



MCAST

Malta College of Arts, Science & Technology

MQF Level 4

BC4-04-15

BC4-A4-15

BC4-A4-15G

MCAST Advanced Diploma in Financial Services

Course Specification

Course Description

This course leads to a qualification which provides knowledge about the local and the European financial services sector. Students develop and learn how to apply specialist knowledge within particular areas of banking and finance and in the financial services environment. Students will learn about and acquire skills in how to handle financial transactions, how to deal with customers and how to use and manage available information. They will also acquire the necessary knowledge on available financial products and services for customers and how to market and sell them. The course provides a solid base enabling one to find employment in this sector or continue with further studies.

Programme Learning Outcomes

At the end of the programme the learner will be able to:

- 1. Develop analytical and evaluation skills and understand the relevant moral, ethical, social, economic and environmental issues in financial services*
- 2. Apply literacy, numeracy and soft skills which are considered as a necessity to be an effective team player within a Financial Services Organisation*
- 3. Understand the need for and the value of effective customer services within the sector*
- 4. Develop an awareness and understanding of the ways in which regulation and legislation impact on and are relevant to an organization and the financial services industry in general*

Entry Requirements

-MCAST Diploma in Business or 4 SEC/O-level/SSC&P (Level 3) passes Compulsory: English Language and Mathematics

Current Approved Programme Structure

Unit Code	Unit Title	ECVET
BCFIN-412-1511	The Local Financial Services Environment	12
BCFIN-406-1512	Financial Markets	6
BCACC-412-1503	Financial Accounting	12
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BCICT-406-1502	Office Software Applications (KS)	6
BCOFF-406-1502	Office Administration Skills	6
BCCMN-412-1501	Communicating Effectively within Financial Services (KS)	12
BCACC-406-1504	Management Accounting	6
BCICT-406-1503	IT Operations in FSOs	6
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BCFIN-406-1513	The Retail Environment in Financial Services	6
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BCFIN-406-1514	Soft Skills Training For Financial Services	6
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Total ECVET		120

Unit: BCFIN-412-1511 The Local Financial Services Environment

Unit level (MQF): 4

Credits : 12

Unit description

The Financial Services industry is an ever increasing economic activity which embraces quite a variety of financial-related services and activities. Malta itself has for the past years established itself at the forefront of financial services. The relevance of specialist training in this area, does not really require any further justification. The Level 4 Diploma in Financial Services is aimed at providing learner with the necessary foundations to prepare themselves to take up a career in financial services, once they would have equipped themselves with the necessary tools to make them effective team players in this dynamic economic area.

Together with the Financial Markets module, this module of study can be considered as the corner stone of this level 4 programme, especially with regards to the intrinsic knowledge in the subject area, the learner needs to build up. Emphasis is clearly being laid on the importance of getting oneself very well acquainted with the local financial services activities.

Through the content delivered, the learner will be able to get a clearer picture of the financial services set up and its derivatives, within the local economy as well as throughout Europe. This knowledge will not only perch on the role, functions, characteristics and operations of the key financial services institutions in Malta. It will also include the possibility for the learner to start getting acquainted with the legislative framework which underpins all financial services institutions set up within an economy. An awareness of the major services offered by the local key financial service player, is also under focus.

When delivering this module, the tutor will constantly maintain a reference to the sectorial occupational skills and competencies. This module provides an important platform for students furthering their studies onto the next level of studies in Financial Services.

Learning Outcomes

On completion of this unit learners should be able to:

1. Understand the nature, functions, operations, and role of various Financial Services Institutions
2. Identify the effects of the Financial Services sector, on the individual and the Economy
3. Explain the various services offered by the Financial Services sector to both individuals as well as the business community

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Unit: BCFIN-406-1512 Financial Markets

Unit level (MQF): 4

Credits : 6

Unit description

Financial Services cannot be considered in a vacuum. Just like any other economic activity, financial services operate within specific markets. Hence, the relevance of Financial Markets to learners who are preparing themselves towards enhancing their knowledge in view of a future career in financial services.

The role and operations of Financial Markets is dealt with in further detail within this module of study. Within the Programme of studies, the foundation underpinning this module would have been provided during the first part of “The Local Financial Services Environment” module which is a key module throughout the first year of studies on this programme.

There are different types of financial markets within the local financial services environment. The characteristics of the major financial markets are dealt with at length within this module, providing the required platform for the knowledge required by learners embarking on a career in financial services. The dynamic nature of such markets is to be highlighted especially through an awareness of various formats and related characteristics of financial markets which would be upcoming on the local financial services scenario.

The fundamental value of Ethics needs to be promoted as a key factor towards successful financial markets the operations of which will not deter financial stability and seamless economic changes within any economy. It is through a proper use of ethical instruments and provisions, as well as an enhanced ethical approach to financial activities, that financial markets and services can be constantly improved in a way to offer the necessary stability assurances within an economy.

Learning Outcomes

On completion of this unit learners should be able to:

1. Gather an introductory understanding to the various aspects of Financial Markets
2. Recognise the fundamentals of Monetary Supply within an economy
3. Be aware of the existence of Risks and their impact on financial markets
4. Show a working understanding of how financial markets are regulated.
5. Understand and appreciate the important role and usage of Ethical instruments and procedures, in order to ensure proper financial markets activities.

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Unit: BCACC-412-1503 Financial Accounting

Unit level (MQF): 4

Credits : 12

Unit description

This module has been designed to provide students with an introduction to financial accounting. The content of this module includes a good understanding of the basic principle of double entry and its application to basic business transactions. The early syllabus content enables students to familiarise themselves with the accounting equation. Students would be able to understand how to analyse basic business transactions and learn about assets, liabilities, owners' equity, revenues, and expenses. 'Financial Accounting' provides an understanding of the main statements used by businesses, namely, the Statement of Profit or Loss and the Statement of Financial Position. This includes a review of the main items found in the financial statements and a good knowledge as to their preparation and presentation.

The syllabus also incorporates a good working knowledge of the end-of-year adjustments including, depreciation, bad debts, accruals and prepayments and their proper accounting treatment in the financial statements. Furthermore, learners will also be able to prepare a bank reconciliation statement. A core area of this module deals with the preparation and presentation of financial statements, namely, published financial statements of a limited company i.e. the Statement of Profit or Loss and Statement of Financial Position. The syllabus should also provide the learners with the main tools which are needed to interpret properly the financial accounts of an organisation. FSOs need to make sound business decisions based on these accounts.

Learning Outcomes

On completion of this unit learners should be able to:

1. Distinguish between Financial and Cost and Management Accounting and the main users of accounting information.
2. Understand and apply the principle of double entry system to different business transactions.
3. Prepare the final accounts for a sole trader with year-end adjustments.
4. Prepare a bank reconciliation statement.
5. Understand how to read, analyse and interpret a set of published accounts prepared in accordance to the requirements of the Companies act and International Accounting Standards (IASs) and International Financial Reporting Standards (IFRSs).
6. Prepare and evaluate an organisation's profitability, efficiency, gearing and investor performance ratios.

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Unit: BCLGE-406-1502 English Proficiency Skills

Unit level (MQF): 4

Credits : 6

Unit description

Competence in the English language is crucial for participating effectively in today's globalised world, and more so in the world of international business. Students following the MCAST Advanced Diploma in Financial Services course will need to be exposed to specialized English language skills vis-à-vis their immediate course needs as well as the communication skills needed to operate in a business context, and therefore will be introduced to two different streams of English for Specific Purposes (ESP), namely the use of English for Business (EFB) and the use of English for Academic Purposes (EAP).

Firstly, it will introduce the skills necessary to help bridge students' course needs, which are largely specialized literacies. Many students in further education find that there are specific skills that need to be developed for the types of literacies demanded of students in an academic setting. Learning these skills will help students to critically read material associated with their course, and develop writing skills such as note-taking, summary writing and paraphrasing. These skills are particular to a higher education environment, and can assist students in communicating their knowledge in academic settings.

Secondly, it will introduce students to the use of English as needed to effectively communicate in a business setting, learning to analyse business situations and respond accordingly, contextualizing responses in typical business correspondence. They will also learn skills to handle routine telephone calls.

Learning Outcomes

On completion of this unit learners should be able to:

1. Read non-literary texts and show understanding through written means.
2. Write a summary of a non-literary text, and paraphrase meaning in own words.
3. Write basic routine business correspondence and texts for communication, such as letters, memos and notices.
4. Follow a range of spoken discourse, such as interviews and talks of a business nature, and demonstrate this through written means.
5. Handle routine telephone calls in a business setting.

Unit: BCICT-406-1502 Office Software Applications (KS)

Unit level (MQF): 4

Credits : 6

Unit description

The ever valuable need of IT Software in continuously supporting the work carried out daily within (amongst others) the office environment, is uncontested and needs no explanation. This however needs to be taken at a higher operative level within an effective financial services environment.

To this effect this module aims at equipping learners with the very important tool of effective and efficient word processing skills together with a more holistic and complete use of Spreadsheet Software functions, at a higher-end of operations.

Learning Outcomes

On completion of this unit learners should be able to:

1. Make effective use of Word Processing advanced skills, within the Financial Services office environment
2. Make optimal use of Spreadsheet Software higher-end functions in view of more effective related operations in the Financial Services setting.

Unit: BCOFF-406-1502 Office Administration Skills

Unit level (MQF): 4

Credits : 6

Unit description

Working within a Financial Services environment, mainly involves working within an office environment. Learners gathering the various tools required to become effective team players within the Financial Services Environment, need to understand the importance of providing effective office administrative support for a financial services provider, and be able to develop a baggage of knowledge aimed at carrying out tasks to support business activities within the office. This entails an awareness of the day-to-day administrative processes which are utilised within a typical financial services provider's office, as well as carrying out tasks, safely making use of the appropriate office equipment. The unit aims at providing the necessary information to learners, with the intention of briefing them appropriately, leading to an effective and efficient performance with the office.

In enhancing the learner's understanding of offering effective office administrative support, the unit also delves in not only underlining the importance of efficient administrative support aimed at achieving the Financial Services' organisation's commercial objectives and values, but also to survive in the competitively dynamic financial services setting.

This unit mainly perceives the role of the office support function as part of a larger team. Whatever the size of the organisation, or the range of tasks performed, people working in office support roles need to have a very good awareness of the office environment. In this unit learners will understand that contributing to reviewing the effectiveness of office systems and procedures is essential to ensuring that the workplace is organised in order to meet organisational and legal requirements for policies and procedures, as well as being conducive to safe and efficient operations. Through the unit's outcomes, this is underpinned through learners being able to demonstrate their own planning and support skills when carrying out a range of daily administrative office support tasks.

These range from various filing systems, organising meetings and office scheduling, on to printing services and the use and functions of a range of office equipment, making use of these in an effective and likewise safe method. Learners will also learn the procedures used to process, retrieve and archive information. Related issues, such as confidentiality will be given the deserved importance.

Learning Outcomes

On completion of this unit learners should be able to:

1. Understand the Office Administrative support within the structures of Financial Services organisations
2. Plan office work and carry out a support role, within a framework of techniques and procedures.
3. Understand the function of office systems and equipment
4. Use office equipment and systems effectively in a Safe Environment
5. Practice various typical filing and document handling systems, whilst being able to process, retrieve and archive information
6. Understand the skills required to organise and provide support for office meetings.

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Unit: BCCMN-412-1501 Communicating Effectively within Financial Services (KS)

Unit level (MQF): 4

Credits : 12

Unit description

Working in a financial institution demands specialized usage of language associated with this domain, and given that English is widely used for business in the local Maltese context and internationally, it is essential for learners to be proficient in the use of English for this particular purpose. This unit will give the learner the opportunity to learn these communication skills in English which are crucial to the business environment.

The learner will be introduced to the more technical nature of communication in a business setting, building upon the language skills introduced in English Proficiency Skills (Unit 04). This unit will focus on reading and writing skills typical in such a setting, such as understanding business texts, as well as writing typical business communications such as letters for a variety of situations, reports, company notices and memos. Listening skills are also given priority, exposing the learner to contemporary business issues discussed in interviews and radio programmes. Speaking skills will also be given importance, granting the learner the opportunity to learn how to deliver presentations on topics related to financial services, using the appropriate language to describe issues and trends in the world of finance.

Besides giving importance to apt and accurate English, the unit will also highlight the importance of tone and appropriate expression in business situations. It is important for the learner to be aware of the need to use different styles of language according to external factors such as audience, setting and purpose of communication.

Learning Outcomes

On completion of this unit learners should be able to:

1. Use appropriate and accurate English according to purpose.
2. Write a variety of business communications, such as concise internal reports, letters, memos and company notices.
3. Read and analyse business texts.
4. Understand recorded broadcasts and/or interviews of a business nature.
5. Present subject information in an oral presentation, using the appropriate language to describe issues and trends in the world of finance.

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Unit: BCACC-406-1504 Management Accounting

Unit level (MQF): 4

Credits : 6

Unit description

The objective of this unit is to prepare participants to understand and apply the management accounting concepts, tools and techniques to achieve operational efficiency. The course prepares participants to ascertain the elements of costs i.e. material, labour and overheads. This unit is aimed at helping learners to carry out effective strategic planning and control, evaluation of investments and risk management in different types of business in general and in financial services organisations in particular. The course equips candidates to understand the cost behaviours, economic factors and their changing dynamics and external factors to make cost effective and profitable decisions.

Learning Outcomes

On completion of this unit learners should be able to:

1. Discuss the nature, scope, application and importance of management accounting to an organisation.
2. Understand the elements of costs: material, labour and overheads.
3. Understand short-term decision making.
4. Use break-even analysis.
5. Use appropriate statistical information to review and predict business performance.
6. Use budgetary techniques.

Unit: BCICT-406-1503 IT Operations in FSOs

Unit level (MQF): 4

Credits : 6

Unit description

This module will give you the opportunity to understand the utilization of Information Technology within the Financial Services sector. The foundations for this unit are set by exploring the types of underlying internal and external information which IT tools are applied towards. In this regard, the unit covers a number of IT tools, starting with a number of generic tools and moving to a number of tools which are very specific to Financial Services. The relevance of IT will also be studied within the context of its contribution towards offering alternative delivery channels to standard over the counter service. Nonetheless, whilst IT can bring along several benefits, it may also imply a number of risks and other negative implications. Such implications may indeed impact several parties - including the organization itself, the employees and also customers. Moreover, local legislation has a bearing over how such IT tools must be managed and utilized, with a number of preventive/control actions which must be implemented, as well as other activities which are sanctionable. This module will thus also give the student an awareness of such possible risks and negative implications as well as an understanding of how these may, or indeed must, be mitigated, both from the point of view of organisations as well as individual employees within such organisations.

Learning Outcomes

On completion of this unit learners should be able to:

1. Understand the function of various IT tools utilised in Financial Services
2. Appreciate the benefit to be gained, as well as understand possible implications which may arise, as a result of using information & IT in Financial Services, including the provision of alternative means of service delivery.
3. Understand the specific risks posed by IT in Financial Services and how these can be mitigated.
4. Understand the relevance of the Data Protection Act with respect to IT in Financial Services

Unit: BCMRK-406-1504 Marketing Financial Services

Unit level (MQF): 4

Credits : 6

Unit description

Marketing for Financial Services is designed to give the learner a basic understanding of marketing as an integral part of a financial services company. It is also intended to promote an ability to develop and apply specific knowledge within particular areas of marketing to the financial services sector. Marketing, and marketing activity are an ever-changing scenario, which is becoming more and more important in today's highly competitive financial services sector. It would be safe to say that no serious financial services company can do without it. But the basic philosophy and theory of marketing remains fairly constant. This module introduces a range of marketing tools, techniques and concepts and examines how these can be used in practice by financial services organisations to ensure sustained and profitable growth in their business. The module offers the opportunity for the learner to develop his/her knowledge and understanding of marketing as a core component of management activity of major organisations. In this regard, areas to be covered are an introduction to marketing rationale, the marketing environment of financial services organisations, marketing research, market segmentation, the characteristics of financial services and the marketing mix for financial services. Learners will have the opportunity to apply these marketing principles to the financial services environment.

Learning Outcomes

On completion of this unit learners should be able to:

1. Define and explain basic marketing philosophy and principles, the marketing environment and marketing research.
2. Demonstrate the factors that can be used in identifying buyers and their needs and match these needs with products in the organisation.
3. Evaluate the characteristics of services.
4. Design a marketing mix for an organisation's product.

Unit: BCFIN-406-1513 The Retail Environment in Financial Services

Unit level (MQF): 4

Credits : 6

Unit description

Retail is the largest allocation in most financial services companies' marketing budgets, and is given huge importance by all local financial services institutions. It is invariably seen as the main road to profitability and company growth. In an industry where pressure is constantly being put on salespeople to improve their performance, prospective salespeople need to have a good basis of what to expect in the sales world. In this module we will be discussing some of the main issues relating to the sales function. Changes in information technology, competition, and the way customers are dealt with on a daily basis, have had dramatic effects on the way the sales function operates. The module is divided into six logical parts: basic sales philosophy, sales planning, campaign selling, creating a sales team, the sales interview and sales presentation skills. All these are important areas which will give a cutting edge to anyone starting a career in sales in any financial institution. Special attention will be given to the sale of regulated products, with special emphasis on rules pertaining to the Malta Financial Services Authority. This module has particular links with the soft skills module as well as the marketing in financial services module.

Learning Outcomes

On completion of this unit learners should be able to:

1. Demonstrate an understanding of the principles of sales and sales planning.
2. Explain how sales activities are managed within the financial services industry.
3. Develop the skills needed to give a sales presentation and hold a sales interview.

Unit: BCCMR-406-1501 Customer Relations

Unit level (MQF): 4

Credits : 6

Unit description

The people element in financial services cannot be underestimated when aiming at success in this dynamic sector. Long term success can be factored in, when customer service is given its due priority and relevance within any organization aiming at enhanced accomplishment. This is especially relevant when keeping in mind that organisations within the financial services sector, have a very strong element of customer-facing situations. All this demands effective customer relations

This module of study aims at providing learners with the necessary awareness and emanating skills which help them equip themselves better in imparting consistent good quality customer services and enhancing excellent customer relations within the financial services organisations they will be forming part of. Through theory awareness as well as opportunity for hands-on experiences, learners will learn how to enhance the level of customer relations within an organisation.

Consistent customer service delivered in a professional manner, is a contributing factor towards customer satisfaction and eventual customer retention. The module delves into this aspect as well as methods of how to monitor and evaluate the customer relations. This is especially relevant in a world where customers expectations are on the increase.

Developing and maintaining excellence in customer relations, especially through CRM strategies, are paramount to the success of financial services at various levels, both with regards to external customers as well as internal ones.

Learning Outcomes

On completion of this unit learners should be able to:

1. Understand the role and relevance of Customer Service and how this is provided effectively within a Financial Services setting.
2. Prepare oneself holistically in view of excelling in the various aspects of customer relations.
3. Contribute to customer satisfaction, through consistent and reliable customer service
4. Monitor and evaluate customer relations within the financial services organisation.
5. Demonstrate an understanding of the concept and principles of Customer Relationship Management (CRM) within the context of a financial services marketing strategy

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Unit: BCFIN-406-1514 Soft Skills Training For Financial Services

Unit level (MQF): 4

Credits : 6

Unit description

Soft skills, as opposed to hard skills such as academic content and technical skills, focuses on those elements of training that require changes or adaptations in behavior and thinking. As evidenced by recent research and as voiced by employers and entrepreneurs, such soft skills are increasingly being acknowledged as a key factor to success, possibly even more than technical knowledge. This module is thus aimed at enhancing the concept of a holistic approach to vocational education and training which goes beyond the technical content. It exposes students to those skills which are an ever increasing requirement where only the best is good enough. The focus is on value added employability skills which quenches the industry's thirst for such skills as well as furthering the student's outlook. This module helps the student and the organisation/s which the student will form part of in the future, to gain the competitive advantage which is possible when the individual has refined skills in managing him/herself, as well as in dealing with others. On an intrapersonal level, such skills include examples such as empathy, optimism and self-awareness. On the other hand, on an interpersonal level, this module provides the foundations for a professional mindset, fostering excellent customer service, improving performance, promoting a sense of teamwork, developing leadership potential and ultimately enhancing bottom line organizational success.

Learning Outcomes

On completion of this unit learners should be able to:

1. Identify the range of important intrapersonal and interpersonal skills which are required for the career which s/he desires.
2. Develop a good sense of self-awareness, identifying personal strengths and weaknesses.
3. Develop his/her intrapersonal skills.
4. Develop his/her interpersonal skills.

Unit: BCBST-406-1507 The Business Environment

Unit level (MQF): 4

Credits : 6

Unit description

Actions taken within the economy, especially at a macro level, clearly impinge on Financial Services activities (both over a short as well as over a longer term). To this effect, in order to be effective players within any financial service organisation, a sound introduction to the Business Environment is a requirement. Through this module of study, this will be offered against an economic scenario. The interfacing between the general economic environment and business activity provides for one of the foundations of a dynamic financial services setting.

Through a study of government activities, and the operation of different types of business market, the learner will analyse, amongst others, how the local business community as a supplier of goods and services, and consumers behave as supply and demand for products interact to determine price.

Government financial performance through its conduct of business-related activities, influences and eventually regulates business activities. At its end, private business performance within an open economy, influence and pressures government's response to what goes on in the economy.

Controlling inflation, safeguarding healthy employment levels, enhancing continuously economic growth and the balance of payments, are amongst the main factors which government seeks to tackle within an economy, adopting a range of techniques. Changes to these and other economic variables, impinge in varying ways, on individual businesses - not least financial services organisations.

The local business community would need to react continuously to changes within the economy. An effective Financial Services provision, would undoubtedly assist and at times underpin business operations especially in particular times of economic turbulence.

Government expenditure has a considerable force on business as it constitutes a high proportion of the gross domestic product. In times of recession or economic difficulties, calculated spending on, amongst others, infrastructure projects may stimulate economic activity. Hereagain, such actions impinge on financial services operations. Fiscal and monetary policies are two of the main tools available to government for regulating most economic activity.

Government and business operate within the legal and regulatory framework established by the Maltese Government and the European Union (EU) - including Euro Zone related institutions. A resonant knowledge of the basics of business environment operations, especially at a macro level, will surely provide the learners preparing themselves for a career in financial services, to better understand the ongoing dynamic changes taking place in this sector of the economy, as well as offer the right setting for any further training in the area.

Learning Outcomes

On completion of this unit learners should be able to:

1. Understand the role and objectives of business organisations within the economy
2. Identify the main market factors within economic activity
3. Understand the characteristics forming the Maltese Economy
4. Recognise the impact that changes in the economic environment, leave on the local business community.
5. Understand fiscal and monetary policies and their relation to the financial services environment
6. Discuss how international variables effect the Maltese economy

Unit: BCSTA-406-1502 Basic Quantitative Techniques (KS)

Unit level (MQF): 4

Credits : 6

Unit description

The role of statistics and related quantitative techniques, is becoming more important in today's increasingly data-driven society. Financial Services organisations, are clearly effected by such an enlarged role. Sound decisions in businesses are often based on the quantitative analysis of data and information. This module aims at giving learners the adequate fundamental statistical tools and basic quantitative techniques required in a modern business setting, especially in a financial services environment.

Learners are presented with an overview of statistical techniques required from the initial stage of data gathering to the actual presentation, summarisation and interpretation of the raw data. This analysis provides the basis for appropriate prediction of future conditions on which business decisions should ideally be taken, even in financial services settings. The accuracy of any forecasts made can also be assessed using proper quantitative techniques. Hence, the insight on forecasting techniques and their reliability.

The percentage change in the values of a commodity or of a group of commodities is definitely relevant in the business context. This module seeks to outline the fundamental price and quantity index calculation techniques that can be used to trace the movements in the values of these commodities; an element where the application of which can be extended to the financial services environment.

Finally, this module aims at equipping future financial services team players, with the basic probability tools which will be needed for deeper study and application of statistics. These probabilistic techniques form the basis for data distribution analysis, hypothesis testing and confidence intervals that allow generalisations to be made from a sample to the whole population.

Learning Outcomes

On completion of this unit learners should be able to:

1. Describe different survey methodologies used in data collection
2. Summarise the information collected using appropriate statistical methods
3. Understand the use of index numbers
4. Measure the relationship between two variables and make forecasts using both simple linear regression and time-series methods
5. Understand the basic principles of uncertainty

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Unit: BCWBL-412-1502 Work Based Learning in Financial Services

Unit level (MQF): 4

Credits : 12

Unit description

Through this Work Based Experience, students following the Level 4 Certificate in Financial Services will have the very valuable experience to savour the real life environment within Financial Services. During a work placement experience, students immerse in the various aspects of the day-to-day operations of a local Financial Services organisation with which they will be assigned for 125 work placement hours. A mentor will be identified by the receiving organisation in order to act as the link and eventually the assessor (from the organisation's end) of the student doing the Work Based Experience.

The learner will be assigned basic financial services related office duties at the organisation. Most important of all the student will have the opportunity to observe and reflect on the going on at the particular Financial Service organisation. Learners will also have the opportunity to assess whether a career in financial services is actually what fits within his/her career outlook.

The module aims at providing an integrated approach to study and help learners to enhance their subject-specific and generic skills through an interactive process of use and reflection. Learners will have opportunities to reflect upon their academic learning and gain relevant practical experience by applying this learning in their workplace.

In addition to providing opportunities for enhancing their technical subject-specific knowledge and skills, a further feature of the module is the provision of opportunities for learners to develop a broad set of intellectual, practical and transferable skills to assist career progression and add value to their organisations by way of enhanced performance.

Learning Outcomes

On completion of this unit learners should be able to:

1. Apply, in a practical manner to the work environment, knowledge and
2. understanding gained through formal study.
3. Observe tools and techniques in practical workplace situations and reflect on the appropriateness and effectiveness of these tools and techniques.
4. Tryout generic concepts and theories attained from own studies, in real-life situations and reflect on how successfully they can be applied in practice.
5. Reflect, through his/her log book, how his/her studies relate to the workplace and link to their workplace objectives, performance reviews and ongoing personal development plan.

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