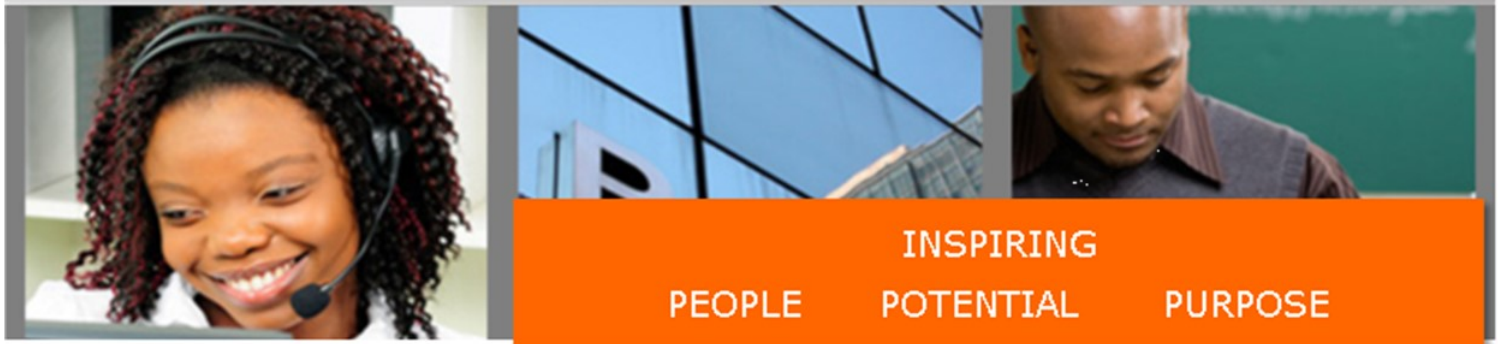


FETC: Banking NQF 4



Purpose of the National FET Certificate: Banking (NQF 4)

The unique elective offering of this qualification has been approved by the Financial Services Board to fulfil the FAIS Fit & Proper generic requirements for Categories I and IV. The purpose of this qualification is to present a planned combination of learning outcomes to prepare a learner for a career in banking sales or telling. Specifically, the qualification covers the banking regulatory and legal environment, marketing and sales techniques, customer service and key banking products and services.

Delivery methodology

Training is best suited for new entrants to the sector. Chartall Business College can either deliver this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements. The duration of the training will be approximately 18 full days, all of which can be scheduled to suit the employers' schedule. Alternatively, the qualification can be acquired by experienced candidates through Recognition of Prior Learning (RPL). RPL is an assessment process that captures a candidate's existing knowledge and skill and matches it to the qualification requirements. With RPL there is no formal training although an experienced RPL adviser will assist learners to relate their workplace experience to the outcomes of the registered unit standards.

Flexibility

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation. This may include the addition of job specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content (for example your company's processes or product information). In addition, we ensure that the content of the qualification does not conflict with the training, values and procedures prescribed by your company. This ensures complete alignment of standard operating procedures and learning content.

Support

Although the training is scheduled to be delivered over 18 (or 15, if learners are more experienced) full days, it does not mean that the learners will not have access to additional support. Each learner will have access to assistance via email, as well as access to a tutor who is able to provide extra assistance should the need arise. This tutor support can be used to assist learners who are not progressing at the same pace as the rest of the class or it could be used to catch up staff who miss sessions due to illness or annual holidays.

Note that this qualification is also available as an e-learning programme.

Administration

Chartall Business College will assist you to manage the administration associated with a nationally registered learnership. We will assist with SETA contracting, learnership preparation, briefing of workplace coaches and the SETA reporting.

Chartall Business College has experienced facilitators who can manage projects involving learners with disabilities.

Baking: (NQF 4) - Unit standards

Finance and investment	
7237	Provide standard credit-based solutions for a personal banking customer
7244	Provide a standard investment solution for a personal banking customer
7250	Provide a banking-related standard investment solution to meet small to medium

Legal environment	
10017	Comply with legal requirements and understand implications
10022	Comply with organisational ethics

Customer service	
7219	Respond to customer requests in the banking environment
7223	Provide banking-related information services
7254	Establish and develop banking sales client relationships
7255	Communicate banking product information and provide product support to sales clients

Workplace communication skills - oral, reading & writing (2 languages)	
8974/8968	Engage in sustained oral communication
8975/8969	Read and respond to a variety of texts
8976/8970	Write for a wide range of contexts
8972/8977	Interpret a variety of literary texts

Mathematics and accounting	
7468	Use mathematics to investigate the financial aspect of issues
9015	Apply statistics to critically interrogate life-related problems
9016	Measure and calculate physical quantities in 2D and 3D space

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Chartall Business College (Reg no. 2003/015217/07) is provisionally registered by the Department of Higher Education and Training until 31 December 2018 (Reg no. 2012/FE07/044)