



Higher Certificate: Banking

Programme Information

Qualification:	Higher Certificate: Banking
SAQA ID:	111129
NQF Level:	5
Credits:	120
Duration:	12 Months
Delivery Method:	Distance Learning – Online (Web-based)
FSB FAIS:	G for all categories in Cat. 1



Why this programme is harder-hitting than many other programmes in the financial services industry.

The purpose of the Higher Certificate in Banking is to develop in learners an informed understanding of the core areas of banking, and the key concepts and principles related to banking. The qualification also offers learners the opportunity to solve routine and even new problems within a familiar banking context.

They will apply standard procedures or techniques and develop an understanding of the consequences of their problem-solving strategies in a selected field, discipline or practice in banking, for example personal banking, business banking, banking operations or first-level management.

Why this programme is harder-hitting than many other programmes in the financial services industry.

The global economy in the first quarter of the 21st century is expected to be fundamentally changed by the Fourth Industrial Revolution, which is



characterised by unprecedented advances in “robotics and automation, artificial intelligence, nanotechnology and material sciences”.

In the banking and financial sector specifically, this type of technology-enabled innovation is referred to as “FinTech”.

FinTech is considered as “disruptive”, “revolutionary” and armed with “digital weapons” that will “tear down” barriers and traditional financial institutions and is expected to change the nature of banking quite radically, requiring of financial services institutions to be much more agile, innovative, and customer-centric in their approach.

Naturally, these technological innovations will impact the workforces of financial institutions as the definition of ‘talent’ evolves in terms of the skills required in this changing context. 21st-century skills has a requirement for critical thinking and problem-solving skills, and these are not new realisations but that it has become more crucial to individual and collective success in the 21st century. Research refer to three main categories, namely technological



capabilities, innovation and interactive abilities including collaborative problem-solving skills.

We use BIL to create these business outcomes using distance-learning solutions.

According to the research we have done. The global economy in the first quarter of the 21st Century is expected to be fundamentally changed by the Fourth Industrial Revolution. This revolution is characterized by unprecedented advances in 'robotics and automation, artificial intelligence, nanotechnology and material sciences.

Naturally, these technological innovations will impact the workforces of financial institutions, as the definition of 'talent' evolves in terms of the skills required in this changing context. We have found, through our research, that the requirement for critical thinking and problem-solving skills are not new, but that they have become more crucial to individual and collective success, in the 21st century. The way we see it, there are four main categories, namely technological capabilities, innovation, interactive abilities, collaborative problem-solving skills.



Our pass-rates are industry-leading, because we don't leave learning success to chance. No provider will provide more proactive student progress management and support.

Who would benefit?

- **Regional, Area and Branch Managers**
- **Managers and team leaders who are required to improve the consistency and level of their team's performance.**

This qualification will develop in students an understanding of leadership in banking, how banks are managed in order to remain sustainable and grow. It allows students with an ambition to grow beyond their foundational roles in banking to junior leadership and beyond.

In order to do this, the qualification teaches them about the banking industry and its place in the economy, banking financials, the future of banking, leadership and managing a team.



Students will gain an understanding of industry disruptors – such as technology, cybersecurity, fin-tech, big data, cryptocurrency, artificial intelligence, robotics and digital banking – that impact on banking. We are no longer preparing for the leader of today but the leader of the future.

Admission Requirements

A recognised National Senior Certificate or Senior Certificate with the following minimum criteria:

1st Language

2nd Language

Of which one needs to be English with a minimum aggregate of 33.3%.

Maths or Mathematical Literacy with a minimum aggregate of 40%.

OR

A Senior Certificate (Amended) with the following minimum criteria:

1st Language

2nd Language

Of which one needs to be English with a minimum aggregate of 30%.



Maths or Mathematical Literacy with a minimum aggregate of 40%.

Digital learning

One principle benefit of digital learning is the ability of students to connect directly with what they want. In the same way, one of the key elements that digital learning enables is the personalisation of not only the learning resources but also the very experience of learning itself.

Textbooks are becoming obsolete the minute they are printed and tend to be a 'one size fits all'. With mobile media and digital textbooks, instruction can become more individualised to meet the needs of different students with interactive options. To list only a few benefits of digital learning for the student:

- **Engagement and Interactivity - The power of technology in its interactivity is profound. Students have the ability to control their experience that provides immediate feedback and leads to new options and decisions. Synchronous participation of every student is possible when discussions are online.**



- **Collaboration - Whilst critics fear that computers may isolate students, this can be dispelled in the manner in which the programme is designed to enable everyone to have a voice, where they communicate, challenge and confer with others in order to build their own learning content.**
- **Ownership - No matter how students use their mobile devices, they can benefit from the element of ownership that technology brings with it. Just getting students proactively involved in their own learning can be considered a huge success and enhances workplace learning.**

Technical requirements

As this programme is delivered digitally online as a distance learning programme, all students are required to make use of their own personal devices, the students would need to have sufficient data or access to WI-FI using Google Chrome and the devices should be compatible with the following technical requirements:

- **The platform runs on all modern browsers as a web interface through using Google Chrome; app.cpslearn.com (142.93.141.224) with access to cpslearn.com (68.183.47.11) as well as xAPI at 104.248.242.20; and**



- **All servers are encrypted with SSL certificates and access is strictly limited to SSH keys.**



Course Outline

Compulsory Modules	Credits
Academic Literacy	10
Economics 1	15
Foundational Banking Practice	20
Financial Accounting 1	15
Ethics and Compliance in Banking	20
Client Solutioning	20
Total Compulsory Modules	100
Elective Modules	Credits
Personal Banking OR	20
Business Banking OR	20
Banking Operations OR	20
Business Management 1	20
Total Elective Modules	20
Total	120



Compulsory Core Modules

- **Academic Literacy**

This module is aimed at developing the academic literacy skills of the undergraduate student. Improved reading, writing, questioning and conversation skills will not only result in better academic performance but will also improve their engagement with information, colleagues and clients. Research skills, the ability to evaluate information and formulating strong arguments will improve their problem-solving ability in the academic and workplace context. Confidence in their own communication abilities will boost their academic and workplace confidence and broaden their view of the impact they have on their personal, professional and community contexts.

- **Identify 'habits of mind' to develop towards enhancing academic literacy skills.**
- **Participate in business and learning discussions by conveying ideas clearly, listening with discernment and responding appropriately.**



- **Access, evaluate, read and interpret information for academic purposes.**
- **Formulate a strong argument.**
- **Produce academic texts, using paraphrasing and summarising to avoid plagiarism, and citing sources using the Harvard method.**
- **Identify guidelines for preparing for and writing examinations.**

- **Economics 1**

This module is aimed at providing students in the Higher Certificate with an understanding of the economy from a global and local perspective. They will appreciate the contribution that economic participation makes to an organisation, a family or an individual. It includes important economic principles, government economic policy, globalisation, economic indicators, markets and consumers, and links these topics to practical situations and business decisions. Students will learn to appreciate changing economic conditions in the marketplace and what enables organisations and people to survive and prosper. These foundations will enable students to conduct more searching analysis, make more informed decisions, and appreciate the economic context and consequences of their actions. It will also contribute to



their ability to use available opportunities to increase their economic empowerment and appreciate the strategy of their employers and the challenges of their customers.

- **Explain core economic principles as they pertain to people, goods, services and money.**
- **Explain the theory of supply and demand and its impact on the economy.**
- **Identify and describe markets in an economy.**
- **Explain fundamental behavioural economic principles and their relevance to business.**
- **Describe the influence of government policy on the economy from a global and local perspective.**
- **Demonstrate an understanding of key economic indicators and their relevance to financial services.**

- **Foundational Banking Practice**

This foundational module develops the understanding of the banking industry in the context of the financial services sector. This module will supply students who



are pursuing a career in any role in banking with an understanding of the fundamental principles and concepts of banking. These include the nature and critically important contribution that banking makes to the economy, how banks operate sustainably, banking markets and banking products and services within the context of ever-changing client needs. They will learn to apply problem-solving skills in a banking context. Students will gain an understanding of industry disruptors, such as technology and cybersecurity, that impact on banking. This module develops the foundations of lifelong learning, employability and adaptability that underpin personal and professional relevance within the banking industry.

- Describe the financial services sector and the role that banks play in an economy.**
- Define the foundational principles and concepts of banking.**
- Identify the role-players and regulations that are fundamental to banking.**
- Distinguish between different banking customer segments, banking channels, the solutions banks offer, and how they are exchanged for value.**



- **Explain how banks remain financially sustainable and manage risk in a changing business environment.**
- **Identify the disruptive impact of new technologies in the banking industry.**
- **Describe the behaviour, role and mind-set of the successful professional in banking.**
- **Describe the problem-solving strategy of the successful banking professional.**

- **Financial Accounting 1**

Financial acumen lies at the heart of professional, bank and client success. This module lays the foundations of financial acumen. It covers fundamental concepts, principles and techniques and provides the opportunity for the student to reflect on personal financial goals and the link between their aspirations and financial decisions. They are also provided with the opportunity to plan their own financial future, evaluate and decide how they can improve their financial position – present and future. This lays the foundation for a broader understanding of financial management principles in a business context. The link between business goals and financial decisions is explored, as



well as the way in which businesses use budgeting and reporting processes in financial management. The principles of accounting build an understanding of financial decision-making, and the key financial statements are analysed to evaluate the business's financial standing using financial ratios. This module will build competence and self-confidence in the student's ability to contribute to and make astute financial decisions.

- **Identify the basic principles of financial success.**
- **Explain the fundamental principles of financial management and accounting.**
- **Evaluate own financial position and behaviour to determine changes required to achieve financial objectives.**
- **Explain the financial goals of a business in light of market conditions.**
- **Analyse basic financial statements using basic financial ratios.**
- **Describe the principles of profit planning and control, including breakeven analysis and budgeting.**
- **Describe the behaviour underpinning financial success.**



- **Ethics and Compliance in Banking**

This module covers key concepts related to ethics and compliance in the financial services industry and how these affect the day-to-day operations of a bank. The regulatory framework and the impact of compliance, together with its importance for the sustainability of the bank, are explored. Students also explore how the role of ethics lays the foundation for a trust relationship between the customer and the bank. Given that an ethical culture creates the foundation for a compliant and a trusted organisation, students will gain an understanding of the ethical requirements and how they are instrumental in how the bank is perceived in the industry, by society and customers – ultimately for the success of the bank. In addition, compliance with regulations is one of the most important aspects of day-to-day work in a bank, and students gain insight into and skills in the discipline of compliance.

- **Explain the importance of complying with ethical values and standards in a banking role.**
- **Describe the key concepts, principles and models of regulations, compliance and governance in financial services.**



- **Explain how the key Acts and regulations impact the financial services markets.**
- **Identify the regulatory bodies and describe their functions within the financial services sector.**
- **Describe the consequences of non-compliance, and the impact of this on the sustainability of the bank and the success of a banking professional.**
- **Identify the behaviour and mind-set required to navigate the dynamic environment of regulatory compliance and ethical conduct in the digital era.**
- **Identify and solve routine ethical and regulatory challenges in a banking context.**

- **Client Solutioning in Banking**

The purpose of this module is to introduce the student to the concepts of value and value exchange from a banking client's perspective, providing the foundations of client-centricity. This module covers selected classes of business pertinent to banking, enabling students to meet Conduct Authority



requirements. The module also covers the concept of bank value and how banks create value for clients by using products/solutions within the various categories and optimised banking channels. It covers how technology is changing the client value on offer. The student will also be exposed to the principles of client-centricity and how they lay the foundation for collaboration and increased value. The correspondence between regulatory principles and customer-centricity is explored. The student will identify ways to enhance their professional success by applying client-centric principles when dealing with clients and internal stakeholders.

- **Demonstrate an understanding of the concepts of value and value exchange.**
- **Identify the client alternatives for financial services and how they are met through various banking channels.**
- **Describe the fundamental financial services classes of business provided by universal banks and how each class meets client needs.**
- **Demonstrate an understanding of the principles and key indicators of client-centricity in a competitive evolving marketplace.**



- **Explain the impact of technological advances on the provision of banking services available to banking clients.**
- **Apply the principles of 'treating customers fairly' when dealing with clients.**
- **Explain the agile customer-centric approach and how it impacts on professional success.**

Elective Modules (Select 1)

- **Personal Banking**

The purpose of the module is to introduce the student to the fundamentals of banking for personal market clients in a South African context. They will explore personal banking's significance in the market and how it fits into the organisation. Client experience, value selling and relationship management are key differentiators and students will gain an understanding of their impact on business and client results. The module also offers the student the opportunity to develop self-efficacy and build an understanding of his or her role and competence as a banking professional.



- **Explain the significance of personal banking in a South African context and its contribution to the profitability and sustainability of a bank.**
- **Describe banking solutions and their relevance to various client life stages.**
- **Demonstrate an understanding of the key concepts and principles related to marketing, sales, customer experience and relationship management within personal banking.**
- **Apply an ecosystemic approach to create sales opportunities.**
- **Apply a value-selling approach.**
- **Identify the impact that technological advances will have on client engagement in personal banking.**
- **Identify steps that will improve self-efficacy, professional behaviour and mind-set in a banking context.**

- **Business Banking**

Business banking is an important contributor to the overall success of retail banks and the economy as a whole. This module will introduce the student to the unique world of business banking within the context of broad-based financial services. They will learn the significance of business banking for the growth of an



economy and a bank itself. They will be introduced to the different types of businesses and which laws and regulations impact this particular segment. They will gain better insight into a business banking client (from both a business and financial perspective), what his or her typical banking needs are and how banks can create value for clients and the bank through relevant solutions and relationship management. Students will also be introduced to the role of business lending and credit risk. The module will also cover how earning a trusted advisor status with clients is important for success in business banking. Better insight into the world of business banking creates an opportunity to build a career in a dynamic, profitable and challenging banking segment.

- **Explain the significance of business banking in a South African context and its contribution to the sustainability of a bank.**
- **Explain the core foundational concepts and principles of business banking.**
- **Describe a typical business banking client from both a business (non-financial) and financial perspective.**
- **Describe different business banking solutions in relation to typical client needs, business life cycles and industries.**



- **Explain the importance of client insight as a basis for creating client value.**
- **Identify the behaviour, mindset and skills required to become a trusted advisor in the business banking world.**
- **Describe the impact of technological advances in banks and businesses on business banking.**

- **Banking Operations**

The aim of this module is to provide students with an understanding of operations in a bank with specific reference to optimising efficiency, quality, productivity and compliance. It is particularly helpful for those students who wish to build a solid career in operations and call centre management. This module covers the most important concepts that apply to banking operations. These include the fundamentals of operations management, the functions of an operations manager, techniques for optimising operations, and how operations are measured and reported on. It will improve their understanding of processes, procedures, policy, efficiency, waste, asset management, capacity and operations models. Students will be exposed to technological advancements in operations management and their impact on the organisation. Students studying this module will gain an understating of the requirement of the role and

develop the foundational skills for a career in financial service operational environments.

- **Define the key principles and concepts pertaining to operations management and the role of technology in operations.**
 - **Explain the importance of operations management in the banking environment.**
 - **Describe the role and key result areas of an operations manager.**
 - **Explain how teamwork and collaboration impact efficiency, quality, productivity and compliance.**
 - **Describe the operational challenges of a call centre.**
 - **Apply basic techniques to improve operational results.**
 - **Identify the shift in behaviour and mind-set required to improve own efficiency and operational processes.**
 - **Identify the impact that technological advances will have on operational practice and results.**
- **Business Management 1**



Leadership is one of the key components that drive success in a business. This module will introduce the student to management concepts and principles that are essential for a successful career in leadership. This module is aimed at broadening the student's understanding of the external and internal business environments and the role of the manager in adding value for all the stakeholders to ensure sustainable business results. The student will also develop specific leadership and management skills to shape and lead teams and solve routine management problems. Interpersonal skills and the Plan-Do-Review cycle are covered to ensure the teams they lead are agile, innovative, client- and people-centred and focused.

- **Describe the management environment and the composition of management at macro, market and micro levels.**
- **Describe the challenges of managing in a complex value-creating system.**
- **Explain the management role, its tasks and their related principles and processes.**



- **Identify the behaviour and mindset of a successful manager.**
- **Apply basic management principles and practices to solve routine management problems.**
- **Identify principles and practices a manager should employ to shape team performance in a familiar context.**
- **Explain the fundamental management challenges every business must address, that is, managing change, diversity and organisational culture and how managerial success can be measured.**
- **Identify the impact that technological advances will have on management practice and results.**

Enrolment

Prospective students are requested to complete the Application form (Form A) and submit this together with their supporting documents:

- **Certified copy of your identity document**
- **Certified copy of your Matric Certificate**
- **Certified copy of your highest completed qualification**
- **Proof of payment for the R300 non-refundable application fee**



Delivery method

Students will receive access to all their material online, once successful enrolment and registration (including payment of the registration fee) has taken place.

Submission of assessments

All assessments are submitted online using the Cornerstone Online learning platform. You will need access to <https://www.cpslearn.co.za/>. Detailed assessment due dates will be communicated to you upon final registration.

Classroom time

There are no contact days. As this qualification is done via distance learning, no time off work to attend class or submit assessments is required.

Support

Academic, Student, as well as Technical support, will be provided during office hours from Mondays to Fridays (08:00 to 16:30) on 011 781 3485.



Duration of the programme

The programme will take 12 months to complete.

Certification

Upon ratification by the Academic Board, the Higher Certificate in Banking will be awarded to each successful candidate.

Graduation

A graduation ceremony will be held in Gauteng/Virtually for all the successful students annually. Details of the graduation will be communicated closer to the completion of the programme.

Application fee: **R300 (non-refundable)**

Qualification fee: **On request**