

# National Certificate in Banking: General Management NQF 5 –Credit =35

SAQA ID: 96100



## 6 Months Course:

**Banking Sector:** No unit standards linked – is a contextual subject

Modules
• The banking environment
• Legislative environment
• Regulation environment
• The business environment
• Explaining client requirements
• Sales within the banking sector
• Presenting sales solutions
• Direct Selling techniques
• Personal selling strategies
• Sales Process and Job Roles

## **General Management**

Unit Standard	Modules	NQF	credits
252030	Analyse compliance to legal requirements and recommend corrective actions	5	4
264408	Manage and improve communication processes in a function	6	3
10048	Identify brand mix elements	5	8
114226	Interpret and manage conflicts within the workplace	5	8
117853	Conduct negotiations to deal with conflict situations	5	8
15230	Monitor team members and measure effectiveness of performance	5	4

## **Computer**

- Ms Word ( basic & advance )
- Ms Excel ( Basic & Advance )
- Ms Outlook ( Basic & Advance )
- Ms Access ( Basic & Advance )

[www.cornerstonehr.co.za](http://www.cornerstonehr.co.za) . Tel: 011 038 6630/ 011 038 6367. Email: [stephane@cornerstonehr.co.za](mailto:stephane@cornerstonehr.co.za)

310 Oak Avenue, NBS Building 3rd Floor Randburg

Cornerstone Supreme Accreditation Number: **SETA: 12255** and **BANKSETA: Bank-corne180502**