

QUALIFICATION: Diploma in Banking (SAQA ID 90909, NQF LEVEL 6)
MODE OF DELIVERY: DISTANCE LEARNING (Claremont)

DESCRIPTION AND PROGRAMME PURPOSE

The Diploma in Banking is an entry-level Higher Education (HE) qualification designed to equip students with the knowledge and skills to operate successfully and professionally in the banking environment.

The South African banking sector is 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.

Employment in the banking sector is highly sought after. The field has a strong professional image and offers a variety of opportunities for growth in an exciting and challenging environment, with opportunities for international exposure. The purpose of the Diploma in Banking is to create specialists in a relevant field of expertise in banking, rather than focusing on broadening knowledge. The Diploma in Banking qualification will allow individuals either to make a career move into Corporate Banking or to become a specialist in banking sales or credit management. With this, students can fast-track their career as specialists in the sector. The qualification can also be used as a stepping stone into the BCom with major in Banking or Credit or into an Advanced Diploma.

The curriculum is designed to ensure that students are knowledgeable about the context in which the banking industry operates. Throughout the programme, a general understanding of banking concepts, on different difficulty levels, is built. Moreover, the ethical and risk management debate is covered, taking into consideration the legal background in which the sector operates. Students are also taught appropriate skills and knowledge in order to operate in a specific field at a senior level of an organisation. For one of the specialisations, an introduction into the corporate banking environment is provided.

The Diploma in Banking 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:

- matriculants or students with a first NQF Level 5 Certificate in a business- or commerce-related field, who would like to enter the banking arena and build a career for themselves, while at the same time specialising in certain fields of banking.
- an employed person wishing to enhance, develop or formalise his skills and knowledge with a qualification that allows for a specialisation in different fields within the banking sector.

PROGRAMME OUTCOMES

Successful completion of this qualification should enable the student to:

- Demonstrate an understanding of general banking concepts at an introductory and intermediary level.
- Demonstrate an understanding of the basic principles of law in a banking environment, as well as financial legislative requirements.
- Demonstrate knowledge and insight into ethics and risk management within the financial services industry.
- Apply knowledge and skill to operate successfully and professionally in a selected field within the banking sector.

PROGRAMME STRUCTURE

Module name	Offered in	NQF Level	Credits	Compulsory/ Elective
Year 1				
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
Principles of Accounting ACCP02-5	Both semesters	5	20	Elective
Introduction to Business Management INBM02-5	Both semesters	5	20	Elective
Personal and Small Business Credit PRED02-5	Semester 1	5	20	Elective
Principles of Microeconomics PMIC02-5	Both semesters	5	20	Elective
Customer Service and Communication CSCO01-5	Both semesters	5	24	Elective
Introduction to Sales ISAL01-5	Semester 2	5	20	Elective
Year 2				
Module name	Offered in	NQF Level	Credits	Compulsory/ Elective
Bank Management BAMA01-6*	Both semesters	6	25	Compulsory
Banking and Business Law BBLA01-6*	Both semesters	6	30	Compulsory
Applied Financial Accounting AFAC02-6*	Both semesters	6	20	Elective
Operations Management OMAN02-6*	Both semesters	6	15	Elective
Business Credit BCRE01-6*	Semester 2	6	20	Elective
Credit 2B CRED2B-6*	Semester 2	6	20	Elective
Principles of Macroeconomics POME02-6	Both semesters	6	15	Elective
Intermediate Macroeconomics INME02-6	Both semesters	6	15	Elective
Financial Management 1 FINM02-6*	Both semesters	6	20	Elective
Principles of Human Resource Management HRMA01-6	Both semesters	6	20	Elective
Sales Management SMAN02-6*	Semester 1	6	20	Elective
Project Management PROM02-6*	Both semesters	6	20	Elective
Year 3				
Equities EQUT02-6	Semester 1	6	17	Compulsory
Risk Management in Banking RMIB01-6	Both semesters	6	21	Compulsory
Technology and Innovation Management TIMA01-7	Semester 2	7	20	Compulsory
Financial Reporting FINR01-6*	Both semesters	6	15	Elective
Financial Markets FMAR01-7*	Semester 2	7	20	Elective
Global Banking Operations GBAO01-7*	Semester 2	7	23	Elective
General Management GMAN01-7*	Both semesters	7	16	Elective
Financial Management 2 FINM02-7*	Both semesters	7	15	Elective
Marketing Management Practice PMAR01-6*	Both semesters	6	20	Elective
Sales and Marketing Strategy SMST01-7*	Semester 2	7	23	Elective

* Check for prerequisites

ELECTIVE COMBINATIONS

Year 1	Year 2	Year 3
Option A: Introduction into corporate banking (minimum number of credits: 360, depending on elective choice)		
Principles of Accounting ACCP02-5	Applied Financial Accounting AFAC02-6	Financial Markets FMAR01-7
Principles of Microeconomics PMIC02-5	Principles of Macroeconomics POME02-6	Global Banking Operations GBAO01-7
Introduction to Business Management INBM02-5	Financial Management 1 FINM02-6	Operations Management OMAN02-6 OR
Personal and Small Business Credit PRED02-5	Intermediate Macroeconomics INME02-6	Marketing Management Practice PMAR01-6
	Business Credit BCRE01-6	
120 credits	145 credits	116 or 121 credits

Option B: Sales management

(minimum number of credits: 360, depending on elective choice)

Introduction to Business Management INBM02-5	Project Management PROM02-6	General Management GMAN01-7
Introduction to Sales ISAL01-5	Sales Management SMAN02-6	Sales & Marketing Strategy SMST01-7
Customer Service and Communication CSCO01-5	Principles of Human Resource Management HRMA01-6	Financial Markets FMAR01-7
Principles of Microeconomics PMIC02-5	Principles of Macroeconomics POME02-6 AND Operations Management OMAN02-6	
124 credits	145 credits	117 credits

Option C: Credit management

(minimum number of credits: 361, depending on elective choice)

Principles of Accounting ACCP02-5	Applied Financial Accounting AFAC02-6	Financial Reporting FINR01-6
Principles of Microeconomics PMIC02-5	Business Credit BCRE01-6	Financial Management 1 FINM02-6
Personal and Small Business Credit PRED02-5	Credit 2B CRED2B-6	Financial Management 2 FINM02-7
Introduction to Business Management INBM02-5	Principles of Macroeconomics POME02-6	Financial Markets FMAR01-7
120 credits	135 credits	128 credits

MODULE DESCRIPTIONS

Compulsory

Bank Management BAMA01-6

This module will introduce students to bank financial statements and how banks generate money. It will also touch on some other specialist banking topics suitable for this NQF level such as, for example, capital requirements and asset-liability management. *Regulation and Compliance in the Banking Industry RCBI02-5* and *Introduction to Retail Banking INRB02-6* are prerequisites for this module.

Banking and Business Law BBLA01-6

This module is aimed at providing an overview of the legal position in South Africa with reference to commercial law, and introducing further concepts in banking law (after the foundation has been laid in the Higher Certificate). It covers the principles of contracts concluded in the commercial environment and a basic knowledge of the fundamental principles of contract law. It provides an overview of different business/corporate entities and how they legally interact with banks, and differentiates between legal and non-legal activities of businesses. It also covers the different types of security and business rescue and insolvency. *Regulation and Compliance in the Banking Industry RCBI02-5* is a prerequisite for this module.

Equities EQUT02-6

This module introduces the students to the basics of investment management by covering financial markets and efficiency, indices, features, instruments and valuations of equities, as well as technical analysis. An introduction to industry is given and company analysis is discussed, and students are equipped with analytical skills. The quantitative nature of the module requires mathematical appreciation. *This module is only available in Semester 1.*

Fundamentals of Retail Banking FURB02-5

The purpose of this module is to introduce students to banking products and services. It includes an introduction to banking, product insurance, pricing, and interest. 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 introduces students to the legislation that governs the South African banking industry, and provides an introduction into risk management and compliance in the banking industry, as well as fraud and regulatory compliance in terms of FAIS, FICA, POPI, CPA, the Banks Act and TCF. Students will also be introduced to the basic aspects of the NCA that are applicable to banking as per the NCR.

Risk Management in Banking RMIB01-6

This module focuses on risk management in the banking environment. It introduces students to the general concepts of the risk management process and different risks that banks face and how to manage them. The purpose of this module is to provide critical knowledge and understanding of various types of risk in the banking

services industry, and to develop the practitioner's skills and ability to apply principles and techniques in order to make informed decisions in relevant work situations.

Technology and Innovation Management TIMA01-7

The module aims to equip students with the generic knowledge base needed to manage the introduction or change of technology, its impact on the organisation's operations, and ultimately, on the attainment of organisational objectives. Key themes canvassed in the module include the strategic importance of innovation and technology management, managing disruptive change and harnessing the technology lifecycle.

Electives

Applied Financial Accounting AFAC02-6

This module builds on the introductory *Principles of Accounting ACCP02-5* module. Students will learn about the different types of trade entities and their unique accounting needs. It also introduces the concepts of VAT and depreciation. On successful completion of this module, students will be able to do forecasting, prepare reports and analyse the different financial statements. *Principles of Accounting ACCP02-5* is a prerequisite for this module.

Business Credit BCRE01-6

On completion, the student will be able to operate in a business credit environment. In this module, the student will be exposed to concepts such as credit risk; ratio analysis; assessing a company's working capital needs, security and collateral; credit proposals and evaluations; credit policies, as well as an introduction to troubled lending and problem accounts. *Personal and Small Business Credit PRED02-5* and *Applied Financial Accounting AFAC02-6* are prerequisites for this module. *This module is only on offer in Semester 2.*

Credit 2B CRED2B-6

On completion, the student will be able to operate in a more difficult/advanced credit or commercial environment. The student will be exposed to concepts such as the cost of capital, M & A, specialist loan products, credit portfolios/debtor's books, write-offs, insolvencies, business rescue and how the Basel Accords are applied in the banking environment. *Business Credit BCRE01-6* is a prerequisite for this module. *This module is only on offer in Semester 2.*

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.

Financial Management 1 FINM02-6

This module introduces students to the fundamentals of financial management. It explores the purpose of financial management, the role of the financial manager, and the interaction between financial management and other disciplines. The module equips students with the necessary tools to analyse financial statements, appraise

investment opportunities, identify appropriate sources of funds for a business, and manage working capital in a business. *Financial Management 1 FINM02-6* provides the foundation for further studies in corporate finance and other related modules. *Principles of Accounting ACCP02-5* is a prerequisite for this module.

Financial Management 2 FINM02-7

This module develops further the concepts introduced in *Financial Management 1 FINM02-6*. It exposes students to the valuation of financial assets, further issues in capital budgeting (such as capital rationing and risk in capital budgeting), mergers and acquisitions, leasing decisions, and financial management in a global environment. *Financial Management 1 FINM02-6* is a prerequisite for this module.

Financial Markets FMAR01-7

The purpose of this module is for students to gain insight into the operation of the South African financial system with reference to money market instruments, capital or bond market, share market, foreign exchange market, derivatives, term structure of interest rates, efficient market hypothesis, insurance and retirement funds. We would like to make students aware that the content of and assessments for this module consists primarily of calculations, based on the topics at hand. *Bank Management BAMA01-6* is a prerequisite for this module. *This module is only on offer in Semester 2.*

Financial Reporting FINR01-6

This module is a continuation of certain *Applied Financial Accounting AFAC02-6* topics. The purpose of this module is to enable and equip the student to prepare financial statements for different types of entities and disclosure requirements thereof. We also discuss these important International Financial Reporting Standards (IFRSs), i.e. Conceptual Framework for Financial Reporting, Property Plant and Equipment (PPE), Inventory and Revenue. *Applied Financial Accounting AFAC02-6* is a prerequisite for *Financial Reporting FINR01-6*.

General Management GMAN01-7

This module builds on the fundamental principles of business management learnt in earlier modules in the first and second years of your study. It aims at developing general management competencies in areas such as planning, organisational structure, decision-making, teamwork, leadership and motivation. It also aims at firming your appreciation of critical and contemporary management issues, such as ethics, corporate social responsibility and workforce diversity. The emphasis lies in the integration of these diverse competencies and skills sets to enable you as emerging manager to function effectively in a dynamic business environment. *Operations Management OMAN02-6* is a prerequisite for this module.

Global Banking Operations GBAO01-7

The purpose of this module is to introduce students to aspects of international banking and the international monetary system. It introduces students to the concept of international trade, and the structure and goals of central banking both in South Africa and in the USA. Students will be exposed to monetary policy systems and policies through case studies. Students will be required to evaluate different international banking products that banks could sell in specific situations, based on an understanding of the workings of foreign exchange. Furthermore, an understanding of strategies for global banking risks will be needed. The course will end off with

a review of the potential impact of the latest global financial technology developments on banks. *Bank Management BAMA01-6* is a prerequisite for this module. *This module is only on offer in Semester 2.*

Intermediate Macroeconomics INME02-6

This module is aimed at providing students with an understanding of the central concepts of macroeconomics. The students gain a conceptual and contextual understanding of macroeconomic events, as well as policy issues such as the balance of payments, unemployment and inflation. Intellectually, students will be prepared to engage in analysis, interpretation and application of knowledge relating to macroeconomic principles. The course will also prepare students for further study in economics. *Principles of Microeconomics PMIC02-5 is a prerequisite for this module.*

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 on offer in Semester 2.*

Marketing Management Practice PMAR01-6

The purpose of this module is to provide a holistic picture of the field of marketing management and the resultant marketing strategies that can be implemented to obtain a competitive advantage. The module provides more insight into the context of the contemporary marketing landscape and presents students with a structured approach to developing a marketing plan. Topics include an analysis of the marketing environment, market targeting and positioning, as well as strategies that can be implemented to obtain a competitive advantage. *Introduction to Business Management INBM02-5 is a prerequisite for this module.*

Operations Management OMAN02-6

The purpose of this module is to provide students with essential knowledge of how operations management designs for and operates in productive systems. Emphasis is placed on strategic operations management, supply chain management, project management, process design, forecasting, inventory management, materials requirement planning, scheduling, and quality control. *Introduction to Business Management INBM02-5 is a prerequisite for this module.*

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 on offer 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.

Principles of Human Resource Management HRMA01-6

This module consists of a detailed look at the Human Resource Value Chain. Students will be introduced to HR activities that include attracting, motivating, engaging, developing, retaining and performing Strategic HR planning, aligned to the overall business strategy. Through linking with the HR value chain, the management of employees will become a vital link to sustaining competitive advantage. The aim of the module is to develop students who will conduct these activities in a consistent, fair and effective manner while taking the framework of the South African environment into consideration.

Principles of Macroeconomics POME02-6

Macroeconomics focuses on the economy as a whole. The economic system is studied as a total with special attention paid to aggregate economic behaviour and aggregate economic performance. In order to do this, students will be introduced to topics such as total production, income and expenditure, economic growth, unemployment, inflation and the balance of payments. Through linking economic action on a microeconomic level (the individual), with economic action on a macroeconomic level (all the individuals added together) we develop an overall view of the economy. The aim of this module is to develop students' understanding of the structure and performance of the South African economy.

Principles of Microeconomics PMIC02-5

This module aims to introduce students to the study of economics as a whole, including microeconomic theory and its application to economic analysis. Economic principles are then applied to a wide range of individual and business applications in order to provide a solid grounding in microeconomics. The module emphasises the importance of price mechanism, as well as consumer and producer equilibrium in an economy. It also provides a basic understanding of the different market structures that exist. Economic concepts, tools and techniques will be evaluated as explanations of economic behaviour.

Project Management PROM02-6

This module covers the application of fundamental management principles in the management of projects. It runs along the well-known Project Management Body of Knowledge (PMBoK). All the well-known knowledge areas and processes of project management are given detailed treatment. This is further reinforced by the extensive use of case studies and practical scenarios to bring theoretical concepts to life. *Introduction to Business Management INBM02-5* is a prerequisite for this module.

Sales and Marketing Strategy SMST01-7

The purpose of this module is to equip students to operate professionally in a senior sales and marketing management role. This module will cover strategy, core strategy tools, types of strategy schools of thought, link between corporate and marketing strategy, use of different marketing/strategy tools, and understanding of sales and marketing strategy implementation. This module will further provide students with an understanding of strategy in a sales and marketing environment and how this can be applied in the banking industry. *Marketing Management Practice PMAR01-6* is a prerequisite for this module. *This module is only on offer in Semester 2.*

Sales Management SMAN02-6

It is acknowledged that the contemporary sales executive has to do more than just push a product. The focus has shifted to the customer. In the relationship, persuasion and influence play a role. The object of a sale is for the customer to make a value exchange. The purpose of this module is to introduce students to more advanced sales techniques such as leadership, relationship management, and planning in the financial services industry. This will enable students to improve their performance in a sales management role in a banking services environment. *Introduction to Sales ISAL01-5* is a prerequisite for this module. *This module is only on offer in Semester 1.*

ADMISSION REQUIREMENTS

In order to determine the curriculum for which a student may register, the Milpark Education points system applies:

If the student matriculated in 2007 or earlier

Candidates who matriculated in 2007 or earlier require:

A Senior Certificate with matriculation endorsement/exemption for diploma studies. Candidates who have a Senior Certificate but who do not meet the matriculation endorsement/exemption requirements stated above, may apply to Universities South Africa (USAF), for mature age exemption (<https://mb.usaf.ac.za/>).

If the student matriculated in 2008 or later

For entry into the Diploma, candidates require a National Senior Certificate (NSC) with a minimum of 40% in four NSC 20-credit subjects, including English as the language of instruction, as certified by Umalusi.

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)
- 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

Students are required to select their mode of study on admission. Please note that there are mode factsheets available that explain each mode in detail.

A change of mode will only be allowed in specified circumstances. An application has to be submitted to the Academic Committee for consideration.

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

ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative 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. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

Minimum system requirements

1. Reliable broadband internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

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 seven compulsory modules and 12 elective modules, depending on the elective combination option chosen. Students require a minimum of 360 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 three years and a maximum of nine years to complete this qualification.

CERTIFICATION

On successful completion of the qualification, the student will receive a Diploma in Banking, NQF Level 6 (credits: minimum of 360). The Diploma in Banking 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 6 and will provide for articulation options into NQF level 7 programmes. Narrowly, students may articulate to an Advanced Diploma. Students may also articulate to degrees, e.g. a BCom.

A student who transfers from one qualification to another within Milpark Education may be given credit for some modules successfully completed. Beyond Milpark Education, this qualification should articulate with other qualifications in the relevant fields of banking or business management.

A student who has completed certain modules on this qualification at Milpark Education and who wishes to transfer to another tertiary-level institution, should be able to apply for exemption from relevant modules on the basis of the modules that have been passed at Milpark Education.

PRICING

All module fees include one round of formative and summative assessments (supplementary examinations excluded). Module fees do not include the cost of prescribed textbooks, which will be for the student's own account. The prescribed book list will be available on the Milpark website under the relevant qualification documents and on *myMilpark* on registration.

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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