



QUALIFICATION

Higher Certificate in BANKING SERVICES

(SAQA ID: 90843; NQF Level 5)

Mode of Learning

Distance Learning

**We've got you.
You've got this.**

1 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**.

Learn More

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 continual drive in the **sector to employ qualified individuals**, or to upskill internal staff, **based on 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 become familiar with 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 and fraud. In this way, students are introduced to an exciting area of **banking as a stepping stone** to a future career in the financial services industry.

**We've got you.
You've got this.**

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 **given appropriate skills** and knowledge in order to operate in a specific field in an entry-level environment of the organisation.

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.



2 Who Should Enrol

The programme would be suitable for:

01

A **school-leaver** who wishes to enter a junior position in banking services.

02

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**.

03

An **employed person wishing to enhance**, develop or formalise his/her skills and **knowledge with a qualification** in this area.

3 Programme Outcomes

Successful completion of this qualification should enable the student to:

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

4

Programme Structure

Module name and code	NQF	Credits	Compulsory/ Elective
Customer Service and Communication CSC001-5	5	24	Compulsory
Fundamentals of Retail Banking FURB02-5	5	20	Compulsory
Regulation and Compliance in the Banking Industry RCBI02-5	5	20	Compulsory
Principles of Accounting ACCP02-5	5	20	Electives: choose 3
Fundamentals of Economics FECO02-5	5	20	
Fraud Detection FRAD01-5	5	16	
Introduction to Sales ISAL01-5	5	20	
Personal and Small Business Credit PRED02-5	5	20	

Kindly note

Note 1: Modules are offered in **semesters or cycles**. The duration of semesters is **approximately six months**, and cycles are approximately two months (six to eight weeks). Please refer to the website for a detailed timetable and close of registration dates.

Kindly note

Note 2: **Students who elect to do cycle modules** are only permitted to register for one module per cycle. In other words, students may not register for two modules that run in the same cycle; they must complete one cycle module at a time. **However, students may combine** cycle and semester-based modules.

5

Mode of Learning

The programme will be offered via **Distance Learning (DL)**. DL is our more traditional, flexible study mode designed for independent learners who prefer minimal online engagement.

Students in this mode primarily rely on textbooks and study guides, with access to supplementary online resources via our learning platform. **DL supports self-paced** learning and is ideal for students with limited internet connection, or those who prefer offline study. **While lecturer support is available**, interaction is less frequent as compared to other modes, allowing **students to manage** their time and progress independently.

Compulsory

Customer Service and Communication
CSCO01-5

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.

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 their pricing and interest. It also includes an introduction to short-term and long-term insurance products. Furthermore, it 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.

Fundamentals of Retail Banking
FURB02-5
Regulation and Compliance in the Banking Industry
RCBIO2-5

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. The **responsibility for complying with these Acts** rests on all employees of an organisation.

We're online.
We've got space.



Electives

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 Accounting
ACCP02-5

Fundamentals of Economics
FECO02-5

This **module introduces students to the basic fundamentals** of economics, including an **introduction to micro-and macroeconomics**. It will enable **students to suggest suitable financial products** by applying the basic principles of investment.

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, to detect fraud. Students will also be familiarised with the **steps to be followed once fraud has been detected.**

Fraud Detection
FRAD01-5

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.**

The **purpose of this module is to provide** students with the necessary background to legal **aspects of providing credit**, credit risk management, the credit-granting cycle, basic principles of lending, forms of lending, affordability calculations and repayment ability. **Credit providers must understand the underlying** credit risk they face, and take a systematic approach to assess the risk to the **advantage of both the credit provider and credit receiver.**

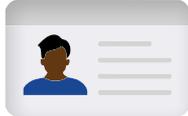
Personal and Small Business Credit
PRED02-5

7

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 at least a pass in English, the language of instruction at Milpark Education.

Applicants must, at a minimum, submit the following **documents** with their application:



Copy of South African 13-digit identity document
or valid passport.



Copy of Matric/National Senior Certificate OR
international school leaving certificate with **SAQA**
Equivalence Certificate

Kindly note

The **documents listed above** represent the minimum requirements. Applicants may be asked to provide **additional supporting documentation** if further evidence is needed. Applicants are encouraged to provide all **supporting documentation** at the time of applying to avoid unnecessary delays in the processing of their application.

Other / International certificates

Further to the requirements for admission already stated above, foreign nationals or South African nationals **seeking to apply for admission onto the qualification based** on a non-South African/foreign tertiary qualification, must obtain, and submit to Milpark, a **Certificate of Equivalence from the South African Qualifications Authority (SAQA)** (www.saqqa.org.za).

Applicants with foreign senior school leaving certificates, who have already completed the equivalent of a South African Grade 12, are required to submit their SAQA Certificate of Equivalence at the time of applying online for the Milpark Higher Certificate.

Foreign nationals **residing in South Africa on a temporary visa must** provide proof from the **South African Home Affairs offices** that they are permitted to study and **enrol for studies at tertiary level**.



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 **Programme Oversight Manager**. Applicants who do not meet all the required admission criteria, but who have extensive work experience **in the banking industry or financial sector**, may apply in terms of **Milpark's Recognition of Prior Learning Policy**. However, admission on these grounds is limited. RPL applicants must have a minimum of **five years** of employment experience in the banking or financial sector industry and demonstrate potential to complete the programme.

For the RPL process to be entered into between Milpark Education and an applicant, the following criteria must be met:

[Learn More About The RPL Requirements](#)

8 Mode of Delivery

The **Department of Higher Education and Training** has registered the programme, and the Council on Higher Education has accredited the programme for **delivery via distance learning**.

[Learn More](#)



Distance
Learning



9

Access to Technology

Through the *myMilpark* and *myCourses* **online tuition** and support environments, students have **access to all course materials** (including formative and summative assessments), discussion opportunities, administrative **services and a wealth of external resources**.

Minimum requirements to study online and complete assessments and online proctored assessments

A laptop or personal computer (PC) with one of the following operating systems:



Windows 10+



macOS 10.11+



Ubuntu 18.04+



Chrome 58+



Continuous (daily) access to a **stable internet connection** with an upload and download speed of at least 5 Mbps.



A **camera/webcam** (720p resolution)



Speakers and a microphone **OR** headphones



2GB free **RAM** (memory)



250MB **free disk space**

[View Technical Requirements](#)

[How To Check Your RAM](#)

10

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), Emerald, 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

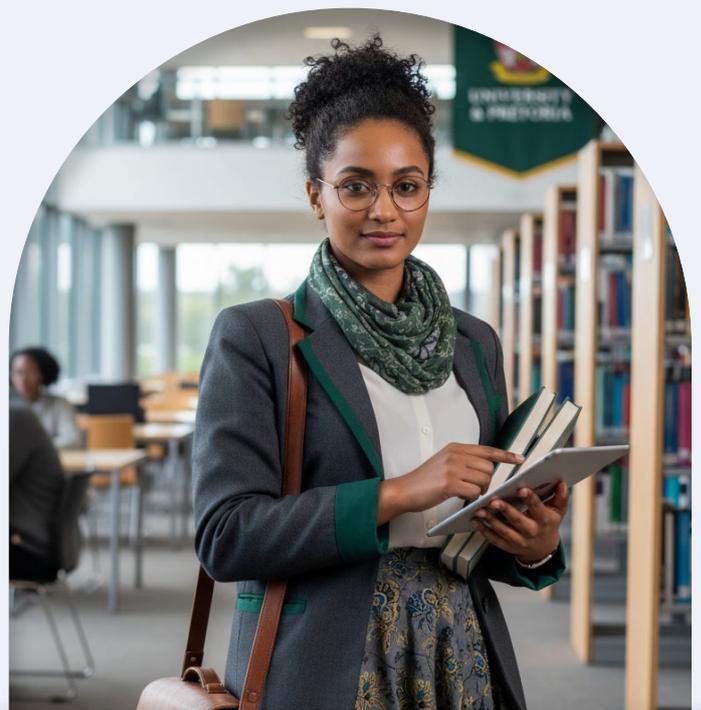
Comprehensive student support services are available. Students are provided with administrative support by Student Services. **To assist with understanding** content, students have access to tutors whom they can contact individually. Students who experience study and/or **personal problems have access**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

All support services are available to registered students via myMilpark (myCourses).

11

Rules of Progression

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



12

Assessment

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

Students will complete a **final summative assessment per module** at the end of each semester or cycle, 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.

13

Duration

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

14

Certification

Upon 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).



**We've got you.
You've got this.**

15 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 **BCom or BBA (NQF level 7) with majors in Banking, Credit, Compliance and Risk Management 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 **BCom/BBA 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.

16 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**.

17 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**.

Website:

www.milpark.ac.za

[Apply Now](#)

Enquiries

Tel: (086) 999-0001

Deneb House

3rd Floor | 368 Main Road

Observatory | Cape Town

7925 | PO Box 44235

Claremont | 7735

M

**We've got you.
You've got this.**

[in](#) [f](#) [@](#) [d](#)