

SAQA ID
96101

DURATION
12 Months

CREDITS
162

SETA
Bank

National Certificate:

**GENERIC MANAGEMENT:
SKILLS DEVELOPMENT
MANAGEMENT**
NQF Level 5



WHO SHOULD STUDY THIS COURSE?

The field of banking is highly dynamic and complex, requiring skilled professionals who possess a strong foundation in management principles and practices. To meet the demands of the banking industry, Generic Management Skills Development programs have been designed specifically for individuals working in managerial positions within the banking sector. One such program is the Generic Management Skills Development Management at NQF Level 5.

NQF Level 5 refers to the National Qualifications Framework level, which signifies a high level of competence and expertise in a particular field. This program is aimed at equipping banking professionals with the necessary skills and knowledge to effectively manage teams, processes, and operations within a banking organization.

The Generic Management Skills Development Management program at NQF Level 5 covers a wide range of essential skills and competencies that are crucial for success in a managerial role in the banking industry.

Throughout the program, participants engage in practical exercises, case studies, and simulations to apply their learning in real-world scenarios. They also receive guidance from experienced instructors who have a deep understanding of the banking industry.

Upon successful completion of the Generic Management Skills Development Management program at NQF Level 5, participants will have developed a comprehensive skill set to effectively manage teams and operations within a banking organization. They will be equipped to navigate the challenges and complexities of the industry, contributing to the growth and success of their organizations.

In conclusion, the Generic Management Skills Development Management at NQF Level 5 in Banking is a specialized program designed to enhance the managerial capabilities of professionals in the banking industry. By providing a solid foundation in leadership, financial management, risk management, strategic planning, and customer relationship management, this program prepares individuals to excel in their roles and drive organizational success in the dynamic and competitive banking sector.

Exit Level Outcomes

- **Leadership and Team Management:** Participants learn how to lead and inspire their teams, fostering a positive work environment and promoting high-performance cultures. They develop skills in team building, motivation, conflict resolution, and effective communication.
- **Financial Management:** This aspect focuses on equipping managers with the ability to analyze financial statements, interpret financial data, and make informed decisions that contribute to the financial health of the banking institution. Topics covered may include budgeting, forecasting, financial risk management, and cost control.
- **Risk Management:** Given the inherent risks associated with the banking industry, participants gain an understanding of risk assessment and mitigation strategies. They learn to identify potential risks, implement risk management frameworks, and ensure compliance with regulatory requirements.
- **Strategic Planning and Implementation:** Managers learn to develop strategic plans that align with the bank's goals and objectives. They acquire skills in analyzing market trends, identifying opportunities, and formulating strategies to gain a competitive edge. Additionally, they learn how to effectively implement these strategies, monitor progress, and adapt to changes in the business environment.
- **Customer Relationship Management:** This component emphasizes the importance of delivering exceptional customer service and building strong relationships with clients. Participants learn strategies for client acquisition and retention, effective complaint handling, and ensuring customer satisfaction.

Admission Requirements

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

Unit Standard			
ELECTIVE	Manage individual careers	5	5
	Develop and implement a strategy and action plans for a team, department or division	5	4
	Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organization	5	4
	Coordinate planned skills development interventions in an organization	5	6
	Implement skills development as workplace learning to support organisational transformation	5	12
	Promote a learning culture in an organization	5	5
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