

Certificate in Banking Customer Services (NQF 4)

2025 Tuition Fees - Contact Learning - 51 Credits

UPFRONT PAYMENT : DUE BY 15 MARCH 2025 (ONCE – OFF PAYMENT)

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R18 000	ONE (1)
Discount – R 2 000.00		

MONTHLY PAYMENT : DUE BY FIRST DAY OF THE MONTH (MARCH 2025 TO FEBRUARY 2026) 12 MONTHS PERIOD

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R1 666.00	TWELVE (12)

MONTHLY PAYMENT : DUE BY FIRST DAY OF THE MONTH (MARCH 2025 TO JUNE 2026) 16 MONTHS PERIOD

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R 1 250.00	SIXTEEN (16)

DISTANCE LEARNING

MONTHLY PAYMENT: DUE BY FIRST DAY OF THE MONTH (MARCH 2025 TO JANUARY 2027) 24 MONTHS PERIOD

TUITION FEE	PAYMENTS	FREQUENCY
R20 000	R 850.00	24

ADDITIONAL COMPULSORY COSTS

A once off registration fee is chargeable upon the initial registration (non-refundable)	FIRST TIME REGISTRATION FEE	SUBSEQUENT REGISTRATION FEE
	R 950.00	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 prior the commencement of the course, the deposit will be non-refundable.

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	

CAMPUS INFORMATION

RANDBURG (JOHANNESBURG) CAMPUS

292 Surrey Avenue, Ferndale, Randburg

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