



FACULTY OF FINANCE

Certificate in Banking Customer Services (NQF 4)

2025 Tuition Fees - Contact Learning - 51 Credits

UPFRONT PRICE: DUE BY 15 FEBRUARY 2025

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R18 000	ONE
Discount – R 2000.00		

MONTHLY PRICE: DUE BY FIRST DAY OF THE MONTH (FEBRUARY TO NOVEMBER 2025)

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R1 666.00	TWELVE

ADDITIONAL COMPULSORY COSTS

You will be registered for each academic semester separately. A once off registration fee is chargeable upon the initial registration (non-refundable)	FIRST TIME REGISTRATION FEE	SUBSEQUENT REGISTRATION FEE
	R1 500	N/A

Please note:

- Prices quoted above are for tuition fees only and **DO NOT** include the cost of additional study materials such as textbooks etc.
- Should you withdraw your enrolment at prior commencement of the course, a **withdrawal fee of R900** becomes payable and will be deducted from your registration fee prior to refund.

CAMPUS INFORMATION & BANKING DETAILS

RANDBURG (JOHANNESBURG) CAMPUS
Student Admin Office payment@eduinstitute.co.za 087 822 1281

ANCILLARY FEES (IF APPLICABLE)

CREDIT ACCUMULATION AND TRANSFER	FEE PER APPLICATION	FEE PER MODULE WHERE CREDITS ARE AWARDED
Where credits awarded in other qualifications are recognised towards learning and certification of the qualification under consideration	FREE	FREE

RECOGNITION OF PRIOR LEARNING	^ FEE PER APPLICATION	FEE PER MODULE WHERE EXEMPTIONS ARE AWARDED
The processes through which prior knowledge and skills is recognised for the purpose of alternative access and/or module exemptions on a qualification	TBC	TBC
^ Additional fees may apply		

MODULE CREDIT BREAKDOWN

COMPULSORY KNOWLEDGE MODULES	
MODULE NAME	CREDITS
Workplace fundamentals	3
The banking industry and banking rules and regulations	4
Customer service and satisfaction	3
Banking products and services	4
Security at banks	2
Total Credits - 16	
COMPULSORY PRACTICAL MODULES	
Complete and process banking services	8
Achieve customer satisfaction	4
Minimise risk in a banking environment	2
Total Credits 14	
COMPULSORY WORK EXPERIENCE MODULES	
Completion and processing of services across all banking channels	9
Processes to achieve customer satisfaction	6
Processes to minimise risk to client and the bank	5
Meeting processes	1
Total Credits - 21	