



LEPL Shota Meskhia State Teaching University of Zugdidi

Approved under the resolution

#---- of academic council

of Shota Meskhia State Teaching University of Zugdidi

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Vocational educational programme

Finance services

020456

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2019

1. **Name of the vocational educational programme (hereinafter vocational programme) in Georgian and English languages** –საფინანსო სერვისები/ Finance services
2. **Registration number in the framework:** 04117-3
3. **Qualifications to be awarded in Georgian and English languages:** საბაზო პროფესიული კვალიფიკაცია საფინანსო სერვისებში/ Basic Vocational Qualification in Finance Services

This qualification belongs to the detailed field of International Standard Classification of Education ISCED – Finance, banking and insurance - Code 0412.

Descriptor – “students will learn the issues of planning, managing, organizing and controlling of financial activities and services. It includes the control and monitoring of organizations, institutes and individuals as well as issues of financial services for individuals.

4. **Aim of the programme**

Educational programme aims to introduce the programme which will prepare qualified financial service staff capable of doing different financial services and informing the customers about financial services. They will be able to promote introduction and implementation of financial services.

5. **Prerequisites:** Basic education; Age –no less than 17

6. **Fields of employment and possibilities:**

Person with the basic vocational qualification in financial services can be employed in different commercial objects including ticket offices as a cashier; in banking and nonbanking financial institutions as a cashier and operator; on the positions of agents and bookmakers.

- Code of the National Classification of Economic Activities - 64, 64.1, 64.19, 64.92.0.
- ISCO code: 4312

7. **Structure and modules:**

Educational program “Financial service” includes 6 general modules (16 credits), 13 vocational modules (35 credits), 1 optional module (4 credits). Students should gather totally 55 credits to obtain basic vocational qualification in Financial Services.

Module “Georgian Language A2” is mandatory only for those students who have right to learn on vocational educational programmes under the order #152/N of the Minister of Education and Science of Georgia (September 27, 2013)

Financial Services		
General modules		
N	Module	Credits
1	Informational literacy 1	3
2	Interpersonal communication	3
3	Quantitative literacy	2
4	English language	4
5	Entrepreneurship 1	2
6	Civil education	2
	Total	16
Vocational modules		
N	Module	Credits
7	Introductory practice – Financial Services	1
8	Safety marks of national and foreign currencies	2
9	Service plus	1,5
10	Till operations	3,5
11	Banking operations with cash settlement	4
12	Opening and closing the account	4
13	Fast Money transfers	1
14	Banking operations with cashless settlement	4
15	Deposit service	4
16	Credit products	2
17	Remote banking service	1,5
18	Customer service and product control in commercial objects	3
19	Practice – Financial Services	3,5
	Total	35
Optional module		
21	Russian language	4
	Total	55

8. Programme duration:

- For Georgian-speaking vocational students – 55 credits (40 weeks – 10 months)
- For non-Georgian-speaking vocational students – 70 credits (52 weeks – 13 months)

9. Learning outcomes:

After completion the programme, students will be able to

1. Do cash and cashless settlement in commercial objects
2. Do cash and cashless settlement in banking institutions
3. Carry out banking and cash transactions
4. Offer bank products to the customers
5. Serve effectively to the customers

10. Development of vocational educational programme

Vocational education program Office Work is developed by Shota Meskhia State Teaching University and includes general, vocational and optional modules. Vocational programme is implemented on Zugdidi and Senaki bases of the teaching university.

11. Confirmation of learning outcomes and credit granting

Credits are awarded on the basis of confirmation of achievement of learning outcomes.

Achievement of learning outcomes can be confirmed

- A) through the recognition of learning outcomes within the frameworks of formal education (pass-examination)
- B) through the recognition of learning outcomes in informal education under the Georgian Law
- C) through the evaluation

There are two kinds of assessments: formative and summative. Formative assessment can be made using the principles of the grades as well as the pass-examinations. Summative assessment uses only the system which is based on the principles of pass-examination (competence-based) and has two kinds of assessments:

- A) Learning outcome is confirmed;
- B) Learning outcome is not confirmed.

When student gets negative evaluation in summative assessment vocational student has a right to require additional evaluation before the completion of the programme. Evaluation method/ methods are given in modules as recommendations.

Vocational programme considers the development of 8 key competences in the components of modules, learning outcomes and thematic (communication in native language; communication in foreign language; mathematical competence; digital competence; skill for independent learning; interpersonal, intercultural, social and civil competences; entrepreneurship and cultural expressiveness). These are important for the future professionals and competitive staff. One of the eight key competences is the competence which aims to develop main language for teaching of the native/ vocational educational program. Vocational education teacher evaluates the skill of verbal and written communication, particularly, following the rules of orthography and correct speech.

Correct speech

- Time limit during the speech /presentation;
- Using relevant professional vocabulary;
- Expressing opinion clearly and coherently;
- Stating adequate examples and arguments;
- Adequate use of nonverbal means which are typical for the verbal discussion (e.g. gesticulation, intervals during the speech, changes in voice timbres)

Orthography

- Correct use of linking words;
- Correct punctuation (full stop, question mark and exclamation mark);
- Prevention of typical stylistic mistakes;

- Not to use barbarisms and slangs;
- Give information coherently and clearly

12. Awarding the qualification

Vocational student should gather the credits through the modules in vocational educational programs in order to get the vocational qualification

13. For the students with special educational needs and disabled students

People with special educational needs and disabled people will be allowed to the programme without prerequisite/ prerequisites.

Credits are awarded only in case of confirmation relevant learning outcomes. Qualification is awarded under the 12th article.

14. Law basis:

Framework “Financial Services” (registration number 04117-3) confirmed under the order #656, October 13, 2017 of National Center for Educational Quality Enhancement. Amendments were made under the order #458 (5.06.2018); #80/o (31.01.2019); #110/o (06.02.2019)

15. Annexes (#1; #2; #3; #4;)

Annex 1 – Learning plan

Annex 2 – Human resources implementing the programme

Annex 3 – Learning environment and list of material resources

Annex 4 – Modules

- ✓ Annex 4.1. – Informational literacy 1
- ✓ Annex 4.2. – Interpersonal communication
- ✓ Annex 4.3. – Quantitative literacy
- ✓ Annex 4.4. – Foreign (English) language
- ✓ Annex 4.5. – Entrepreneurship 1
- ✓ Annex 4.6. – Civil education
- ✓ Annex 4.7. – Introductory practice – Financial Services
- ✓ Annex 4.8. – Safety marks of national and foreign currencies
- ✓ Annex 4.9. – Service plus
- ✓ Annex 4.10. - Till operations
- ✓ Annex 4.11. – Banking operations with cash settlement
- ✓ Annex 4.12. - Opening and closing the account
- ✓ Annex 4.13. – Fast Money transfers
- ✓ Annex 4.14. – Banking operations with cashless settlement
- ✓ Annex 4.15. – Deposit service
- ✓ Annex 4.16. - Credit products
- ✓ Annex 4.17. - Remote banking service
- ✓ Annex 4.18. - Customer service and product control in commercial objects
- ✓ Annex 4.19. - Practice – Financial Services
- ✓ Annex 4.20. – Foreign (English) language
- ✓ Annex 4.21. – Georgian language A2

Annex #5 –Memorandums / agreements of cooperation with educational institutions and practice objects