



# QUALIFICATION

Higher Certificate  
(SAQA ID 90843, NQF LEVEL 5)

## Higher Certificate in **BANKING SERVICES**



**Mode of Delivery:**  
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.

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 the regulatory and supervisory requirements.

## Learn More

However, **banking as an industry** has been widely disrupted for a while already, and this is expected to continue. With **major technological advancements** come 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 steppingstone to a future 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 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:



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/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 an 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.



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

## 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)**. Refer to the website for a detailed timetable and close of registration dates.

## Note 2

Students who **select 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.

## Compulsory

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.

**Customer  
Service and  
Communication  
CSCO01-5**

**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 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.

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.

**Regulation and  
Compliance in  
the Banking  
Industry  
RCBIO2-5**

## Electives

**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.



This module introduces students to the **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.

**Fundamentals  
of Economics  
FECO02-5**

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

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 Business  
Management  
INBM02-5**

**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**

**We're online.  
We've got space.**

# 6

## 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.

[Learn More](#)



### 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.saqa.org.za](http://www.saqa.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.

[Learn More about Recognition of Prior Learning \(RPL\) applications](#)



## 7 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.

[Learn More](#)

The following mode is available for this specific programme:



Distance  
learning  
(DL)

## 8 Technical Requirements

[View Requirements](#)





## Library access

The Milpark library provides **access to eBooks 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 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.



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.

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



## 13 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).

## 14 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.

## 15 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 *myMilpark* on registration.



## 16 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](http://www.milpark.ac.za)

**Apply Now**

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

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