

HIGHER NITEC IN FINANCIAL SERVICES

CERTIFICATION

Credits required for certification:

Core Modules	: 50
Life Skills Modules	: 9
Elective Modules	: 6
<u>Total</u>	<u>: 65</u>

COURSE STRUCTURE

Module Title	Credits
CORE MODULES	
Business Writing & Presentation	4
Digital Commerce & Marketing	5
Elementary Business Analytics & Cyber-security	4
Digitalisation & Financial Services	6
Investments and Risk Management	4
Financial Products & Services	5
Principles of Insurance	5
Personal General Insurance	4
Commercial General Insurance	5
Industry Attachment	8
ELECTIVES (COURSE SPECIFIC)	
Customer Relationship Management Applications	4
FinTech Applications	3
ELECTIVES (INTER-DISCIPLINARY)	
Entrepreneurship Essentials	3
Cabin Services	3
Digital Storytelling	3
Cross Cultural Intelligence at the Workplace	3
ELECTIVES (GENERAL) AND LIFE SKILLS MODULES	
For details, click here	

Note: The offer of electives is subject to the training schedule of respective ITE Colleges. Students are advised to check with their Class Advisors on the availability of the elective modules they intend to pursue.

MODULE OBJECTIVES

Core Modules

Business Writing & Presentation

On completion of the module, students should be able to apply business writing and presentation skills in a variety of business contexts.

Digital Commerce & Marketing

On completion of the module, students should be able to perform market research and plan, execute and evaluate a digital marketing strategy.

Elementary Business Analytics & Cyber-security

On completion of the module, students should be able to analyse multiple sources of data to improve organisation's processes and achieve strategic objectives through data-driven decision-making concepts and theories. Students will also gain awareness on the importance of data confidentiality and data security.

Digitalisation & Financial Services

On completion of the module, students should be able to relate effects of digitalisation, industry transformation trends and financial policies on financial services business operations.

Investments and Risk Management

On completion of the module, students should be able to acquire knowledge on types of investment instruments used in personal financial planning. In addition, they will be able to handle enquiry, provide back-room administrative support to facilitate investment and bancassurance transactions, as well as to provide operational support to Relationship Managers.

Financial Products & Services

On completion of the module, students should be able to acquire knowledge on the business functions of consumer bank and corporate finance services providers, and serving customers with a wide range of e-services on financial products and services.

Principles of Insurance

On completion of the module, students will be able to apply knowledge on insurance market functions, and explain the principles of insurance and the claim process for general insurance.

Personal General Insurance

On completion of the module, students will be able to acquire knowledge on personal general insurance products and provide operational support in handling applications and processing claims.

Commercial General Insurance

On completion of the module, students will be able to acquire knowledge on commercial general insurance products and provide operational support in handling underwriting and claims processes.

Industry Attachment

Students will undergo an internship with organisations and apply the skills and knowledge learnt in the financial services course.

Electives (Course Specific)

Customer Relationship Management Applications

On completion of the module, students should be able to have a basic understanding of the concepts used in customer service relationship. They are also trained to provide pre- and after-sales support functions, target marketing to attract and retain customer base using customer relationship management software.

FinTech Applications

On completion of the module, students will have a deeper appreciation of the applications of financial technology (Fintech) and its impact on the banking and insurance sectors. In particular, students will be equipped with practical skills to create a chatbot user interface to simplify and enhance user experience.

Electives (Inter-disciplinary)

Entrepreneurship Essentials

On completion of the module, students should be able to source new information from multiple sources, brainstorm ideas to find novel approaches to draft out a business plan through identifying business opportunities and applying marketing mix strategies with sound financial analysis.

Cabin Services

On completion of the module, students should be able to provide in-flight service, perform up-sell and cross sell of in-flight products and improve service procedures so as to ensure a safe and pleasant experience for passengers.

Digital Storytelling

On completion of the module, students should be able to create various Electronic Direct Mailers (EDMs) to sell a product or service with an associated story tagline.

Cross Cultural Intelligence at the Workplace

On completion of the module, students should be able to apply and adapt cross cultural knowledge at workplace.

Electives (General) and Life Skills Modules

For details, click [here](#).