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**QUALIFICATION: Higher Certificate in Banking Services (SAQA ID 90843, NQF LEVEL 5)**  
**MODE OF DELIVERY: DISTANCE LEARNING (CLAREMONT)**  
*For students admitted from 2017*

## **DESCRIPTION AND PROGRAMME PURPOSE**

The Higher Certificate in Banking Services is an entry-level HE qualification designed to equip students with the knowledge and skills required to operate successfully in a specific entry position in an organisation that promotes banking services.

The South African banking sector is still viewed as a world-class, strong regulatory and supervisory environment, with adequate capital, technology and infrastructure, employing over 200 000 people. There is a continuous drive in the sector to employ qualified individuals, or to upskill internal staff, based on the regulatory and supervisory requirements.

However, banking as an industry has been widely disrupted for a while already, and this is expected to continue. With major technological advancements comes a focus on the sale of more universal, but also non-traditional banking products as well as a drive for compliance and risk management, and challenges like fraud and financial crime. In an industry that is changing at an unprecedented pace, and where traditional financial institutions transform, and new competitors enter the market, individuals need to be equipped with skills and competencies that are future-fit and get their heads around completely new roles and job profiles.

The purpose of this qualification is to expose students to current content within the banking sector, and hence enable them to grow into a junior role in banking. It is possible to specialise in various areas of retail banking, such as sales, retail credit, fraud, etc. In this way, students are introduced to an exciting area of banking as a stepping stone to a further career in the financial services industry.

The curriculum is designed to ensure that students are familiar with the contexts in which banking services are promoted. Firstly, a general understanding of the legislative environment, as well as of the sector and suitable products/services for its customers, is developed. Secondly, students are familiarised with, and given appropriate skills and knowledge, in order to operate in a specific field in an entry level environment of the organisation. Students will also be offered an opportunity to complete a relevant CPD course on the Future of Banking as part of this programme offering.

The Higher Certificate in Banking Services appears on the Financial Sector Conduct Authority's (FSCA) list of recognised qualifications for FAIS Fit and Proper purposes.

## WHO SHOULD ENROL

The programme would be suitable for:

- a school-leaver who wishes to enter a junior position in banking services.
- a person who has achieved another qualification in an applied area of practice or a non-vocational area, and who seeks a more banking services-orientated qualification.
- an employed person wishing to enhance, develop or formalise his skills and knowledge with a qualification in this area.

## PROGRAMME OUTCOMES

Successful completion of this qualification should enable the student to:

- Demonstrate an understanding of financial legislative requirements and apply the applicable law in a banking services environment.
- Demonstrate an understanding of how banks and other financial services providers operate in the financial system.
- Demonstrate knowledge and insight into the products and services offered by banks and related financial services providers.
- Apply knowledge and skill to operate responsibly in a selected discipline within the banking services sector.

## PROGRAMME STRUCTURE

Module name	Offered in	NQF Level	Credits	Compulsory/ Elective
Regulation and Compliance in the Banking Industry RCBI02-5	Both semesters	5	20	Compulsory
Fundamentals of Retail Banking FURB02-5	Both semesters	5	20	Compulsory
Customer Service and Communication CSCO01-5	Both semesters	5	24	Compulsory
Introduction to Sales ISAL01-5	Semester 2	5	20	Electives: choose 3
Fundamentals of Economics FECO02-5	Semester 1	5	20	
Introduction to Business Management INBM02-5	Both semesters	5	20	
Personal and Small Business Credit PRED02-5	Semester 1	5	20	
Principles of Accounting ACCP02-5	Both semesters	5	20	
Fraud Detection FRAD01-5	Semester 2	5	16	

Please note that the module *The Future of Banking FUTBAN-OS* will be available to students as a stand-alone module.

## MODULE DESCRIPTIONS

### Compulsory

#### **Customer Service and Communication CSC001-5**

The purpose of this module is to educate students on how to deliver professional customer service and communicate effectively with internal and external customers. Students will learn how to deal with different types of customers in their daily work environment, as well as how to fulfil customer expectations and what is regarded as an acceptable service standard for customers.

#### **Fundamentals of Retail Banking FURB02-5**

The purpose of this module is to introduce students to banking in South Africa, and the different banking products and services that are available, including its pricing and interest. It also includes an introduction to short-term and long-term insurance products. It further discusses the relationship between banks and their customers, and how customers are categorised in order to understand which banking products will suit each individual's needs.

#### **Regulation and Compliance in the Banking Industry RCBI02-5**

This module sets out the key legislative Acts applicable to the banking sector, and further applies relevant risk and compliance methodologies. The module will assist you in understanding how regulatory compliance is managed within the banking sector and provides an overview of the main regulatory Acts that impact on the banking sector. As an employee within the financial sector, the responsibility for complying with these Acts rests on all employees of the organisation.

### Electives

#### **Fraud Detection FRAD01-5**

The student is introduced to principles that can be applied in order to prevent fraud. The module also covers the indicators that students need to be aware of in the workplace, in order to detect fraud. Students will also be familiarised with the steps to be followed once fraud has been detected. *This module is only offered in semester 2.*

#### **Fundamentals of Economics FECO02-5**

This module will introduce students to the basic fundamentals of economics, including an introduction into micro- and macroeconomics. It will enable students to suggest suitable financial products by applying the basic principles of investment. *This module is only offered in Semester 1.*

#### **Introduction to Business Management INBM02-5**

This module introduces the students to the fundamental principles of management and the essential skills and competencies needed for effective management. Students are exposed to the primary management tasks of planning, organising, leading and controlling. Supporting management tasks such as communication, motivation and delegation are also covered. Further, students are introduced to how these management competencies and tasks are applied across management functions; notably, operations, financial, marketing, and human resources management.

### **Introduction to Sales ISAL01-5**

This module positions the organisational structure of a bank and the interdependence between branches and other sales functions and will assist the sales consultant to create a tool kit of sales techniques, process and sales management tools for the purpose of self-development and improvement. *This module is only offered in semester 2.*

### **Personal and Small Business Credit PRED02-5**

The purpose of this module is to give students an overview of fundamental issues of bank credit. A student who has not yet worked in credit will be introduced to the topic. This introduction entails legal aspects of bank credit, a bank's credit function and credit-granting cycle, basic principles of lending, forms of lending, affordability and willingness to repay/repayment ability. *This module is only offered in semester 1.*

### **Principles of Accounting ACCP02-5**

This module introduces students to the basic principles of accounting. The double-entry principle and accounting equation are addressed. In addition, students are introduced to different types of journal entries, ledger accounts and bank reconciliation statements. Different types of financial statements are also introduced.

### **CPD Course**

#### **The Future of Banking FUTBAN-OS**

The purpose of this short course is to provide you with an understanding of the future of banking. The module is structured into six topics, which include discussing opportunities and challenges for the future of banking, evaluating how the role of the typical banker will change, as well as explaining possible steps that a banker can take to prepare for the future of banking.

The module will assist you in being prepared for what the future of banking entails and being future-fit in a constantly changing banking environment.

### **ADMISSION REQUIREMENTS**

For entry into the Higher Certificate, candidates require a Senior Certificate (SC) or a National Senior Certificate (NSC), as certified by Umalusi, with a minimum mark of 40% in English, the language of instruction at Milpark Education.

#### **Other certificates**

Any applicant who has a certificate other than a South African National Senior Certificate has to provide:

- a SAQA Certificate of Equivalence, if they want to enrol for a Higher Certificate, Advanced Certificate, Diploma or Postgraduate qualification ([www.saqa.org.za](http://www.saqa.org.za))
- or a USAF Exemption Certificate, if they want to enrol for a Bachelor's degree (<https://mb.usaf.ac.za/>).

## Recognition of Prior Learning (RPL) applications

Milpark admits a small number of students onto its programme via Recognition of Prior Learning (RPL). Applicants interested in applying via RPL will be considered individually by the relevant Dean.

## MODE OF DELIVERY

The following mode is available for this specific programme: Distance learning (DL).

## ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative and summative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the above online facilities is essential for efficient communication, learning and success. The student will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive assignments.

Summative assessments (exams) and selected formative assessments will be invigilated remotely with well-proven online proctoring services. Students will need to use their own device and ensure that they have the minimum system requirements in place.

## Minimum system requirements

1. Reliable broadband internet access
2. Firefox/Chrome/Edge web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/cellphone for notification and communication.
7. Access to video-conferencing technology, such as Skype/Zoom.

For remotely proctored exams, students need their own device (laptop, Mac or desktop) with the following minimum system requirements in place:

	<b>Windows</b>	<b>Mac</b>	<b>Linux</b>	<b>Chrome OS</b>
Operating System	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM	2 GB <sup>1</sup>	2 GB <sup>1</sup>	2 GB <sup>1</sup>	1 GB <sup>1</sup>
Upload Speed	0.092 Mbps - 0.244 Mbps <sup>2</sup>			
Microphone	Any Microphone, either internal or external <sup>3</sup>			
Webcam	320x240 VGA resolution (minimum) internal or external <sup>3</sup>			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

## STUDENT SUPPORT

### Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to make reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications) to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

### Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark (myCourses)*.

## RULES OF PROGRESSION

Students are required to complete three compulsory modules and three elective modules. Students require 120 credits to complete the qualification.

## ASSESSMENT

Formative assessment contributes 30% to the final mark and consists of a combination of assignments and tests. The exact formative structure per module will be communicated to the student at the start of the semester.

Students will complete a final, summative assessment per module at the end of each semester, which contributes 70% towards the final mark. Students need to obtain a sub-minimum mark of 40% in the final, summative assessment and an overall mark of 50% in order to pass the module.

## DURATION

Distance-learning students have a minimum of one year and a maximum of five years to complete this qualification.

## CERTIFICATION

On successful completion of the qualification, the student will receive a Higher Certificate in Banking Services, NQF Level 5 (credits: minimum of 120). The Higher Certificate in Banking Services is accredited by the Higher Education Quality Committee of the Council on Higher Education (CHE).

## FURTHER STUDIES

Milpark Education is committed to the process of lifelong learning and opening access to higher education. The programme is at NQF level 5 and will provide for articulation options to an Advanced Certificate in Banking Services at NQF level 6, narrowly. Over and above that, the qualification will also enable students to articulate into a Diploma in Banking at NQF Level 6 or a BCom (NQF level 7) with majors in Banking, Credit or Banking and Investment Management. Beyond Milpark Education, the qualification should articulate into other qualifications in the relevant fields of banking or business management.

A student who transfers from one to another qualification within Milpark Education may be given credit for some modules successfully completed. Certain credits completed on the Higher Certificate in Banking Services may be acknowledged for certain Diploma in Banking or BCom in Banking modules. A student who wishes to transfer to another tertiary-level institution should be able to apply for exemption from the relevant modules already passed at Milpark Education.

## PRICING

All module fees include one round of formative and summative assessments (supplementary exams excluded). Milpark provides its own study material on this qualification, which is included in the module fee.

## DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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