



BANK OF TANZANIA ACADEMY



FIELD PRACTICAL TRAINING POLICY

2021

DOCUMENT CONTROL

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1.0 Introduction of Field Practical Training Policy

Field Practical Training is an opportunity offered by the Academy to link students with labour market through relevant institutions such as Banks and Financial Institutions in particular and the Financial sector at large. FPT is therefore an attempt to create positive linkage with the field realm to make the teaching relevant, responsive to market demands and up to date.

2.0 Rationale for Field Practical Training

The curriculum for National Technical Awards (NTA) level 6 requires all students undertaking Diploma in Banking Practice and Supervision to attend Field Work Practical Training for a duration of ten (10) weeks after the completion of NTA level 5. The assessment of BKT 06109 Module with 9 credits is conducted after the first semester of NTA level 6.

3.0 Fundamental Principles of the FPT Policy

The Field Practical Training (FPT) Policy of the Bank of Tanzania Academy is guided by five fundamental principles which facilitate acquisition of skills, demonstration of the acquired skills on jobs, and Academy linkage with the industry.

1. Field Practical Training is a core module and examinable and hence mandatory for every student physical attend after completion of NTA level 5. Every student must feel responsible to attend and practically learn great deal of issues covered in class in reality.
2. Field Practical Training may be optional and non-examinable for students after completion of NTA level 6. Through this principle, a student will choose to work as an intern to improve his skills and learn other practical skills.
3. Students shall demonstrate highest level of integrity, trustworthy, commitment and agility to learn and adopt appropriate banking culture. It is expected that a student will personally encounter some ethical challenges and demonstrate his moral judgement in handling, advising or making decisions.
4. The Academy exists in an open system which has interactions with a number of stakeholders. Using this principle, the Academy will collect opinions on the quality of our students, adequacy of the curriculum, students' readiness for job market, and anything instrumental from the host organizations.

5. The participation of Host Organization in imparting practical skills to students of the Academy is unavoidable. This principle is an attempt to make host organizations responsible in the preparations of the next generation banking professionals.

4.0 Management of Field Practical Training

4.1 Roles of the Academy

- (i) The Academy shall organize with a number of Banking and Non-Banking Organizations to host students for Field Practical Training,
- (ii) The Academy shall provide FPT opportunities for students to choose depending on their convenience,
- (iii) The Academy shall allocate FPT Supervisor who will closely monitor the progress and performance of students during

4.2 Roles of the FPT Host Organization

- (i) The Host Organization shall assign each student a respective Coach who shall monitor students' performance on daily basis,
- (ii) The Host Organization shall arrange for FPT schedule on at least two or three functional areas,
- (iii) The Host Organization shall provide working tools such as Personal Computers and work space, and
- (iv) The Host Organization shall provide confidential report on performance, students conduct during the field and anything observed during practical training

4.3 Roles of the Individual Student

- (i) Each student will have to indicate his/her placement preference to the Coordinator. Students are encouraged to work closely with the Coordinator in identifying potential placements,
- (ii) A student shall be responsible to make himself/herself available for the Field Practical Training opportunity,
- (iii) A student shall demonstrate highest level of professionalism, integrity and good mannerism during the entire duration of FPT,
- (iv) A student shall be inquisitive to learn and eager to apply the skills he/she has acquired,

- (v) Report to the place of work; perform duties as agreed with, and or assigned by the FPT Coach,
- (vi) Complete a daily attendance log sheet, and
- (vii) Write a final report for submission to FPT Supervisor

4.4 Roles of the Coach During FPT

- (i) FPT Coach shall check the day to day activities of the student including the filling in of the daily roster and duties performed.
- (ii) A Coach shall spend his/her time and efforts to continuously coach a Student on the assignments given during the FPT
- (iii) A Coach shall demonstrate the right behaviour and be a role model to a student through his/her conduct
- (iv) A Coach shall assess students' efforts to learn and apply skills in the job and provide guidance on areas that require improvement
- (v) A Coach shall assess student's skills adequacy for the job market
- (vi) Finally, a Coach will evaluate the student using the evaluation criteria provided by the Academy.

4.5 Roles of the FPT Supervisor

The FPT Supervisor shall;

- (i) Physically visit students at the place of work (on weekdays).
- (ii) Check the student's attendance log sheet
- (iii) Check the schedule of duties which are assigned to the student
- (iv) Discuss performance and conduct of the student with the FPT Coach
- (v) Discuss progress/ problems (if any) with the student
- (vi) Assist to solve student's problems (if possible)
- (vii) Evaluate the students' performance and report the grades accordingly.
- (viii) Assess and grade the student's field report and submit the grade to the Coordinator for further transmission to relevant departments.

- (ix) Maintain close guidance, assistance, and advice for a student to put into practice what he/she learnt in class,
- (x) Give feedback to a student on his/her strengths and areas of improvement,
- (xi) Continue guiding a student as and when he/she requires assistance even after the FPT

5.0 Recommended Areas for Field Practical Training

Upon successful completion of the NTA level 6, students are expected to be able to undertake some routine assignments in Treasury Operations, Cashiering, Back Office Operations, Credit Management, and Customer Service (Front Office) Operations. Therefore, during FPT, the Academy recommends students to develop their competencies in the following areas;

5.1 Treasury Operations

The policy of the Academy is to prepare our students who can perform some routine and repetitive assignments in treasury operations. In this noble function, our students are expected to be exposed on Asset Liability Management through which Banks manage their assets to ensure that they match their liabilities. In addition, the Host Organization may give our students assignments related to trading and hedging, portfolio management, capital and reserves requirements, fund transfer pricing, and liquidity investment in government securities through which Banks maintain certain portion of their portfolio in highly liquid government securities.

5.3 Cashiering

In recognition of the role of cashiers who are the first point of contact between a customer and a Bank in the banking hall, students of the Academy are equipped with technical skills to do the job diligently and ethically. Our students are encouraged to utilize their various skills in handling cashiering duties, including management of financial transactions both deposits and withdraws while observing Knowing Your Customer (KYC).

5.3 Back Office Operations

The Back Office Operations is a critical area in which our students are expected to be acquainted on. In recognition of the fact that the back office operations of the bank are operations which are not client-facing, NTA level 5 students are expected to demonstrate competencies to handle some routine and repetitive duties such like funds transfers, trade confirmations, letters of credit, payments, foreign exchange, settlements, clearances, records maintenance, and regulatory compliance.

The FPT Coach are requested to provide instructions and guidance to our students during the field practical training. Since this is one the critical area, students should not be left to exercise their judgement to perform the duties. To minimize chances for making mistakes, the Academy encourages the Host Organization and FPT Coach to give working tools including operations and procedure manuals and bank policies.

5.4 Credit Management

The Academy considers credit management as an important process of monitoring and collecting payments from customers. Students are expected to be exposed on all processes of credit management from the credit policies and procedures to its implementation. The important activities for our students include credit analysis, creation and consolidation of credit information, credit execution and administration, credit approval and implementation, credit collection, financial analysis, managing problem loans.

5.5 Customer Service

It is in recognition of the role of front office, that the Academy puts emphasis imparting practical skills to our students on the area. Customer service involves addressing the customers and help them on banks products and services, while executing the right processes and practices across of the Bank. The Academy encourages FPT students to perform the key roles in front office, which among others include responding promptly to customer inquiries, improving customer satisfaction through provision of professional customer support. In the process, the FPT students will practice interpersonal, customer service, organizational, and communication skills.

5.6 Other Relevant Banking Areas

At times when it is not practical and feasible for FPT student to be placed on areas mentioned from 5.1 to 5.5, the FPT Host Organization may consider placement of FPT student on other banking area as long as that area is relevant for students to acquire competencies. Placement on other areas is an attempt to exhaust all learning opportunities available for students during their FPT.

6.0 Attendance and Performance During FPT

- a) A student must be in attendance for the whole period of the training.
- b) Punctuality is emphasized for the entire period of FPT
- c) If absent from duty due to illness, the student must report to the FPT Coach on return giving full explanation including a medical report.
- d) If absent for more than three days due to illness, besides informing the FPT Coach, the student

should inform the FPT Coordinator, as well, enclosing a copy of the medical report.

- e) Absence from work place for no apparent reason, may result into failing the practical training.

7.0 Students Field Practical Training Report

Field Practical Training is a module during the First Semester of NTA Level 6 with 9 credit point points. It is therefore an examinable module which requires every student to write Field Practical Training Report that will be assessed by the FPT Supervisor. The report shall be marked against 100% score where;

- Chapter One will have 30 marks
- Chapter Two will have 50 marks
- Chapter Three will have 20 marks

8.0 Oral Presentation of Field Practical Training Report

FPT is an opportunity for students to enhance development of their soft skills which are considered by majority employers as employability skills. Through FPT, students will be required to demonstrate their proficiency in oral communication, presentation, and report writing.

Every student will be required to do an oral presentation of his/her FPT report for 10 to 15 minutes before the evaluation panel. The panel of four Instructors being chaired by Student FPT Supervisor shall assess students' ability in orally presenting his/her report, communicating practical concepts and how he/she applied them during the FPT.

9.0 Overall Assessment of Field Practical Training Module

BKT 06109 is a module with 9 credit points to be conducted through attending Field Practical Training (FPT). The overall assessment of BKT 06109 module shall be made on three main components where FPT Attendance will have 20 marks, FPT Report will have 60 marks, and FPT Oral Presentation will have 20 marks hence making a total of 100. The final grade will be as usual where **A** (75-100), **B+** (65- 74), **B** (55 – 64), **C** (45 – 54), **D** (35 – 44), and **F** (0-34).

10. Field Practical Training Policy Review

The Policy shall be regularly reviewed after every three years.