



Purpose of the qualification:

The purpose of this qualification is to give learners a structured combination of learning outcomes in the field of business, commerce and management studies, along with a practical introduction to banking.

Legal environment

- 242584** Demonstrate knowledge and understanding of the FAIS Act as it impacts on the financial sector
- 14506** Explain the FICA Act and its implications for client relations

Customer service

- 7219** Respond to customer requests in a banking environment
- 7223** Provide banking related information services

Process Transactions

- 114750** Process customer requests for cheque books, counter cheques and bank cheques
- 114756** Process Banking Transactions
- 114763** Manage cash in till or under counter safe

Banking products

- 7237** Provide a standard credit-based solution for a personal banking customer
- 114748** Effect and monitor the release of debit and credit cards to cardholders in a banking environment

Client liaison

- 113903** Demonstrate skills and techniques required to build a relationship with a client
- 7175** Provide customer service in a banking environment
- 7255** Communicate banking product information and provide product support to sales clients

Banking documents

- 114745** Scrutinise vouchers for banking-related technical irregularities within the banking environment
- 114775** Adhere to the legal requirements relating to negotiable instruments in a banking environment

Finance and investment

- 7244** Provide a standard investment solution for a personal banking customer

Numeracy

- 7465** Collect and use data to solve related problems
- 7468** Use mathematics to investigate the financial aspects of issues
- 9015** Apply statistics to critically interrogate life related problems
- 9016** Measure & calculate physical quantities in 2d & 3d space

Literacy & Communication

- 8975** Read analyse and respond to a variety of texts
- 12153** Use the writing process to compose texts required in the business environment
- 12155** Apply comprehension skills to engage written texts in a business environment
- 12154** Apply comprehension skills to engage oral texts in a business environment

Basic economics

- 117132** Explain basic economics
- 117156** Interpret basic financial statements

Delivery options:

This national qualification can be earned either through traditional training or recognition of prior learning (RPL). Details are as follows:

Traditional training:

Training is best suited to new entrants to the sector. Prior Learning Centre can either deliver this qualification as a learnership, which will qualify the sponsoring employer for a tax deduction, or it can be offered as a training programme without the learnership documentation. The duration of the training will be 15 full days, which can be scheduled to suit the employers' schedule.

Recognition of prior learning (RPL):

RPL is ideal for employees with some relevant work experience. Prior Learning Centre offers two RPL options:

- **Pure RPL:** which is best suited for employees with at least five years relevant working experience who are self-motivated and committed to work alone. Contact time is limited to one full day of RPL orientation followed by limited, on-demand contact sessions.
- **High touch RPL (8 days):** this model suits those employees who have at least three years relevant work experience but who may be less motivated to complete their work on their own and they may be unsure of some aspects of the qualification. In this model Prior Learning Centre spends eight full days assisting employees with the theory of the qualification and supervises the completion of their evidence collection. This model generally gives good submission and competency rates.