

HIGHER NITEC IN SERVICES – BUSINESS ADMINISTRATION

Course Code: HS2BA / Plan Code: HS2BAHRS (Specialisation: Human Resource) /
HS2BAFSV (Specialisation: Financial Services)

COURSE OBJECTIVE

The course equips students with the skills and knowledge to provide support for a range of human resource and financial services functions in an organisation.

COURSE STRUCTURE

Core/Specialisation Modules

S/N	Module Details	Module Code	Module Objectives
MSC: Corporate Administration			
C1	Business & Office Administration 30 (T) 30 (P) Credits 3 Prerequisite: NIL	BS43005FP	On completion of the module, students should be able to perform business administrative tasks related to records management, handling office procurement and coordinating appointments and meetings.
		Equivalent Code: NIL	
C2	Business Process Automation 20 (T) 40 (P) Credits 3 Prerequisite: NIL	BS43008FP	On completion of the module, students should be able to perform simple automation on their internal business administrative tasks to bring about an improvement in productivity.
		Equivalent Code: NIL	
C3	Financial Products & Services 20 (T) 40 (P) Credits 3 Prerequisite: NIL	BS43004FP	On completion of the module, students should be able to acquire knowledge on the business functions of consumer bank services providers and serving customers with a wide range of e-services on financial products and services.
		Equivalent Code: NIL	
Specialisation: Human Resource Services			
MSC: Compensation & Benefits Administration			
C4(a)	Payroll Administration 30 (T) 30 (P) Credits 3 Prerequisite: NIL	BS43007FP	On completion of the module, students should be able to support the payroll process and generate HR reports, identify the components of a payslip and process reimbursements.
		Equivalent Code: NIL	
C5(a)	Compensation & Benefits 30 (T) 30 (P) Credits 3 Prerequisite: NIL	HR43001FP	On completion of the module, students should be able to apply statutory and organisational policies to support the compensation and benefits function including calculating and dispensing salary, monetary and non-monetary claims and benefits.
		Equivalent Code: NIL	
MSC: Talent Acquisition & Analytics			
C6(a)	Talent Acquisition 30 (T) 30 (P) Credits 3 Prerequisite: NIL	HR43002FP	On completion of the module, students should be able to carry out talent acquisition processes such as identifying organisational staffing needs, recruitment and selection of qualified candidates.
		Equivalent Code: NIL	
C7(a)	HR Law & Policies 30 (T) 30 (P) Credits 3 Prerequisite: NIL	HR53001FP	On completion of the module, students should be able to apply the guiding principles of HR law and policies in local and regional context.
		Equivalent Code: NIL	
C8(a)	HR Analytics 20 (T) 40 (P) Credits 3 Prerequisite: NIL	HR53004FP	On completion of the module, students should be able to analyse multiple sources of Human Resource data to improve organisation's processes and achieve strategic objectives through data-driven decision-making concepts and theories.
		Equivalent Code: NIL	

MSC: Employee Learning & Engagement			
C9(a)	Employee Engagement 30 (T) 30 (P) Credits 3 Prerequisite: NIL	HR53002FP	On completion of the module, students should be able to attend to employee feedback and coordinate a range of staff-related programmes linked to employee engagement. Students should also be able to handle a range of associated administrative tasks relating to onboarding, off-boarding and re-employment processes.
		Equivalent Code: NIL	
C10(a)	Learning & Talent Development 30 (T) 30 (P) Credits 3 Prerequisite: NIL	HR53003FP	On completion of the module, students should be able to provide support in Learning and Development function to develop employees' capabilities, skills and knowledge to meet both business and personal goals.
		Equivalent Code: NIL	
Specialisation: Financial Services			
MSC: Insurance Principles & Personal Risk Management			
C4(b)	Principles of Insurance 40 (T) 20 (P) Credits 3 Prerequisite: NIL	BS43006FP	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.
		Equivalent Code: NIL	
C5(b)	Advanced Insurance Principles 20 (T) 40 (P) Credits 3 Prerequisite: NIL	FS43002FP	On completion of this module, students will be able to acquire knowledge on personal accident, travel and liability insurance products to provide operational support in handling applications and processing claims.
		Equivalent Code: NIL	
C6(b)	Personal Risk & Transfer Management 20 (T) 40 (P) Credits 3 Prerequisite: NIL	FS53002FP	On completion of this module, students will be able to acquire knowledge on personal motor and property insurance products and provide operational support in handling applications and processing claims.
		Equivalent Code: NIL	
MSC: Client On-boarding			
C7(b)	Client On-boarding & Compliance 40 (T) 20 (P) Credits 3 Prerequisite: NIL	FS43001FP	On completion of the module, students will be able to apply knowledge on client on-boarding processes and provide operational support in handling applications common service requests and identifying common suspicious transactions and frauds.
		Equivalent Code: NIL	
C8(b)	Investment & Risk Management 30 (T) 30 (P) Credits 3 Prerequisite: NIL	FS53001FP	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.
		Equivalent Code: NIL	
MSC: Business General Insurance			
C9(b)	Business Assets & Operations Risk Management 20 (T) 40 (P) Credits 3 Prerequisite: NIL	FS53003FP	On completion of the module, students will be able to acquire knowledge on commercial assets, marine, construction and engineering, business interruption and liability insurance products to provide operational support in handling underwriting and claims processes.
		Equivalent Code: NIL	
C10(b)	Business Manpower & Financial Continuity 30 (T) 30 (P) Credits 3 Prerequisite: NIL	FS53004FP	On completion of the module, students will be able to acquire knowledge on commercial manpower, fidelity guarantee, money, credit and bonds insurance, and provide operational support in handling underwriting and claims processes.
		Equivalent Code: NIL	

Abbreviations: T - Theory, P - Practical, MSC - Modular Skills Certificate

CREDITS FOR CERTIFICATION

Total of 30 credits from successful completion of 10 Core/Specialisation modules.

Applicants who do not meet the entry requirements for Core/Specialisation modules will need to complete 12 credits from 4 Foundation modules before taking Core/Specialisation modules.

Foundation Modules

S/N	Module Details	Module Code	Module Objectives
F1	Business Communication 30 (T) 30 (P) Credits 3 Prerequisite: NIL	BS33004FP	On completion of the module, students should be able to apply essential communication skills to prepare business documents and presentations.
		Equivalent Code: NIL	
F2	Social Media Marketing 30 (T) 30 (P) Credits 3 Prerequisite: NIL	BS33008FP	On completion of the module, students should be able to develop social media content and apply online media tools to execute the organisation's social media marketing strategies.
		Equivalent Code: NIL	
F3	Service Excellence 40 (T) 20 (P) Credits 3 Prerequisite: NIL	BS33011FP	On completion of the module, students should be able to understand the concepts of service delivery, identify and respond to customers' needs and expectations, create and deliver value to build positive customers' experience and increase organisational profitability.
		Equivalent Code: NIL	
F4	Principles of Business 30 (T) 30 (P) Credits 3 Prerequisite: NIL	BS33010FP	On completion of the module, students should be able to understand basic business concepts and relate the impact of political, economic, social and technological factors on business activities.
		Equivalent Code: NIL	

Abbreviations: T - Theory, P - Practical

VENUE

ITE College Central, ITE College East

Note:

- 1) The training schedule of lessons is subject to change.
- 2) Depending on the demand, not all the modules in the CET *Higher Nitec* in Services courses will be offered in each intake. Where the modules are offered and there is insufficient enrolment, the classes will be cancelled and a full refund will be given to the affected students.