



## Banker Programme Assignment Guidelines : Delegate

**Responsible** Banker Delegate

### Context

The programme 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.

**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.**

**How this programme will help you remain relevant in an every-changing world:**

Because this programme 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;

- ✓ You will gain self-insight,
- ✓ Apply your learning by means of activities and assignments,
- ✓ Learn how to work with your teams members
- ✓ Learn how to grow your area as if it were a franchise

### 1. Who nominated me ?

You were nominated by both your Line Manager and Regional Manager to be part of the Banker Programme.

You will then be registered 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 2018 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".

<b>2. Da Vinci Registration Process</b>	
	<ul style="list-style-type: none"> <li>➤ On completion of the workshop, your details will be forwarded to Da Vinci Institute.</li> <li>➤ Once Da Vinci receives your details, they have 48 hours (2 working days) to enrol and register you onto Moodle. A Welcome Pack email will be sent to you with your User name &amp; password and all the required documents that need to be completed and emailed back to admissions.</li> <li>➤ 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: <ul style="list-style-type: none"> <li>▪ Go to “Junk Email”</li> <li>▪ Right click on the specific email</li> <li>▪ Go to “Junk”</li> <li>▪ Click on “Not Junk”</li> </ul> </li> <li>➤ The importance of completing registration documents and sending all certified documents within a week back to <a href="mailto:Admissions@davinci.ac.za">Admissions@davinci.ac.za</a>.</li> <li>➤ This pack consist of the following documents that needs to be printed, completed and SIGNED. <ul style="list-style-type: none"> <li>▪ Application and Consent form</li> <li>▪ Student contract</li> </ul> </li> </ul> <p>Also include an certified copy of your ID document and Matric certificate</p>

<b>3. Banker Programme accreditation</b>	
	<p>The Banker Programme is accredited through Da Vinci and it is linked to a <b>Higher Certificate in Banking (NQF5)</b>.</p> <p>Completion of each experience will give the employee credits towards a Certificate in Banking:</p> <ul style="list-style-type: none"> <li>▪ Experience 1 – Customer Engagement in Banking ; 6 credits (3 days)</li> <li>▪ Experience 2 – Customer Experience in Banking ; 6 credits (3 days)</li> <li>▪ Experience 3 – Retail Banking in Sales ; 8 credits (5 days)</li> </ul>

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

- You will be deemed competent if you achieve 50% or above.
- Upon completion of the Programme, Da Vinci will provide delegates with their Academic Report (Statement of Results) and if applicable a Certificate.

## **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 are 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 for the experience 1 & 2 assignments.

### **Assignment Submission:**

- Assignments needs to be submitted/Uploaded electronically to Da Vinci (Moodle) per submission due dates (by 24h00 midnight). *Word Format.*
- How to navigate Moodle (It includes how to upload your assignment as well). *Please see Welcome Pack email from Da Vinci (This document is also available on Moodle, but needs to be completed and returned to Da Vinci a.s.a.p).*
- Assignment Template – *Please see Welcome Pack email from Da Vinci (This document is also available on Moodle).*

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

- Delegates need to adhere to the proposed maximum length of the assignment (within 12- 15 pages) 3000 words and below 4Mb, whichever comes first.
- *Only MS Word format* will be accepted – NO PDF or scanned assignments.
- 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 the folder named “Important Documents “on Moodle after you have logged on. This will support you with the completion of your assignments. Also refer to “MS Word Referencing”.

- How to access “my results on Moodle”.

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

- The assignment is required to be uploaded as a MS Word document to ensure that the content is checked for similarity (direct copying for the internet) or plagiarism (copying a fellow student’s assignment).

#### **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 document in your file.
- Please note that timelines are very important. Should you experience any difficulties, please contact:

Elize Smith on [Elize@davinci.ac.za](mailto:Elize@davinci.ac.za) or [banker@absa.co.za](mailto:banker@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. The 500 Word paragraph must be uploaded onto Moodle once delegates have completed the registration (Pre-Work 1 link).
- The Pre-work for experiences 2 & 3 (**Go Do activity** document) will be handed out in class at experience 1 and 2. This must be completed and uploaded onto Moodle prior to attending the next relevant experience /workshop.

### **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 Regional Manager (via email).
- You need to send the extension approval email to [banker@absa.co.za](mailto:banker@absa.co.za) from where the Learnership Consultant will provide final approval for extensions due to the unforeseen circumstance, taking into consideration the approval granted by the Regional Manager.
- The Learnership Consultant will inform you via email ([banker@absa.co.za](mailto:banker@absa.co.za)) that an extension has been granted and will you with the new submission date. They will also inform Da Vinci in order of the submission date to be amended on Moodle.

<b>How long will an extension be granted for?</b>
<ul style="list-style-type: none"> <li>➤ One week is usually the recommended extension duration.</li> </ul>
<b>What impact does this have on the assessment process?</b>
<ul style="list-style-type: none"> <li>➤ Extension Results will fall outside assignment schedule dates.</li> <li>➤ 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</li> </ul>

<b>7. Late Assignment Submissions</b>
<ul style="list-style-type: none"> <li>➤ Cut off time for submission of Assignments <b>is 11h59</b> on the scheduled date for submission.</li> <li>➤ If delegates have not submitted in time and they do not have an approved extension, a non-submission will be logged against their name and the assignment will not be marked. They will also <b>not have</b> a chance to re-submit.</li> <li>➤ Assignment submission 2 : If delegates were found Not Yet Competent i.e. obtained less than 50% for their first assignment, they need to resubmit as per the scheduled second submission date. Late submissions will be logged as a “non-submission”. The assignment not be marked, and the results received for their first submission will be used.</li> <li>➤ Late submissions and/or failure to submit will be escalated to the Regional Manager.</li> </ul>

<b>8. Plagiarism</b>
<b><u>What is Plagiarism: Taking and using the ideas, writing, works or inventions of others and pretend it is one’s own.</u></b>
<ul style="list-style-type: none"> <li>➤ 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.</li> <li>➤ Plagiarism constitutes an important breach of five (5) fundamental values of academic integrity, i.e. honesty, trust, fairness, respect and responsibility. Plagiarism is also referred in the following Student Documents (in the Welcome Pack on Moodle): <ul style="list-style-type: none"> <li>• Student Contract</li> <li>• Code of Ethics</li> <li>• Policy &amp; Procedures</li> <li>• Moodle QRG ( Quick Reference Guide )</li> <li>• Assignment Cover Page</li> </ul> </li> <li>➤ 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).</li> </ul>

- 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 12-15 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 Learnership 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.**

## **9. Plagiarism in Context and Consequences**

### **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
  - Assignment 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).
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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.

- From the above it is clear that plagiarism will not be tolerated by Absa and will have serious disciplinary consequences for the student.

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    - Assessor will **discontinue** marking the assignment
    - Da Vinci will send the name and the plagiarism report to the Learnership 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**

The plagiarism report will indicate where the “unoriginal text” is evident in the assignment, i.e. the words will be underlined in yellow on the report and the source of the information will be indicated below the identified plagiarism text

### **What are the consequences of Plagiarism?**

<b>Description</b>	
<b>Assignments identified with plagiarism of 25% and above</b>	
▪ <b>First time offence.</b>	
<b>Action</b>	1. Remedial situation. 2. Indicate the offence to learner as an educational exercise – coaching session. 3. Delegate will be allowed to redo and resubmit
<b>Penalty</b>	Resubmission of assignment – Programme extension process to be followed
<b>Assignments identified with plagiarism of 25% and above</b>	
▪ <b>2<sup>nd</sup> offence</b>	
<b>Action</b>	1. ABSA to address 2. Indicate the offence to delegate. 3. Delegate will not be allowed to redo and resubmit
<b>Penalty</b>	<ul style="list-style-type: none"> <li>• No marks will be awarded.</li> <li>• Line Manager to take disciplinary action</li> </ul>

<b>Description</b>	
<b>Copying from another delegate</b>	
<b>Action</b>	1. ABSA to address 2. Indicate the offence to delegate. 3. Full Absa Investigation. 4. Outcomes of investigation to be communicated to relevant parties

		5. Dependant on outcome delegate may be allowed to redo and resubmit – Programme extension process to be followed	
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