

# TRUST



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## STRIVE FOR BEST PRACTICE IN SKILLS DELIVERY



From humble beginnings in 2008, Felix Risk Training Consultants (FRTC) has grown into a fully-fledged training authority that has achieved accreditation from various leading institutes including The Banking Sector Education and Training Authority (BANKSETA), Insurance Sector Education and Training Authority (INSETA), Quality Council for Trades & Occupations (QCTO), The Institute of Risk Management South Africa (IRMSA) and Compliance Institute Southern Africa (CISA). FRTC is also provisionally registered as a private college with the Department of Higher Education and Training.

“As an accredited training consultancy, we are proud to offer a variety of courses that serve to improve the capabilities of employees in the banking, insurance and compliance sectors,” said Bernadette Felix of FRTC. “We strive to impart scarce skills in the sector to mitigate all risks relevant to our employers working environments. With the constant dynamic change in the banking, insurance and financial sector, it is essential that all staff are timeously trained with legislation changes and adequately equipped to confidently do their work. Our learners are trained mostly face to face to ensure proper skills imparting and ensuring robust interaction and simulation in training delivery.”

Elmarie Koekemoer, admin and QA manager at FRTC added that maintaining accreditation status with various bodies is essential and part of best practice in ensuring excellent skills delivery to all learners.

Accredited courses include:

### BANKSETA

- Micro-lending Frontline Service NQF Level: 3 – Equips learners with tools to function as a micro finance officer in MFI including various aspects involved in loan cycle.
- Core Banking and Financial Services NQF Level: 4 – Focuses on financial product sales, services and financial analysis and credit application suitable for existing clients wanting to expand their skills within the financial environment.
- Credit and Risk Assessment NQF Level: 5 – An important part of any registered credit provider in South Africa, the qualification encourages lenders to apply focus on credit and risk assessments.
- Sales and Customer Relations NQF Level: 5 – Teaches learners aspects of customer relations and skills to implement successful sales strategies.

- National Certificate: Financial Markets and Instruments treasury NQF LEVEL 6 – Assists learners with understanding specialised financial instruments, investments and risk measures within the market.
- Banking Service Advice NQF level 5 – Provides learners with the requirements of the regulations under FAIS Act, enabling them to offer financial skills to clients within the banking sector.
- National Certificate Generic management – Suitable for managers who have other junior managers reporting to them or person-managing first line of managers within an organisation.

### INSETA

- Long-Term Insurance NQF Level 4 – Helps learners understand the long-term sub-sector within context of the financial services Industry.
- Short-Term Insurance Level 4 – Nationally recognised and suitable for both new and long-service employees within the short-term insurance industry and ensuring learners are FIAS Fit.
- Retail Insurance NQF Level 4 – Provides learners with fundamental understanding of concepts and principles required within retail insurance industry.
- Wealth Management Level 4 – Suitable for learners with basic understanding of economics, asset management and investment principles. Provides learners with an introduction to wealth creation and management.
- National Certificate Wealth Management Level 5 – Provides an understanding of economics principles.

### QCTO

Occupational Certificate: Insurance Agent (Insurance Underwriter) NQF L5 - Helps learners evaluate information to protect stakeholder interest by using technical skills.

### IRMSA

Occupational Certificate: Organisational Risk Practitioner – Introduces learners to risk management, processes and implementation concepts.

### CISA

Occupational Certificate: Compliance Officer NQF L6 – Enables learners to understand and effectively comply with regulatory services and requirements.

For more information email Bernadette Felix at [bernadette@frtc.co.za](mailto:bernadette@frtc.co.za) or call 031 207 3245.

### CONTACT US

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B-BBEE Recognition :  
Level 1 contributor to BBBEE  
BEE Procurement Recognition Level : 135%

Black Ownership : 100%  
Black Women Ownership : 100%  
Empowering Supplier : Yes