

**QUALIFICATION: Higher Certificate in Banking Services (SAQA ID 90843, NQF LEVEL 5)**
MODE OF DELIVERY: DISTANCE LEARNING**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.

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.

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.

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	NQF level	Credits	Compulsory/ Elective
Customer Service and Communication CSCO01-5	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	

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 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.

MODULE DESCRIPTIONS

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.

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.

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

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.

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.

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.

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.

Personal and Small Business Credit PRED02-5

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 have to 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.

MINIMUM 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.

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 so as to avoid unnecessary delays in the processing of their application.

Other / International certificates

Further to the requirements for admission provided above, foreign nationals or South African nationals seeking to apply for admission onto the qualification based on a non-South African/foreign, senior school leaving certificate, must obtain and submit to Milpark, a Certificate of Equivalence from the South African Qualifications Authority (SAQA) (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.

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 the 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.

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

- Proof of English proficiency through a letter of motivation that focuses on communication in the work role.
- The student must be 23 years or older.
- The student must have a minimum of five years' relevant work experience in the banking industry or financial services sector.
- The student must provide evidence of their level of knowledge and prior experience and/or education certificates and transcripts (N3, N4 or N5 can be considered for admission onto an NQF5 qualification).
- The student must provide a letter of motivation from their employer.
- The student must provide a comprehensive curriculum vitae.

Click on [RPL School of Financial Services](#) to view the RPL requirements for Financial Services programmes.

MODE OF DELIVERY

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

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.

For more information, such as tips to help prevent technical issues during an online proctored assessment, visit [Technical requirements](#).

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 (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 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.

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.