

FRTC National Foot Print: A Success Story

According to Xpatweb's survey (2018) 75% of South African companies admit that they actively seek international talent to fill their skills needs, despite the difficult visa processes because the country has for several years experienced a major skills shortage, particularly in engineering, information technology and finance.

FRTC applauds the economic transformation and the government's efforts to make basic and tertiary education more accessible which has produced more skilled labour on the job market. However, the low levels of financial literacy amongst students, including working professionals creates a severe hurdle towards making sound financial decisions in their personal lives and job functions.

In 2016 the Organisation for Economic Co-operation and Development (OECD) conducted an international Survey of Adult Financial Literacy Competencies in 30 countries, South Africa performed the worst in terms of financial knowledge scoring 31%, the lowest.

One of the barriers the youth are challenged with to enter the labour market is insufficient financial skills. The Youth Employability Programmes (YEPs) conducted a six-year study to find out whether including financial skills in existing programmes could help more young people find and keep work. The study tracked 1974 people who participated in one of eight YEPs at 44 sites across the country. Half of the training sites were randomly assigned to receive a short savings and basic financial management training module and access to a no-cost bank account (Graham, Patel, Khan et al, 2019).

The findings of the study showed that providing young people with financial capabilities in their programmes were 9% points more likely to be employed than those who did not, two years after completing the training (Graham, et al., 2019).

The reality is that financial skills whether basic or specialised is needed in all sectors. Therefore, FRTC has for 11 years proactively participated in addressing the lack of

financial skills in corporates and especially in the financial sector with the focus on empowering youth and young black women.

FRTC's success story

FRTC clearly understands the prioritised needs of the labour market. Thus, it has successfully established a national footprint and academic partners in nine provinces namely Johannesburg, Durban, Port Elizabeth, East London, Cape Town, Bloemfontein, Nelspruit, Polokwane and Mahikeng training young professionals, learnerships and unemployed youth with basic financial skills, financial management skills and specialized financial skills through a range of BANKSETA, INSETA and QCTO programmes.

More than 5100 young students have graduated with BANKSETA, INSETA and QCTO programmes, of which approximately 65% are women. FRTC celebrates a pass rate of more than 90% for all its financial qualifications which to date is one of the highest records in the country.

97% pass rate for the LETSEMA learnership

This year FRTC has boasted a pass rate of 97% for the LETSEMA learnership for National Certificate: Banking Service Advise (NQF L5). All the learners on the learnership were unemployed and were successfully trained with new and critical financial skills for the banking industry. The learners were privileged with the opportunity to start building a career in the financial sector by completing the programme's practical component in prominent institutions such as Amalgamated Banks of South Africa (ABSA), First National Bank (FNB), African Bank, Ithala Bank, Ned-Bank, Standard Bank, Barclays and Volkskas (SBV) G4S South Africa, South African Reserve Bank (SARB), National Credit Regulator (NCR), National Housing Finance Corporation (NHFC) and Habib Bank AG Zurich (HBZ).

This programme has:

- a) provided the graduates with fundamental understanding, sound knowledge and relevant skills to comply with the FAIS Act;
- b) enabled graduates to offer financial advice to clients in the banking sector;
- c) equipped the graduates with practical and special financial knowledge within the banking industry to help them make sound financial decisions;
- d) equipped graduates with basic competencies and skills necessary to apply to the operations of a financial service provider;
- e) prepared graduates to compete on the job market;
- f) enhanced the graduates opportunity to progress to higher qualifications.

Ultimately, FRTC prepares students in all their programmes to know how to develop correct financial practices such as budgeting, saving, minimizing financial risks and credit spending.

Management skills in demand for employees at all levels of the economic sector

Organizations of all types require competent management in order to run smoothly and optimize their potential for profit and growth. Management skills are applied to jobs labeled as "management positions" in the organizational chart but are also vital for employees in many other roles. The top management skills employers' value are related to six fundamental functions: planning, organizing, coordinating, directing, leadership, and oversight. (Doyle, 2019).

According to BusinessTech (2019), there is a high demand for professionals with management skills, particularly in the financial sector. Currently, 40% of managerial vacancies are allocated to sales and financial managers.

FRTC continuously receives requests from corporates in the financial sector to train staff at all levels in management skills, consequently the National Certificate in Generic Management NQFL 5 (SAQA ID: 59201) is a popular qualification in demand and has enjoyed over a 90% pass rate in five years. This qualification includes four areas of specialisation:

- a) Customer Management: Banking
- b) General Management: Banking
- c) Skills Development Management: Banking
- d) Strategic Management: Banking

Sagie Gounden the Human Resource Manager of HBZ Bank has this to say, "More than 100 staff members have successfully achieved formal qualifications through FRTC such as the National Certificate in Generic Management and National Certificate in Financial Markets and Instruments, the outcome is evident in their improved performance which has increase customer service satisfaction substantially".

Mix of qualifications and job experience

Like other financial sectors one of the most important challenges is getting the right skilled people in the short-term insurance sector (INSETA,2019) because:

- a) the desired mix of qualifications and job experience may not be available in one candidate;
- b) someone with the right qualifications may come from a different industry sector;
- c) and others may have the right skills and work experience without the required qualification.

In response to the insurance market needs FRTC offers a range of insurance (QCTO) qualifications that are in demand such as Short-Term Insurance NQFL 4 and Occupational Certificate: Insurance Agent: Insurance Underwriter Qualification NQF L 5.

In the past three years, FRTC has successfully trained a reputable financial service provider Talksure in the Short-Term Insurance, Generic Management and Sales and Customer Relations, achieving a pass rate of over 90%.

Talksure Learning and Development Executive, Magdalene Chetty states, " FRTC's knowledge, experience and passion for people development allows them to provide purposeful education and training to make a difference in the lives of their target audience".

FRTC is proudly part of South Africa's financial cultural change towards improved financial wellness for all irrespective of socio-economic status, education and gender.

Holding one of the highest pass rates in the country is proof that FRTC has lived up to the reputation of its core values which are:

- Social and economic transformation
- Delivering value-based, high quality education
- Fostering lifelong learning
- Promoting high standards of integrity and ethics
- Sustaining respect in a people centered environment.

Conclusion

To be successful in sustainable business practices often requires educational qualifications and innovation. The above discussion is most relevant to sustainable businesses focused on acquiring talent to offer new products and services in response to societal concerns. The importance of educational qualifications and innovation are critical success factors which FRTC has harnessed to promote how the financial sector offers and produces products and services. FRTC uses innovative practices to establish its brand name and to be market leaders in doing things that create shared value for society and their companies and over time, contribute to changes in practices in their industry.

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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