

**SAQA ID**  
96100

**DURATION**  
12 Months

**CREDITS**  
162

**SETA**  
Bank

**National Certificate:**

**GENERIC MANAGEMENT:  
BANKING**  
NQF Level 5





## WHO SHOULD STUDY THIS COURSE?

Generic management in banking at NQF (National Qualifications Framework) Level 5 refers to the set of skills and competencies required to effectively manage operations and teams within the banking sector. This level of qualification recognizes individuals who have acquired a solid understanding of banking principles, regulations, and industry best practices, as well as the ability to apply management techniques to achieve organizational goals.

At NQF Level 5, individuals are expected to possess a comprehensive knowledge of banking products and services, risk management, financial analysis, customer relationship management, and strategic planning. They should also be equipped with strong leadership and communication skills to drive teams and collaborate effectively with stakeholders.

Overall, generic management in banking at NQF Level 5 equips individuals with the necessary skills and knowledge to navigate the complex and dynamic banking environment. It provides a solid foundation for managing banking operations, mitigating risks, optimizing financial performance, fostering customer relationships, and driving strategic initiatives. By obtaining this qualification, individuals demonstrate their readiness to take on leadership roles within the banking industry and contribute to the overall success of their organizations.

## CONTACT US

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## Exit Level Outcomes

- **Banking Operations:** Managers at this level are expected to have a thorough understanding of banking processes, including account management, lending, treasury operations, and compliance. They are responsible for ensuring smooth day-to-day operations, optimizing efficiency, and implementing quality control measures.
- **Risk Management:** Managing risk is crucial in the banking sector. NQF Level 5 managers should be capable of identifying, assessing, and mitigating various types of risks, such as credit risk, market risk, and operational risk. They need to develop risk management strategies, establish policies, and ensure compliance with regulatory requirements.
- **Financial Analysis:** Proficiency in financial analysis is essential for making informed business decisions. Managers at this level should possess strong analytical skills to evaluate financial statements, assess performance indicators, and identify areas for improvement. They must be able to interpret financial data to guide strategic planning and budgeting processes.
- **Customer Relationship Management:** Building and maintaining strong customer relationships is critical for success in the banking industry. NQF Level 5 managers should have a customer-centric approach and be skilled in managing customer expectations, resolving conflicts, and identifying opportunities to enhance customer satisfaction. They must also understand the importance of data privacy and security in managing customer information.
- **Strategic Planning:** Effective managers in banking need to have a strategic mindset. They should be able to analyze market trends, identify business opportunities, and develop long-term plans to ensure the bank's growth and sustainability. This involves setting clear objectives, formulating strategies, and monitoring progress towards achieving organizational goals.

## Admission Requirements:

1. Communication at NQF Level 4.
2. Mathematical Literacy at NQF Level 4.

Unit Standard			
MODULES	Analyse compliance to legal requirements and recommend corrective actions	5	4
	Promote a learning culture in an organization	5	5
	Explain the impact of organisational wellness on a business environment and indicate a strategy for a business unit	4	3
	Recruit and select candidates to fill defined positions	5	9
	Demonstrate an understanding of macroeconomic principles as they apply to the South African business environment	4	8
	Evaluate current practices against best practice	5	4
	Develop ways of dealing with the impact of dreaded diseases and in particular HIV/AIDS	5	8
	Develop a plan to combat corruption	5	5
	Identify brand mix elements	5	8
	Interpret and manage conflicts in the workplace	5	8
	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
	Conduct negotiations to deal with conflict situations	5	8
	Monitor team members and measure effectiveness of performance	5	4
	Manage and improve communication processes in a function	6	3
	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
	Recognize areas in need of change make recommendations and implement change in the team, department or division	5	3
	Develop and implement a strategy and action plans for a team, department or division	5	4
	Apply financial analysis	5	4

