

## Banker Program\_ Assignment Guidelines for Delegate

Responsible	Banker Delegate
Context	<p>The program forms part of the broader Retail Bank Learning Framework. It will build the mindset and skills required from Retail Bankers to have conversations to drive and deliver the differentiated, consistent and valuable customer experience required to position Absa as the bank of choice.</p> <p><b>You are embarking on a journey that will be different, personal and transformative, making you future-fit and highly competitive in an ever-changing world of work. The learning journey allows one to look deeper; with a new perspective ~ creating new experiences along the way.</b></p> <p><b>How this program will help you remain relevant in an every-changing world:</b></p> <p>Because this program is designed against a specific framework of "Leading Self, Leading through Others and Growing your Franchise" it provides a learning experience like no other where;</p> <ul style="list-style-type: none"><li>✓ You will gain self-insight,</li><li>✓ Apply your learning by means of activities and assignments,</li><li>✓ Learn how to work with your teams members</li><li>✓ Learn how to grow your area as if it were a franchise</li></ul>

### 1. Who nominated me ?

You were nominated by your Line Manager and Area Head to be part of the Banker Program.

Please register on TLS for the upcoming sessions:

- Banker Experience 1: **WBANPROGEXP1**
- Banker Experience 2: **WBANPROGEXP2**
- Banker Experience 3: **WBANPROGEXP3**

Kindly refer to Circular No. **622/2018** published on 24<sup>th</sup> August should you require detailed information on the benefits of the Banker Programme, relevant streams, registration process etc. You may also refer to Circular No. **623/2018** for the "Banker Programme for Line Managers",



### 2. Da Vinci Registration Process

- On completion of the workshop your details will be forwarded to Da Vinci Institute
- Once Da Vinci receives your details, they have 48hours (2 working days) to enrol and register you onto Moodle. Welcome Pack email will be sent to you with your User name & password and all the required documents that need to be completed and emailed back to admissions.
- Welcome Pack email from Da Vinci is often sent to Junk mail. When you receive email from Da Vinci in the Junk mail Folder follow the following steps:
  - Go to “Junk Email”
  - Right click on the specific email
  - Go to “Junk”
  - Click on “Not Junk”
- The importance of completing registration documents and sending all certified documents to Admissions.

### 3. BANKER PROGRAMME ACCREDITATION?

The Banker Program is accredited through **Da Vinci** and it is linked to a **Higher Certificate in Banking (NQF5)**. Completion of each experience will give the employee credits towards a Certificate in Banking:

- Experience 1 – Engagement in Banking ; 6 credits ( 3 days)
- Experience 2 – Engagement in Banking ; 6 credits ( 3 days)
- Experience 3 – Retail Banking in Sales ; 8 credits (5 days)

#### **What is the Pass mark for each Experience?**

- You will be deemed competent if you achieve 50 % or above.
- Da Vinci will provide delegates on completion a Statement of Results (SOR) aligning to credits.

### 4. ASSIGNMENT SUBMISSION ATTEMPTS AND PRE-WORK

- The delegate will have two submission attempts per assignment (no third attempts):
  - Attempt 1: If the results show “competent” (50% and above), no need to re-submit.
  - Attempt 1: If the results show “not yet competent” (below 50%), the delegate will be required to review & re-submit by specified submission date. The Attempt 2 date will be on Moodle.
- Assignment submission due dates and results is available to the delegate on Moodle. Your Facilitator will also advise you of the date in the workshop.
- A delegate will not be able to attend experience 3 if they are not yet competent in experience 1 & 2 assignments.

#### **Assignment Submission**

- Assignments needs to be submitted/ Uploaded electronically to Da Vinci (Moodle) per submission due dates (by 24h00).

➤ [Link](#) how to Moodle

➤ Assignment Template [Link](#)

### **Does my Assignment have to conform to specific guidelines?**

- Delegates need to adhere to the proposed maximum length of the assignment (within 10- 12 pages) and below 4Mb, whichever comes first.
- Delegates need to keep photos, images, data and tables to a minimum.
- The questions in the assignment are clear and provide exact competencies that you need to demonstrate.
- Take note of the Harvard Method and the Professional Writing Document in their Welcome Pack on Moodle. This will support you with the completion of your assignments. Also refer to MS Word Referencing.
- [See links- How to access my results](#)

### **Why do I need to upload my Assignment in word format?**

- The assignment is required to be uploaded as a word document to ensure that the content is checked for plagiarism ( refer to plagiarism Annexure 1 attached)

### **What if I experience problems in uploading my documents? Who should I contact?**

- You can start immediately with your assignment as you received a hard copy of the assignment in your file.
- Please note timelines are very important. Should you experience any difficulties , please contact

[Elize Smith](mailto:elize@davinci@ac.za) on [elize@davinci@ac.za](mailto:elize@davinci@ac.za) or [RBLLT.PostDelivery@absa.co.za](mailto:RBLLT.PostDelivery@absa.co.za)

### **The Pre-Work for each experience must be submitted by the assignment submission due date.**

- There is pre-work for all the experiences, which needs to be loaded onto Moodle in order to **qualify for the 4%** as indicated on the PMA (Post Module Assignment).
- The pre-work for experience 1 is embedded in **the TLS invitation/communication** in order for the delegates to do the work prior to attending the experience. It is a 500 word paragraph which the delegates need to upload onto Moodle once they have completed the registration (Pre-Work 1 link).
- The pre-work for experience 2 & 3 is in the **Go Do activity document** which is handed out in the classroom, which needs to be done and uploaded onto Moodle prior to attending the training.

## **5. EXTENSION REQUESTS:**

- If an extension is required (due to unforeseen circumstances eg. Long term illness, compassionate leave), approval needs to be requested from the Area Head (via email).
- You then need to send the extension approval email to [RBLLT.PostDelivery@absa.co.za](mailto:RBLLT.PostDelivery@absa.co.za) from where the Post Delivery Consultant will provide final approval for extensions due to the unforeseen circumstances. Any other reason needs to be escalated to the Programme Lead for approval. (considering the approval given by the Area Head).
- The Post Delivery Consultant will inform you when extension approval has been granted and until when (via email) and will forward this approval email to Da Vinci who will amend submission date on Moodle.

### **How long will an extension be granted for?**

- One week is usually the recommended extension duration.

### **What impact does this have on the assessment process?**

- Extension Results will fall outside assignment schedule dates.
- Delegates will find that they will get their results later than the rest of the group which may disrupt the group learning process and disadvantage the delegate concerned and must therefore be discouraged as much as possible

## **7. LATE ASSIGNMENT SUBMISSIONS**

- Assignments can be submitted until midnight (24h00) on the day of submission.
- If delegates haven't submitted in time and they **do not have an approved extension**, it will be logged against their name as a "non-submission" and will not be marked. They will also not have a chance to re-submit.
- If delegates have submitted their assignment and have received their results and need to re-submit and their second assignment submission is late, it will be logged as a "non-submission" against their name. It will not be marked, and the results received for their first submission will be used.
- Late submissions and/or failure to submit will be escalated to the Area Heads.

## **8. PLAGIARISM**

### **What is Plagiarism? : Taking and using the ideas, writing, works or inventions of others and pretend it is one's own).**

- It is important that delegates understand how to properly reference the use of intellectual property as the impact of being found guilty of plagiarism may result in having to resubmit the assignment.
- Plagiarism constitutes an important breach of five (5) fundamental values of academic integrity, i.e. honesty, trust, fairness, respect and responsibility, as well as academic conventions (University of Alberta, 2013). Plagiarism is also referred in the following Student Documents (in the Welcome Pack on Moodle):
  - Student Contract
  - Code of Ethics
  - Policy & Procedures
  - Moodle QRG
  - PMA Cover Page
- Plagiarism can also be actions which weaken the educational process (such as shameless copying of any aspect of the programme) or dishonest actions (such as quoting in essays or reports from books, hand-outs or the replicating the work of other students without explicitly stating that this is being done).
- Plagiarism further relates to any attempt to benefit oneself, or another, by deceit or fraud. This shall include deliberately reproducing the work of another person or persons without due acknowledgement. In such case unacknowledged copying shall be deemed to constitute prima facie evidence of deliberate copying (plagiarism), and in such cases the burden of establishing otherwise shall rest with the student against whom such an allegation is made.

### **What is the process for checking for plagiarism?**

- Assignments are checked for plagiarism by Da Vinci, provided that:
  - Assignments are submitted in Word format (in one document)
  - Within 10-12 pages and below 4Mb, whichever comes first
- The allowable percentage is below 25%. That means that assignments identified with plagiarism of 25% and above will be handled in the following manner:
  - Assessor will discontinue marking the assignment
  - Da Vinci will send the name and the plagiarism report to the Post Delivery team
  - ABSA will follow their internal processes with the delegate
- Da Vinci will moderate the assignment in the normal manner, and exclude an additional plagiarism check
- Results will be released by Da Vinci to ABSA when the submission reporting is due, **excluding the delegates where plagiarism was identified**