

Career and Technical Education Banking Occupations ~ Course Outline CBEDS#: 4103

Banking Occupations Course Outline

		Classroom	CC
1	Introduction	10	4
	Course Overview		
	Grading, Evaluation, Attendance		
	Career Opportunities		
	 Identify entry-level positions 		
	 The Role of Money and The Federal Reserve 		
	• Types of Financial Institutions		
	Bank Services		
	Corporate Structure		
	 Marketing 		
	• Terminology		
2	Basic Skills	60	
	Math: decimals, fractions, and percents		
	Computer Operation/Word Processing		
	Calculator: 10-key touch		
	 Calculator: Advanced business operations 		
	Telephone Etiquette		
	Filing/Organizational skill		
3	Checking Accounts	60	10
	Opening an account		
	Writing Checks		
	Identify parts of a check, by name		
	Endorsements		
	Balance Bank Statement		
	Outstanding Checks		
	Service Charges		
	"Clearing" of Checks		
4	Savings Accounts	40	4
	• Savings plans		
	• Investments		
	Simple and Compound Interest		
	• Terms, Penalties, Fees		



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5 Loans • Establishing Credit • Credit Cards • Personal/Business Loans • Credit Reporting • Finance charges, APR 6 Customer Service Representative • Currency and Coin > Origins and Characteristics of U. S. Currency > Count, package, strap currency > Identify Counterfeit Money > Roll coin • Processing Checks > Legal Requirements of Check Writing > Cashing Checks > Accepting Deposits and Payments • Customer identification > Stop payments/holds/uncollected funds > Signature verification > Check filing • Cash Drawer > Recording Cash-in and Cash-outs > Balancing • Debits and Credits • Large currency transactions – Federal Regulations • Cross-selling techniques 7 Customer Service 30 25 • The importance of Customer Service Representatives • Telephone skills • Handling Difficult Customers 8 Loss Prevention/Security 20 8 • Robbery prevention/procedures • Confidentiality • Fraud Prevention • Bait Money and Cash control • Identity Fraud			Classroom	CC
Credit Cards Personal/Business Loans Credit Reporting Finance charges, APR Customer Service Representative Currency and Coin Origins and Characteristics of U. S. Currency Count, package, strap currency Identify Counterfeit Money Roll coin Processing Checks Legal Requirements of Check Writing Cashing Checks Accepting Deposits and Payments Customer identification Signature verification Check filing Cash Drawer Recording Cash-in and Cash-outs Balancing Debits and Credits Large currency transactions – Federal Regulations Cross-selling techniques Customer Service The importance of Customer Service Representatives Telephone skills Handling Difficult Customers Loss Prevention/Procedures Confidentiality Fraud Prevention Bait Money and Cash control	5	Loans	20	4
Personal/Business Loans Credit Reporting Finance charges, APR Customer Service Representative Currency and Coin Coint, package, strap currency Identify Counterfeit Money Roll coin Processing Checks Legal Requirements of Check Writing Cashing Checks Accepting Deposits and Payments Customer identification Signature verification Check filing Cash Drawer Recording Cash-in and Cash-outs Balancing Debits and Credits Large currency transactions – Federal Regulations Cross-selling techniques The importance of Customer Service Representatives Telephone skills Handling Difficult Customers Loss Prevention/Security Robert Prevention Bait Money and Cash control		Establishing Credit		
Credit Reporting Finance charges, APR Customer Service Representative Currency and Coin Origins and Characteristics of U. S. Currency Count, package, strap currency Identify Counterfeit Money Roll coin Processing Checks Legal Requirements of Check Writing Cashing Checks Accepting Deposits and Payments Customer identification Stop payments/holds/uncollected funds Signature verification Cash Drawer Recording Cash-in and Cash-outs Balancing Debits and Credits Large currency transactions – Federal Regulations Cross-selling techniques Customer Service The importance of Customer Service Representatives Telephone skills Handling Difficult Customers Loss Prevention/Security Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control		Credit Cards		
Finance charges, APR Customer Service Representative Currency and Coin Origins and Characteristics of U. S. Currency Count, package, strap currency Identify Counterfeit Money Roll coin Processing Checks Legal Requirements of Check Writing Cashing Checks Accepting Deposits and Payments Customer identification Stop payments/holds/uncollected funds Signature verification Cash Drawer Recording Cash-in and Cash-outs Balancing Debits and Credits Large currency transactions – Federal Regulations Cross-selling techniques Customer Service The importance of Customer Service Representatives Telephone skills Handling Difficult Customers Loss Prevention/Security Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control		Personal/Business Loans		
6 Customer Service Representative • Currency and Coin > Origins and Characteristics of U. S. Currency > Count, package, strap currency > Identify Counterfeit Money > Roll coin • Processing Checks > Legal Requirements of Check Writing > Cashing Checks > Accepting Deposits and Payments • Customer identification > Stop payments/holds/uncollected funds > Signature verification > Check filing • Cash Drawer > Recording Cash-in and Cash-outs > Balancing • Debits and Credits • Large currency transactions – Federal Regulations • Cross-selling techniques 7 Customer Service • The importance of Customer Service Representatives • Telephone skills • Handling Difficult Customers 8 Loss Prevention/Security • Robbery prevention/procedures • Confidentiality • Fraud Prevention • Bait Money and Cash control		Credit Reporting		
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 ➤ Cashing Checks ➤ Accepting Deposits and Payments • Customer identification ➤ Stop payments/holds/uncollected funds ➤ Signature verification ➤ Check filing • Cash Drawer ➤ Recording Cash-in and Cash-outs ➤ Balancing • Debits and Credits • Large currency transactions – Federal Regulations • Cross-selling techniques 7 Customer Service 30 25 • The importance of Customer Service Representatives • Telephone skills • Handling Difficult Customers 8 Loss Prevention/Security 20 8 • Robbery prevention/procedures • Confidentiality • Fraud Prevention • Bait Money and Cash control 		Processing Checks		
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7 Customer Service 30 25 • The importance of Customer Service Representatives • Telephone skills • Handling Difficult Customers 8 Loss Prevention/Security 20 8 • Robbery prevention/procedures • Confidentiality • Fraud Prevention • Bait Money and Cash control		1		
 The importance of Customer Service Representatives Telephone skills Handling Difficult Customers Loss Prevention/Security Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control 				
 Telephone skills Handling Difficult Customers Loss Prevention/Security Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control 	7		30	25
 Handling Difficult Customers Loss Prevention/Security Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control 				
8 Loss Prevention/Security 20 8 • Robbery prevention/procedures • Confidentiality • Fraud Prevention • Bait Money and Cash control		_		
 Robbery prevention/procedures Confidentiality Fraud Prevention Bait Money and Cash control 		Handling Difficult Customers		
 Confidentiality Fraud Prevention Bait Money and Cash control 	8	Loss Prevention/Security	20	8
Fraud PreventionBait Money and Cash control		Robbery prevention/procedures		
Bait Money and Cash control		Confidentiality		
		Fraud Prevention		
		Bait Money and Cash control		



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		Classroom	CC
9	Budgeting/Financial Management	65	
	Preparing budgets		
	Statement of Net Worth		
10	Investments	50	
	Planning for Life and Retirement		
	Projecting the future		
	Mutual Funds		
	Insurance		
	Real Estate		
11	The Stock Market	80	
	Understanding the stock market		
	Reading the stock quotes		
	Researching companies		
	Tracking stocks		
	The Wall Street Journal		
12	Financial Planning with Quicken	80	
	Goals and Concepts		
	Setting up your finances		
	Analyzing and Budgeting		
	Budgeting		
	Credit Transactions		
	Income Tax		
	Investments/Mutual Funds		
	Risk and Insurance		
	Retirement		
13	Using the Internet	30	
	Financial Information		
	Financial Investment		
	Banking		
	Job Search		



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		Classroom	CC
14	Job Readiness Skills	30	
	• Resume		
	Cover Letter/Follow-up Letter		
	Job Application		
	Interviewing Skills		
	Pre-Employment Resting		
	Proper Business Attire Guidelines		
	Classroom	635	
	CC		85
	Total Hours	720	