

BUSINESS BANKING OFFICER (Level 5)

DURATION

12 Months (excluding EISA)
14 Classes
3 Work Experience Coaching Sessions

ENTRY REQUIREMENTS

NQF level 4 qualification with English, Communication and Mathematical Literacy. 1 Year of work experience. Access to relationship banking or business banking workspace.

TOTAL NUMBER OF DAYS OUT OF THE OFFICE

14 Contact sessions (09h00 - 16h00)
3 Coaching sessions (09h00 - 12h00)

Assignments and workplace evidence required.

INTRODUCTION

The purpose of the Higher Occupational Certificate: Business Banking Officer qualification is to prepare a learner to function as a Business Banking Officer. A Business Banking Officer works in financial institutions and manages business portfolios of mainly small enterprises; performs analyses of clients' needs and determines the best options to meet these needs; partners with clients to determine banking financial solutions that will optimise business performance; and mitigate risks.

Furthermore, Business Banking Officers are responsible for building and maintaining relationships with clients, in order to grow and retain a quality portfolio of business clients. They may also need to negotiate and set terms for loans and other banking solutions, and generally work in small teams, therefore, communication, influencing and collaboration skills are necessary in this position. A competent student shall demonstrate among others, the following attributes: Honesty, punctuality, initiative, critical analysis, integrity, ethics and professionalism.

OVERVIEW OF THE HIGH-LEVEL PROGRAMME

Module 1: Introduction to Business Banking

Module 2: Relationship Building

Module 3: Customer Financial & Needs Analysis

Module 4: Business Financing (Small & Micro Business)

Module 5: Small & Micro Business Client Portfolio Management

OUTCOMES

1. Identify the financial services needs of Small Enterprises.
2. Match the unique needs of Small Enterprise clients to appropriate financial services solutions.
3. Grow a portfolio of quality Small Enterprise clients for a financial institution.
4. Mitigate and manage the financial risks associated with Small Enterprise financial services clients.

WORKPLACE EVIDENCE

Prescribed workplace evidence must be collected and endorsed by the student's mentor/supervisor in the workplace and submitted to NVO for final assessment.

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)

NVO will issue a Statement of Results (SoR) once the programme and all assessments have been completed successfully. EISA (External Integrated Summative Assessment) exam to be booked directly with BANKSETA once NVO programme is completed. If applicable, the exam fee is payable directly to BANKSETA. The Novia One mock examination will be venue based to simulate exam conditions as applied by the EISA exam. Students will receive a certificate of competence against the qualification directly from QCTO after successfully passing the EISA.

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