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**QUALIFICATION: FOUNDATIONS IN RETAIL BANKING FORB01-OS**  
**MODE OF DELIVERY: ONLINE**

## DESCRIPTION

### PROGRAMME PURPOSE

This course is aimed at individuals who are new to the retail banking sector, or who intend to move into a client-facing role, and need to understand banking products and services.

Once you have successfully completed this course, you will understand:

- how banking and its operations fit into the bigger financial services sector picture in order to enable you to operate more efficiently.
- how the relationship between banks and customers will affect you in your role as a banker.
- how the different types of banking products and services can be matched to clients' needs on the basis of their features and benefits.
- how you can use knowledge of the latest trends and developments in the banking environment to offer better advice to clients.

### PROGRAMME OUTCOMES

Once you have successfully completed this course you will be able to:

1. Demonstrate an understanding of the nature of banking operations and how they fit into the South African financial services sector.
2. Demonstrate insight into the nature of the relationship between banks and their customers.
3. Distinguish the different types of basic banking products on the basis of features, benefits, structure and client needs addressed.
4. Re-evaluate the latest trends and developments in the banking environment.

This course is aimed at individuals who are new to the retail banking sector or those who intend to move into a client-facing role and need to understand banking products and services.

This course will also benefit individuals who:

- have just joined a bank and need to expand on their retail banking product knowledge.
- work in a non-facing customer environment at a bank and are striving to become a customer consultant.
- work in the financial services sector, but not in a traditional bank and need an introduction into retail banking.
- work as a consultant or auditor and need to understand the retail banking industry and its products.
- are employed in a regulatory field and need knowledge of retail banking products and services.

## **PROGRAMME STRUCTURE**

The following key topics are covered in the course:

- An introduction to banking in South Africa
- The South African Financial Services Sector
- South African banking products
- South African banking services
- Current trends in the South African banking industry.

## **MODULE DESCRIPTIONS**

Online Short Course: Foundations in Retail Banking FORB01-OS

## **ADMISSION REQUIREMENTS**

Open enrolment, but literacy at an NQF level 4 or equivalent is recommended.

### **English proficiency**

Foreign applicants whose first language is not English are required to provide proof of proficiency in English prior to admission to the qualification. Foreign students who do not hold a South African matric certificate must present a matric verification from the South African Matriculation Board on application.

## **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 direct students 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 internet connection with continuous access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. The means to open and read PDF documents
5. The means to scan and upload documents
6. Email/cellphone for notification and communication.

## **STUDENT SUPPORT**

### **Library access**

The Milpark Library now 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 to the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via Emerald (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)*.

## **ASSESSMENT**

An integrated approach to assessment is applied. The practical nature of the course is emphasised in all assessments.

The following are examples of assessments/activities that you could be exposed to during your course:

- Online quiz or online test
- Individual and/or group assignments with open-ended questions
- Online discussion forums with other students and your course lecturer
- Watching videos and summarising the main points
- Reading and engaging with study material, articles or information on websites
- Researching a specific topic and summarising your findings.

The exact structure of your assessments will be communicated to you in a detailed assessment plan when the course commences. A minimum final mark of 50% will be required in order to complete the course successfully.

## **DURATION**

This course will be structured over a period of four weeks, running from Tuesday to Monday every week.

## **CERTIFICATION**

A short course certificate of completion will be issued, provided that you meet the minimum requirements for certification for this specific course.

## **FURTHER STUDIES**

Students who have successfully completed this short course certificate may articulate onto other short courses. Students may at any time apply for admission to any of Milpark's further or higher education qualifications, where they may be admitted, subject to the admission requirements of each qualification.

## **PRICING**

The course fees include access to the online environment (including library services) for the full duration of the course, all study material, access to the lecturer online and one cycle of assessments.

## **DISCLAIMER**

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the course 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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