

National Certificate in Banking: Customer Management NQF 5 –Credit =45

SAQA ID: 96099



6 Months Course:

Banking Sector: No unit standards linked – is a contextual subject

Modules
• The banking environment
• Legislative environment
• Regulation environment
• The business environment
• Explaining client requirements
• Sales within the banking sector
• Presenting sales solutions
• Direct Selling techniques
• Personal selling strategies
• Sales Process and Job Roles

Customer Management

Unit Standard	Modules	NQF level	Credits
10045	Identify product features, advantages, and benefits to the customer	5	10
10047	Close a deal with a customer	5	5
10048	Identify brand mix elements	5	8
10054	Identify and manage areas of customer service impact	5	6
10066	Establish customer needs and relationships	5	16

Computer

- Ms Word (basic & advance)
- Ms Excel (Basic & Advance)
- Ms Outlook (Basic & Advance)
- Ms Access (Basic & Advance)