

Check our
different programs

NQF 5

**Occupation Certificate:
Bank Customer Services**

Get in touch!

087 8222 905

Visit www.eduinstitute.co.za to
learn more.



Welcome
TO OUR INSTITUTION!



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Discover
*What Our
Institution Has to
Offer!*



"Education is the most powerful weapon which you can use to change the world."

Our Mission & Values

Mission

Our mission is to be a leading educational institution where our teaching is underpinned by the ground-breaking research of our academic staff so students can enter the workforce with innovative skills and knowledge in their chosen fields.

Values

At the core of all we do is a focus on our students' needs as we prepare them for their careers. Our educators are leading educators in our community who work side-by-side with our students in hands-on, innovative and creative learning environments.



About Us

EDUINSTITUTE implements a national academic standard and all lecturers have been appointed on the same criteria and use the same academic content in the teaching and learning process.

The adherence to a national academic standard is monitored by the Academic Management team at the Head office. Therefore, all students will continue to receive the same quality of education. Students will attend some practical, group, and research sessions on campus or virtually.

Apply Now

Limited spots available, apply now by emailing: info@eduinstitute.co.za

Why choose us?

Distance Learning

Experienced Teachers

Blended teaching and Learning

Supportive Peers



Important Dates

Open Enrollment

for students with grade 12 or equivalent can apply. Contact us to learn more!

Programme description

This Bank Customer Service Clerk NQF Level 4 course is designed to equip participants with the necessary skills and knowledge to excel as Bank Customer Service Clerk, serving as the primary point of contact for customers. Students will gain expertise in delivering exceptional service, handling customer queries, and promoting banking products within the regulatory framework.

This qualification is suitable for individuals with National Qualifications Authority (NQF) Level 4 qualification, including recent high school graduates, FET college alumni, current banking professionals, career changers, and those aspiring to supervisory roles. It focuses on providing specialized skills for customer service roles within the banking sector and offers opportunities for career development and advancement.



Teaching & Learning Methodology

All theory classes will be conducted Virtually through Lecturer-led interactive teaching on a national basis. A flipped classroom approach will be followed in some sessions. This means that students are introduced to content at home and practice working through it during the applicable session, either the virtual theory sessions or the practical sessions. All students will be allocated to lecturers that are not necessarily based at the campus of enrollment but who will always be subject matter experts.

The same work and time will be spent on both methods, face to face and VLIT, with students. Extra practical sessions can be booked with the Campus Operational Manager. Students will be expected to attend the practical, group, and research classes on campus a minimum of two days a week, as per the campus schedule.



Mode of study | Duration

Distance Learning
(Self- Study)

12 Months

Contact Sessions
(Full Time)

Weekly Tutorial
Classes (9am -4pm)



Career fields

- Bank Teller
- Bank Customer Assistant
- Personal banking professional
- Aspiring Banking Professional
- Customer Query Assistant

Study Material and Support

Textbooks & E-guides

A list of prescribed textbooks will be provided in your e-guides. Students will receive an electronic version of the academic guides (e-guides) for this programme on the Teaching and Learning platform. Access is available to an electronic library of textbooks on Moodle, and it is included in the fees.

Technology hardware, software and data requirements

We are embracing the future of education - education beyond the classroom - it is compulsory for students to have their own laptop with the necessary specifications to speed up their journey to success.

Student Support

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External Integrated Summative Assessment

What is EISA?

The External Integrated Summative Assessment (EISA) is an integral and critical component of the QCTO's quality assurance system. It is a single national assessment leading to the awarding of an Occupational Certificate. EISA ensures that the assessment of occupational qualifications, part qualifications and trades is standardised, consistent and credible.

For learners to qualify for entry to EISA, they must provide proof of completion of all required knowledge, practical and work experience modules as stipulated in the qualification. The statement of results obtained from the Skills Development Provider serves as proof that the candidate has satisfied all the requirements to be admitted to sit for EISA.

Certification

On successful completion and verification by the Quality Assurance Partner of the programme, the student will receive an Occupational Certificate: Bank Customer Service Clerk NQF Level 4 (SAQA ID: 101710, NQF 4)



FURTHER STUDIES!!

Please enquire at the campus for the prospectus containing post-certificate studies. Admission to further your studies at a different institution remains the prerogative of each institution and its academic council.