

THE INSTITUTE OF BANKERS IN MALAWI

CERTIFICATE IN BANKING

SYLLABUS

COURSES

1. Business Accounting
2. Customer service
3. Fundamentals of Business Statistics
4. Introduction to Banking
5. Introduction to Business Communication
6. Introduction to Economics
7. Management
8. Basic Principles of Law

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
2. **Course title:** Business Accounting
3. **Course code:** BAC 101
4. **Level of study:** 1
5. **Presented to:** University of Malawi Senate
6. **Presented by:** The Institute of Bankers in Malawi
7. **Lecture hrs/ week:** 3 hours for 12 weeks
8. **Tutorial hrs/ week:** None
9. **Assessment:** Final Examination 100%

10. **Aim of the study**
To introduce the students to fundamentals of accounting in business

11. **Objectives of the study**

At the end of the course the student should be able to:

- (a) Explain the need for accounting records.
- (b) Identify the categories of information with which accounting deals;
- (c) Understand the principles and concepts of accountancy and ensure that students are able to apply them;
- (d) Describe the significance and limitations of financial statements.

12. **Topics of Study**

(a) Introduction

- Accounting and its legal environment
- Purpose and users of accounting
- Principles concepts and conventions underlying accounting statements.

(b) The double entry system

- Accounting equation
- Double entry system for assets, liabilities and capital
- Effect of profit or loss on capital
- Double entry for expenses and revenue
- Balancing off of accounts
- The trial balance

(c) Final Accounts of sole traders

- The income statement
- Balance Sheet

(d) Books of Original Entry

- Books of original entry and ledgers
- The banking system
- Cash books
- Receivables journal and the receivables ledger
- Payables journal and the payables ledger
- The returns journal
- The analytical petty cash book and the imprest system

(e) Year-end Adjustments

- Accruals and prepayments
- Capital and revenue expenditure
- Depreciation
- Bad debts and provisions

(f) Routine Procedures and Adjustments

- Bank reconciliations
- Acquisition and disposal of fixed assets

- Location and correction of errors
- (g) Control Procedures
- Trial balance and its limitations
 - Control accounts
 - Principles of internal control
 - The technique of internal check

13. **Prescribed texts**

Wood F, Business Accounting 1, Pitman; Longman, London. 2000.

WB Meigs; RF Meigs, McGraw. Financial Accounting, Prentice-Hall International. 1997.

M Harvey; F Kee. Financial Accounting – Theory and Practice,; Prentice Hall International. 1998.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
 2. **Course title:** Customer Service
 3. **Course code:** CS 101
 4. **Level of study:** 1
 5. **Presented to:** University Of Malawi Senate
 6. **Presented by:** The Institute Of Bankers In Malawi
 7. **Lecture hrs/ week:** 3 hours for 12 weeks
 8. **Tutorial hrs/ week:** None
 9. **Assessment:** Final Examination 100%
10. **Aim of the study**
To provide students with an understanding of principles and concepts of customer service in the banking industry.
11. **Objectives of the study**
At the end of the course the student should be able to:
- (a) Define theoretical models of customer service
 - (b) Appreciate the importance of the customer
 - (c) Understand service delivery processes and systems
12. **Topics of Study**
- (a) Theoretical Models of Customer Service
 - Functions and theory of models

- The two main theoretical perspectives of customer service
 - Quality management models
- (b) Code of Banking Practice
- Effect of code on customer service
 - Bankers rights and duties on customer service
- (c) The Customer and Service
- rights and duties of the customer
 - importance of knowing customer expectations
 - service excellence
- (a) Service delivery processes and systems
- Service delivery processes
 - Role of service delivery systems in service excellence
 - Essential components of service delivery processes
- (b) Customer Relationships
- Importance of building good internal customer relationships
 - Way of building good internal customer relationships
 - Conflict management
- (c) Impact of culture on service
- Definition of culture
 - Culture and customer service
 - Cultural diversity and its impact on customer service
- (g) Service standards
- Meaning and importance of service standards
 - Creation of service standards
 - Aspects of organisations that require service standards
 - Physical factors of excellence
- (h) Dealing with difficult customers
- Why customers can be difficult
 - Techniques for handling difficult customers
 - Importance of dealing effectively with difficult customers

13. **Prescribed texts**

Knapp, D. A Guide to Customer Service Skills for the Help Desk Professional. Course Technology Publications. 1999.

Brown, S. A. Breakthrough Customer Service: Best Practices of Leaders in Customer Support. John Wiley & Sons Inc. 1998.

Lennon G. High Powered Customer Service Training Activities: 26 Fast-Moving Training Ideas for Customer Service Trainers and Managers. Independent Publications Group. 2001.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
2. **Course title:** Fundamentals of Business Statistics
3. **Course code:** STT 111
4. **Level of study:** 1
5. **Presented to:** University Of Malawi Senate
6. **Presented by:** The Institute Of Bankers In Malawi
7. **Lecture hrs/wk:** 3 hours for 12 weeks
8. **Tutorial hrs/wk:** 1
9. **Assessment:** Final Examination 100%

10. **Aim of the study**

To provide students with basic statistical tools and techniques needed for analysis of quantitative data in the banking industry.

11. **Objectives of the study**

At the end of the course the student should be able to:

- (a) Apply mathematics and mathematical symbols in statistics.
- (b) Collect and organise data for statistical analysis
- (c) Understand ways of sampling
- (d) Interpret statistical graphs

12. **Topics of study**

- (a) Introduction to Statistics
- (b) Data collection
 - Population and sample
 - Sources of data
 - Types of data
- (c) Presentation of data
 - Tabulation of data
 - Visual presentation
 - Graphical presentation
 - Interpretation

- (d) Descriptive Statistics
 - Mean, Median and Mode
 - The use of measures of location
 - Weighted means
- (e) Measures of dispersion
 - Standard deviation
 - Other measures of dispersion
 - Relative measures of dispersion
 - Variability in sample data

13. **Prescribed texts**

Thomas H. Wonnaco, R. J. Wonnaco. Introductory Statistics for Business and Economics. Prentice Hall. 1980.

Jon Curwin, Roger Slater. Quantitative Methods for Business Decisions. Chapman and Hall. London. 1970.

Christopher Chatfield. Statistics for Technology. Chapman and Hall. London. 1975.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
2. **Course title:** Introduction to Banking
3. **Course code:** BKG 101
4. **Level of study:** 1
5. **Presented to:** University Of Malawi Senate
6. **Presented by:** The Institute Of Bankers In Malawi
7. **Lecture hrs/ week:** 3 hours for 12 weeks
8. **Tutorial hrs/ week:** None
9. **Assessment:** Final Examination 100%
10. **Aim of the study**
To introduce to students an understanding of principles and concepts banking.
11. **Objectives of the study**

At the end of the course the student should be able to:
 - (a) Understand the role of banking in a business environment

- (b) Explain the existence of dynamic and ever changing developments in a banking sector
- (c) Appreciate the relationships existing between the government and the banking sector and their implications on industry and commerce
- (d) Describe the role of specialist financial institutions within the banking industry

12. **Topics of Study**

(a) Introduction

- Objectives and functions of bank
- Definition of banker and customer
- Banker-client relationships

(b) Financial environment

- Money forms and their functions
- Concept of legal tender in Malawi terms
- Security measures applied by Reserve Bank of Malawi
- Barter process
- Money and credit; money creation, credit multiplier
- Definition of concept 'Prudential Requirements'

(c) Financial Service sector

- Role and function of sector including Malawi Stock Exchange (MSE)
- Purpose and objectives of the Banking Act of 1989
- Money markets and capital markets
- Concept of deregulation

(d) Banking Products

- Savings Accounts, Current Accounts, term Accounts
- Investments
- Credit facilities
- Services
- Electronic banking

(e) Customer Service

- Code of Banking practice
- Opening new account
- Freezing an account
- Function and importance of bank statements

13. **Prescribed texts**

Lipsey F. Economics for professional students.

RBM Publication. Monthly economic Review.

RBM Publication Quarterly Economic Review.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
2. **Course title:** Introduction to Business Communication
3. **Course code:** BC 100
4. **Level of study:** 1
5. **Presented to:** University Of Malawi Senate
6. **Presented by:** The Institute Of Bankers In Malawi
7. **Lecture hrs/week:** 3 hours for 12 weeks
8. **Tutorial hrs/ week:** None
9. **Assessment:** Final Examination 100%

10. **Aim of the study**
To develop in students English language proficiency necessary for the communication of information both as students and as professional

11. **Objectives of the study**
At the end of the course the student should be able to:
 - (a) Understand techniques for learning in the most efficient way possible for their present and future academic needs
 - (b) Write effective business letters and reports
 - (c) Present ideas clearly and persuasively as situation may demand

12. **Topics of Study**
 - (a) Study skills
 - Note-taking from lectures
 - Reading techniques
 - Strategies for critical reading
 - Comprehension
 - Wide Reading

 - (b) Writing skills
 - Panning
 - Sources of information and information gathering
 - Drafting
 - Summarizing

 - (c) Oral skills

- Important speeches
 - Debates
 - Oral reports
- (d) Communication Process
- Communication model
 - Barriers to effective communication and remedies to overcome their barriers
 - Characteristics of formal and informal group
 - Identification of appropriate communication techniques
- (e) Non-verbal communication
- Definition
 - Aspects of non-verbal communication
 - Interpretation of non-verbal messages of other people
 - Effects of non-verbal messages on communication
- (f) Telephone Etiquette
- Definition
 - Importance of electronic etiquette in communication
 - Use of mail, internet and voice mail
- (h) Written Communication
- Forms of written communication and their specific requirements

13. **Prescribed texts**

Brown L. Communicating and ideas in Business. Practice-Hall

Burton S.H, People and Communication, Longman.

Stanton N, The Business of communicating, Pan Breakthrough Books

Rosa A and Eschholz, The Writers Handbook,

The Institute of Bankers in Malawi

SYLLABUS

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|----|------------------------|------------------------------------|
| 1. | Programme: | Certificate In Banking |
| 2. | Course title: | Introduction to Economics |
| 3. | Course code: | ECO 101 |
| 4. | Level of study: | 1 |
| 5. | Presented to: | University Of Malawi Senate |
| 6. | Presented by: | The Institute Of Bankers In Malawi |

7. **Lecture hrs/week:** 3 hours for 12 weeks
8. **Tutorial hrs/ week:** None
9. **Assessment:** Final Examination 100%

10. **Aim of the study**

To ensure that students understand the basic principles, concepts, theories and techniques of economics.

11. **Objectives of the study**

At the end of the course the student should be able to:

- (a) Apply the skill of economic theory to current issues and practical situations
- (b) Appreciate reports in the financial press about economic developments, financial markets and their implications for industry and commerce

12. **Topics of study**

(a) Nature and scope of economics

- Meaning, scope and subject matter of economics
- Elements of demand and supply
- Elasticity
- Utility analysis of demand and indifference curve analysis
- Costs, revenue and profits; profit maximizing output

(b) Financial environment

- Financial needs and government; the role of money and capital markets
- Money and credit; the banking system and its institutions; central and commercial banking
- Demand for and supply of money. Credit creation, interest rates and banking activity

(c) Government and macroeconomic environment

- Fiscal policy; direct and indirect taxation, principles
- Monetary policy; supply of money and interest policy
- National income, employment and inflation, movement of inflation and price indices
- National income and its calculation; income, output and expenditure

(d) International environment

- Trade and balance of payments
- Foreign exchange; exchange rates; their nature, function and determination
- Trade and its determinants; prices, exchange rates and demand for imports and exports
- Exchange rates systems
- International economic institutions and corporations

13. **Prescribed texts**

Lipsey F. Economics for professional.

Harvey J. Modern Economics.

Livingstone & W Ord. Introduction to Economics for Eastern and Central Africa.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
2. **Course title:** Management
3. **Course code:** MGT 101
4. **Level of study:** 1
5. **Presented to:** University Of Malawi Senate
6. **Presented by:** The Institute Of Bankers In Malawi
7. **Lecture hrs/ week:** 3 hours for 12 weeks
8. **Tutorial hrs/week:** None
9. **Assessment:** Final Examination 100%

10. **Aim of the study**

To ensure that students understand the basic principles, concepts, theories and techniques in management.

11. **Objectives of the study**

At the end of the course the student should be able to:

- (a) Explain the nature of management and its importance to organisations
- (b) Describe the complex interpersonal relationships that exist within organisations
- (c) Justify the importance of history and theory to management, explain the historical context of management, and discuss precursors to modern management theory
- (d) Explain management theory and principles

12. **Topics of Study**

(a) Introduction

- Nature and types of organisations
- Managing and the manager's job
- The levels of management
- The roles and skills of management

(b) The developments of management through

- Early views of management

- Classical approaches to management
 - Behavioural approaches to management
 - Modern approaches to management
- (c) Planning
- Fundamentals of planning
 - What is planning
 - Type of plans
 - Importance of planning
 - Strategic planning and organisational objectives
 - Nature of strategic planning
 - Steps in the strategic planning process
- (d) Decision Making
- Definition
 - Steps in decision making
 - Importance of decision making
- (e) Organising
- Alternative theories of organising
 - Dimensions of formal organisation structure
 - Organisation design
- (f) The leading process
- Motivating employee performance
 - Nature of motivation
 - Contents perspectives of motivation
 - Process perspectives of motivation
 - Reinforcement perspectives of motivation
 - Emerging perspectives of motivation
 - Using reward systems to motivate performance
 - Leadership and influence processes
 - The nature of leadership
 - The search for leadership traits
 - Situation Approaches to leadership
 - New perspective on leadership
 - Political behaviour in organisations
- (g) The controlling process
- Control in organisations
 - Steps in the control process
 - Forms of operations control

- Forms of organisational control
 - Strategic control
 - Managing the control process
- (h) **Managing Information Systems**
- Information and the manager
 - Building blocks of information systems
 - Determinants of information systems needs
 - Basic kinds of information systems
 - Managing information systems
 - The impact of information systems on organisations
- (i) **Cultural Diversity**
- Nature of cultural diversity
 - Dimension of diversity
 - Impact of diversity on organisations
 - Managing diversity in organisations

13. **Prescribed texts**

Griffin R. Management. (4th Ed.) Houghton Mifflin Company, Boston.

Boone LE and David LK. Management (4th Ed.) Mcgraw-Hill, Inc.

The Institute of Bankers in Malawi

SYLLABUS

1. **Programme:** Certificate In Banking
 2. **Course title:** Basic Principles of Law
 3. **Course code:** ECO 101
 4. **Level of study:** 1
 5. **Presented to:** University Of Malawi Senate
 6. **Presented by:** The Institute Of Bankers In Malawi
 7. **Lecture hrs/week:** 3 hours for 12 weeks
 8. **Tutorial hrs/week:** None
 9. **Assessment:** Final Examination 100%
10. **Aim of Study**
To provide students with understand of the basic principles, concepts of law in Malawi.
11. **Objectives of the study**
At the end of the course the student should be able to:
- (a) Describe essential contractual and commercial law related to and useful in the banking industry.

- (b) Recognise, suggest solutions to, or solve uncomplicated legal issues or problems that they are likely to encounter in the course of their duties in the banking industry.

12. **Topics of study**

- (a) Elements of Contract
 - Hooley Richard of contract and remedies available
- (b) Elements of Agency
 - General Nature of Agency
 - Authority of Agents
 - The concept of authority.
 - The three categories of authority: express, tacit and ostensible.
 - The duties of the principal and agent respectively.
 - Rights of principal against agents.
 - Rights and liabilities of principal to third parties.
 - Rights of agents against principals
 - The termination of agency
- (c) Elements of Partnership Law
 - Nature of partnership, Partnership Agreement and Business Name
 - Different kinds of partnership.
 - The Essentials of valid partnerships.
 - The authority a partner to act on behalf of a partnership.
 - The liability of the partners for debts incurred.
 - The dissolution of a partnership.
- (d) Elements of Insurance
 - Essential elements of an insurance contract.
 - The concept of insurable interest.
 - The requirements necessary to establish a valid contract of insurance.
 - The duty of the insured to disclose information to the insurer.
 - The concept of subrogation.
- (e) Sale of Goods
 - Definition of a contract for the Sale of Goods.
 - Key terms: Property, title, specific goods, unascertained goods.
 - Implied terms.
 - Warranties and conditions
 - Implied terms as to title, description and sample.
 - Implied conditions as to merchantable quality and to fitness for purpose.
 - Transfer of property and possession
 - Definition of risk and when it passes.
 - The nemo dat rule and its exceptions.
 - Performance
 - Duties of buyer and seller
 - Instalment contracts and remedies of parties for breach.
 - Remedies

- Real and personal remedies
 - Real remedies for unpaid seller
 - Assessment of damages
- Use of Sale of Goods Act (cap 48.01) as a reference and primary source of Sale of Goods Law.

- (f) Elements of the Law of Leases
 - Nature of a lease
 - Classes of a lease
 - Terms and conditions of a lease
 - The requirements to be complied with to draw up a valid lease.
 - The duties of a lessor and lessee.
 - Breach of a lease
 - Remedies available to aggrieved parties in a contract of lease.
 - The various ways in which a lease may be terminated.

- (g) Elements of Company Law
 - Nature of companies limited by shares
 - Meaning of limited liability
 - Classes of companies
 - Memorandum of Association
 - Articles of Association
 - Incorporation of a limited company: procedural requirements.
 - The Name of a Company
 - Certificate of Incorporation
 - Common Seal
 - Shares and share certificates
 - Lifting the veil of incorporation
 - Shareholders, directors, and officers of the company
 - Distinction between shareholders and directors
 - Powers of a limited company
 - The doctrine of Ultra Vires
 - Use of The Companies Act, 1984 as a primary source of Malawi Company Law.

13. Prescribed texts

Manual Issued by Institute of Bankers in Malawi, (in preparation). Basic Principles of Law,

Harrison Tom and others, Business Law, (1994): Business Education Publishers Ltd, London.

Hooley Richard. Commercial Law. (2000) Butterworths, London.