and subject matter expert are available to answer questions and discuss issues pertaining to the course. In many ways therefore, the programme in general and the qualification in particular work together to assist the banks in building the required bench strength for the future. In addition, candidates are also provided with the opportunity to continue with further Higher Education study, encouraging lifelong learning and continuous development.

One hundred and fifty learners across the country are currently participating on the programme. A further 52 candidates (previous beneficiaries of the JaMM Institute of Bankers' (IOB) 2008 – 2009 programme) registered on the programme as distance learners, and have only to complete the final three modules towards the *Certificate in Management Development*. Through the inclusion of these candidates the programme has reached a wider group of individuals, deepening the impact of this important BANKSETA initiative.



New senior appointment at Melville

Siegie Brownlee has been appointed as the Senior Director at Melville Campus from 1 June 2010.

Siegie has extensive experience in human resources and learning and development. Among others, she was the national principal at Damelin Management School. She holds a BCom undergraduate degree and an MBA.

UPDATE: TRAINING IN SUPPORT OF REGULATORY EXAMINATIONS

Milpark Business School (MBS) will offer various support options for the regulatory examinations. Students may select any option, or a combination of options, to suit their individual needs.

Option 1: Study material

Study material will be offered in a user-friendly format and will be couriered to the student on completion of the registration process with MBS.

COST: R225.00

Option 2: Three electronic practice examinations

A unique user name and password will be allocated to students after completion of the registration process allowing students three opportunities to practice with questions similar to those set for the FSB Regulatory Examination. These examinations will be internet-based and students will be able to access the examinations via a standard browser. On registration date students will select the calendar month wherein they wish to write the practice examinations.

COST: R375.00

Option 3: One or Two-day workshops

MBS will be conducting public workshops in selected regions. These workshops will focus on examination techniques as well as the content of the selected Regulatory Examination. For corporate clients these workshops can be tailored and offered at company premises across South Africa at convenient times. Students may choose from a variety of offerings, available as one- or two-day workshops:

- *Workshop only (students bring own material – no practice examinations)*
- *Workshop plus three electronic practice examinations (students bring own material)*
- *Workshop, plus material, plus three electronic examinations*

Students selecting the three practice examinations will be issued with a user name and password on the first business day of the elected calendar month. Students who select the workshop option will also have access to a tutor service where individual questions can be posed and answered.

COST: Public workshops

	One-day	Two-day
• <i>Workshop only:</i>	R 885	R1 470
• <i>Workshop plus three electronic practice examinations:</i>	R1 260	R1 845
• <i>Workshop, plus material, plus three electronic examinations:</i>	R1 485	R2 070

For further information please contact an Educational Consultant at the nearest campus:

Cape Town: 021 673 9100

Johannesburg: 011 718 4000

Durban: 031 266 0444

Guest Speaker Evenings scheduled: Melville Campus

12 July: Nimrod Zalk - Industrial Development Unit at the DTI

3 August: Lydia Roux - Business Woman of the Year 2009

7 September: Maria Ramos – CEO ABSA

RESULTS RELEASE DATES JULY TO SEPTEMBER 2010

Certificate in Financial Products	Exam 1 results released	2 July
Certificate in Bank Credit	Exam 1 results released	5 July
National Certificate in Banking Services Advice	<i>Exam 1 results released</i>	5 July
BCom in Banking Management	Exam 1 results released	5 July
Post Graduate Diploma in Financial Planning	Exam 1 results released	5 July
Post Graduate Diploma in Financial Planning	Module 1 Ass Ext results	5 July
Bank Deposits(HE)	Exam 2 results due	13 July
Post Graduate Diploma in Financial Planning	Module 2 Test results released	16 July
Certificate in Sales	Exam 1 results released	19 July
Certificate in Banking (Financial Services)	Exam 2 results released	19 July
H Dip in Banking	Exam 1 results released	19 July
OMGS Certificate in Financial Products	Exam results released session 1	23 July
OMGS Certificate in Financial Products	Assignment results due session 2	30 July
OMGS Certificate in Financial Products	Assignment results due session 3	2 August
Certificate in Financial Planning	Exam 2 results released	6 August
National Certificate in Financial Planning	Exam 2 results released	6 August
H Dip in Banking	Assignment 2 results due	17 August
National Certificate in Banking Services Advice	<i>Assignment 2 results due</i>	17 August
Certificate in Financial Products	Assignment 2 results due	17 August
OMGS Certificate in Financial Products	Assignment results due session 5	13 September
Certificate in Banking (Financial Services)	Assignment 3 results due	17 September

Launching a coaching short course

We are proud to announce the launch of a new Business and Life Coaching short course at our Melville Campus from early August.

The course is offered in association with Dr Antoinette Gmeiner and Dr Sandra Perkins, who are both Master Executive Coaches, specializing in team coaching and strategic planning for EXCOs and Boards. They have been doing team coaching for more than eleven years, and are the managers of an Internal Team Coaching programme for the Orion Group.

Drs Gmeiner and Perkins also headed up the OBS Coaching Academy with the University of Johannesburg, where they presented the Business and Life Coaching Course, among others. They will now present a revised Business and Life Coaching Course in conjunction with Milpark Business School.

The course is presented at NQF level 5 and the purpose of the programme is to provide students with the knowledge base that equips them to provide business and life coaching on a line management level, and life coaching on an individual level.

Lectures start on 5 and 6 August and students will attend two further two-day blocks on 2 and 3 September and 7 and 8 October 2010.

More information is available on our website: www.milpark.ac.za.

More choice in MBA electives

Students on Stage 2 of the Milpark MBA can choose between Entrepreneurship, Public Management or Banking as an elective. (All other modules are compulsory.)

Entrepreneurship

Entrepreneurship is the practice of starting new business ventures or revitalising mature companies, often referred to as 'intrapreneurship'. Entrepreneurial ventures often require unique sources for funding such as venture capital to raise the required capital. This module looks at the various ways in which new venture creation may be supported.

Public Management

No country can remain globally competitive and fulfil its social responsibilities without an effective and efficient public sector. Public Management as discipline focuses on good governance in the executive branches of Government and specifically the translation of national policy into service delivery strategies, programmes and projects. As policy architects, public managers need to have strong conceptual and holistic perspectives regarding a developmental state and society, networked governance, socioeconomic demographics, business, and information technology. In the dynamic, interdependent, and networked economy of the twenty-first century, the public manager is an indispensable partner in governance.

This module in Public Management orientates and equips modern public managers for their highly dynamic and challenging responsibilities in South Africa by focusing on the transformational leadership role that public managers must fulfil to strategically gear public institutions for the economical and efficient rendering of services on all spheres of Government.

Primary Banking Operations

The Banking Elective module focuses on the intermediary role of banks in the financial system, which centres on deposit taking and lending operations in the domestic and international retail- and wholesale markets, inclusive of treasury operations. The module also explores the inherent risks that stem from such operations, and the supervisory role of central banks to ensure that banks are capital adequate and liquid.

DIARISE!

9 September 2010: SABSA Business School Expo (12:00 - 18:00)

Milpark Business School will present a master class to introduce the Corporate Strategy (CST) module of the Milpark MBA.

Jayshree Naidoo is currently the head of Innovation & Entrepreneurship at the Development Bank of Southern Africa (DBSA). Her MBA research was focussed on *Innovation Capacity Creation* and she completed her MBA at Milpark with six distinctions in 2009.

"I chose the Milpark MBA because of its flexibility in terms of study methods. Due to being employed in a demanding role, I needed a business school that allowed me to switch between study methods from block release to evenings and even weekends. After evaluating the course content of the Milpark MBA I also found it to be very practical with relevant business case studies, the lecturers were very knowledgeable and practical with many of them having both business and academic backgrounds. Many of the students on the MBA programme were senior industry leaders and brought with them a wealth of knowledge and experience as well, which made class discussions extremely beneficial."



Milpark Foundation: proud to make a difference!



Preparations for our Charity Golf Day are well underway. Response to the Golf Day has been positive with a number of key sector players booking four-balls and sponsoring holes on the course. We have confirmed the attendance of celebrity golfers, Bongani Nxumalo and Graeme Joffe from Highveld Stereo 94.7FM.

Sponsor a hole, register a four-ball, or simply come along to support this venture.

16 September 2010

Silver Lakes Estate & Country Club

RSVP: elna@milpark.ac.za

We have also been overwhelmed by the response of our on-campus students to our plea for fundraising activities. The Kuyasa Learnership participants raised R17 000 and the Letsema Learnership participants another R13 000 since the beginning of this year. We are impressed by the students' willingness to 'pay it forward' as a gesture of their appreciation for the support that they have received.

Of course, fees issues continue to beleaguer many South African students with many intelligent and motivated young South Africans still not having access to higher qualification because of a lack of funds. The Milpark Business School continues to assist students experiencing financial difficulties by providing either full or partial bursaries to students with academic potential.

We look forward to your support for our activities as we continue to impact on the lives of our learners.

For more information and to find out how to make a donation, visit our website:
www.milparkfoundation.co.za

"Success is not measured by what you accomplish but by the opposition you have encountered, and the courage with which you have maintained the struggle against overwhelming odds."

Orison Swett Marden

Registrations Department

We are excited to launch the FSB practice examinations and workshops commencing in August 2010. To register, go to our website (www.milpark.ac.za) and click on the **Regulatory Examinations Support** link. You can download a standard enrolment form and current and new students can now also register online. Click the **Register Online** link and follow the prompts.

Read the article on page 3 for updated information about Regulatory Examinations Support.

Close of Registration Dates 2010

BANKING FACULTY

		Closing Date:
Certificate in Bank Credit (5)	Session 2 (October exams)	16 July 2010
Certificate in Sales (Banking Services) (5)	Session 2 (November exams)	26 July 2010
National Certificate in Banking Services Advice (5)	Session 3 (November exams)	16 July 2010
Higher Diploma in Banking (6)	Session 3 (November exams)	26 July 2010
BCom Banking (6)	Session 2 (November exams)	16 July 2010

INSURANCE FACULTY

		Closing Date:
Certificate in Financial Products (4)	Session 3 (November exams)	26 July 2010
Certificate in Financial Planning (5)	Session 3 (October exams)	6 July 2010
National Certificate in Financial Planning (6)	Session 3 (October exams)	6 July 2010
* Practical application case study	Session 2 (November exam)	6 July 2010
Post Graduate Diploma in Financial Planning (7)	Session 2 (October exams)	9 July 2010
FSB Practice Examinations	Scheduled month: September	17 August 2010
	Scheduled month: October	15 September 2010
	Scheduled month: November	15 October 2010
	Scheduled month: December	15 November 2010



Congratulations Dr Estelle!

Dr Estelle van Tonder is a Programme Manager in the Management and Leadership Faculty. Education and academic research are two of Estelle's great passions and she has recently completed her doctoral degree at the University of Pretoria. The primary objective of her study was to propose a marketing mix framework for the survival and sales growth of independent financial advisers.

Estelle holds a BCom undergraduate degree, BCom Honours and MCom degrees (both in Marketing Management) and has a Post Graduate Diploma in Financial Planning, and now also a DCom.

Registration Programme Administrators

BANKING FACULTY (CTN)

Certificate in Bank Credit (5)

Certificate in Banking (Financial Services) (5)

Certificate in Sales (Banking Services) (5)

National Certificate in Banking Services Advice (5)

Higher Diploma in Banking (6)

Bachelor of Commerce in Banking (6)

INSURANCE FACULTY (CTN)

Certificate in Financial Products (4)

Certificate in Financial Planning (5)

National Certificate in Financial Planning (6)

Post Graduate Diploma in Financial Planning (7)

MANAGEMENT & LEADERSHIP FACULTY (JHB)

Certificate in Management Development (5)

Advanced Diploma in Management (6)

Bachelor in Business Administration (6)

Post Graduate Diploma in Business Administration (7)

Master of Business Administration (8)

Ursula Strever (ursula@milpark.ac.za)

Laureen Derrocks (laureen@milpark.ac.za)

Ursula Strever (ursula@milpark.ac.za)

Faiza Mohamed (faiza@milpark.ac.za)

Nandie Mabuto (nandie@milpark.ac.za)

Ursula Strever (ursula@milpark.ac.za)

Natalie Booysen (natalie@milpark.ac.za)

Chantel Petersen(chantel@milpark.ac.za)

Chantel Petersen(chantel@milpark.ac.za)

Chantel Petersen(chantel@milpark.ac.za)

Chantel Venter (chantelv@milpark.ac.za)

Chantel Venter (chantelv@milpark.ac.za)

Joy Basson (joy.basson@milpark.ac.za)

Joy Basson (joy.basson@milpark.ac.za)

Elmarie Viljoen (elmarie@milpark.ac.za)

Coffee lowers diabetes risk

Australian researchers reported that people who drink the most coffee and tea, even decaffeinated versions, can dramatically lower their risk of diabetes.

Their study does not answer why this might be, but strengthens the findings of earlier studies showing the beverages may prevent type-2 diabetes.

"Every additional cup of coffee consumed in a day was associated with a 7% reduction in the excess risk of diabetes," an international team of researchers at The University of Sydney in Australia stated. This meant that people who drank three to four cups a day had a 25% lower risk of developing diabetes than those who drank little or no tea or coffee.

The team looked at 18 different studies covering more than 450 000 people, finding a clear trend that drinking more coffee may prevent type-2 diabetes.

"Because most of the studies included in this review did not provide data on the effects of these beverages or their

components on measures of hyperglycaemia (high blood sugar) and insulin sensitivity, we cannot provide further evidence on the mechanisms involved," they wrote. For instance, the research did not show whether people who drank more coffee were eating or drinking less unhealthy stuff.

The findings suggest that any protective effects of coffee and tea are unlikely to be solely effects of caffeine, but rather, as has been speculated previously, they likely involve a broader range of chemical constituents present in these beverages, such as magnesium, lignans, and chlorogenic acids.

The findings could be significant - the International Diabetes Federation projects that by 2025, 380 million people worldwide could have type 2 diabetes, which is associated with overeating and a lack of exercise. In North America, 10.2% of the adult population has diabetes and India alone has 50.8 million diabetics. Diabetes drugs are a multibillion dollar market, but none has shown real use as a way to prevent the disease.

Source: www.news24.com

Project Management in the Spotlight

Project management is undoubtedly the most underrated of all management concepts. This, despite the fact that poor project management is possibly the single most important reason why so much private and public expenditure is wasted. Poor project management results in poor project execution and poor implementation.

In project management a balance is required between meeting the scope and budget, as well as time and quality constraints (the so-called 'quadruple constraint'). During times of recession or financial constraint, projects may be aborted or budgets reduced. These kinds of changes mean that the project manager needs to be well-acquainted with risk management principles and methods to avert disaster. Averting disaster may imply aborting or temporarily halting a project.

Project managers need to be able to adapt to changing environments. Adaptation and change implies not only internal clients' needs but also environmental impact including economic recession and adverse financial situations. True project managers are specialists in the field, able to cope with the pressures and constraints of change.

Milpark Business School offers two short (part-time) programmes in Project Management, both starting on **31 July 2010**:

Fundamentals of Project Management

This foundation short programme in Project Management is endorsed by *Project Management South Africa*. Learners who complete the programme may choose to proceed to the Applied Project Management short programme.

Duration: 10 weeks

Applied Project Management

Applied Project Management is a more advanced short course in Project Management and is endorsed by *Project Management South Africa*. Completion of this short course provides the foundation required to access the International Diploma in Project Management offered by the University of Cambridge's International Examinations.

Duration: 12 weeks

To register:

Email: enquiries@milpark.ac.za or phone 011 718 4000.



Open Day at Melville Campus on 29 May



ABSA Career Expo 26 May

How wealthy are you?

In this, oh so materialistic, world we live in, we're inclined to think of wealth in terms of one thing only – money. Sure, it's probably the form of wealth that most people recognise the easiest and want the most. But is it, really? Let's test your concept of wealth ... Which would you rather have – R2,000,000 and an aggressive cancer with six months to live, or no money but the option of a long healthy life? It's a bit of a no-brainer.

I want to suggest that there are at least seven types of wealth. When you consider them, you might find that you're wealthier than you realise!

Physical wealth

The first form of wealth is your physical health (and with this I include your mental health). If you can't get out of bed, it's not much fun having millions and not being able to enjoy them. If you want to become truly wealthy, go for physical wealth first as that will give you the means to start acquiring other forms of wealth.

Relational wealth

We weren't meant to live in the forests alone. That's why we're lonely when we are disconnected from family, friends and society. Again, money means very little when you have no-one special to share it with. I know people who are fabulously wealthy but who are miserably unhappy because their relationships with parents, partners, children, siblings or friends have disintegrated. Strive to build up your relational wealth and you will never be lonely.

Spiritual wealth

This refers to your values and the development of your spirit – the essence of who you are - through prayer, meditation or contemplation. Many people focus on external (material) wealth and never discover internal wealth. They consequently never discover who they really are and die in poverty in that regard. When you find yourself, you find the wealth that was put into you for success in this life.

“Meaning” wealth

This wealth is built by discovering and developing your reason for being on the planet. This is the only way your life will truly have any meaning. At the end of your life, if you feel your life has had no purpose, you will feel deep regret that your life has been of no value.

“Memories” wealth

As we get older, we are able to build this wealth. Everybody has memories, but not everybody has happy memories – of their childhood, of their partners, of their children, of their careers. This is one wealth you cannot build at the end of your life. You have to build it now by creating the memories you want to carry with you for the rest of your life. When you live for others now, you will build a wealth of happy memories that will make you a wealthy person as you age.

“Opportunities” wealth

Some get given many opportunities, some get very few opportunities, and some create their own opportunities. Some take the few opportunities they get and turn them into something wonderful. Many get given opportunities which they fail to recognise and never seize them. It's up to you what you do with the many or few opportunities life gives you. The way to build “Opportunities” wealth is to learn to recognise opportunities that come your way, no matter how small they may be, then use them to create magic.

Financial wealth

This wealth is the easiest to spot, but not necessarily the easiest to acquire. There is no get rich scheme that is really sustainable. Set yourself financial goals, then work toward achieving them and you will be able to build wealth in this area.

As you build your career and your life, don't chase financial wealth only. Make sure you build wealth in the other six areas I mentioned and you will truly be a wealthy person!

By Alan Hosking: Editor of HR Future

Academic Profile: Antje Hargarter

Antje is the Deputy Director of the Faculty of Banking and is based at the Claremont Campus in Cape Town. In this role, she takes responsibility for the BCom in Banking Management as well as working together with the Banking Programme Managers who are in turn responsible for other Banking Qualifications on offer.

You grew up in Germany – tell us a bit about your background.

I grew up in a small town in Germany, close to Frankfurt/Main. Although I grew up as an only child, I always had lots of friends to play with. My parents both worked a lot as they were self-employed, so I spent a lot of time with my granny and my aunt and uncle and cousins.

As a child, what did you want to do when you grew up?

I guess like every child I had a lot of ideas as to what I wanted to do when I grew up. It ranged from architecture to languages and travel (I always liked maths and languages!). My dad had his own business and wanted me to take over, but I always wanted to leave the small town I was living in.

When and why did you come to South Africa?

I came to South Africa in 2005 to do my MBA at the Graduate School of Business (UCT). At that point in time, I had worked in Asset Management for eight years and needed a break from the industry. I asked for a sabbatical but eventually liked Cape Town so much that I did not want to return to Frankfurt.

You have quite a few years' experience in Financial Services – tell us more about your early career.

After my matric, I did an apprenticeship at a Canadian Bank in Frankfurt and then worked for them for a while in their international department. I then decided to study full-time, before I started working in asset management. I first helped build up a German subsidiary for a big UK pension fund, and then moved into a research role at the second largest asset manager in Germany, where I analyzed banks and insurance companies.

You completed an MBA – how did this qualification complement or change your career?

Doing my MBA at the GSB taught me to be non-judgemental about people and their opinions or rather their way of doing things. After the MBA I knew I wanted to make a difference and not just work in a big organisation and be a small wheel in a big machine. This is when I decided to set up my own consulting/training company in the fields of business/financial management.

You have a two-year old son: how do cope with the different roles in your busy life?

This is a tough one... My husband and I both work a lot, but we are fortunate to have a wonderful *au pair* and my family comes to visit often from Germany. I try to spend as much time as I can with my family when I am at home, but sometimes I need to squeeze in some work time.

Tell us more about your hobbies and how you relax.

With balancing work and family, this is the part that suffers most. I am a passionate sailor, but the last time I was out on the water was in March of this year. My family enjoys being outdoors a lot, so we try and go for hikes on the weekend. I am still also trying to schedule some gym time into my day!

The singing is on hold for the moment but I hope I can go back to taking private lessons again later in the year. I always had a love for music; I learnt to play the accordion as a child and played in an orchestra for a while. In the meantime, my husband and I go to the opera and classical concerts to at least listen to music.

