

BANKING OPERATIONS COURSE – 3 DAYS

Understanding banking operations is a key requirement for all entry level staff of financial institutions. This course on basic banking operations has been designed to provide participants with the knowledge and skills required for effectively processing banking transactions. They will also learn the control measures in order to eliminate losses.

Learning Objectives:

Participants will:

- Understand the intermediation roles of banks and other financial institutions
- Understand banking operations terminologies to build self-confidence and professional understanding banking operations is a key requirement for all entry level staff of financial institutions. This course on basic banking operations has been designed to provide participants with the knowledge and skills required for effectively processing banking transactions. They will also learn the control measures in order to eliminate losses.
- Process banking transactions without errors and losses
- Understand the various banking products – their features and benefits to customers
- Understand banking operations control systems
- Appreciate their roles in working with other departments of the organisation for effective customer service delivery

Learning Contents:

- The business of banking
- Accounts opening functions
- Basic accounting for cash operations
- Cash and teller operations
- Money market products and processing
- CBN clearing and clearing regulations
- Income and expenses processing
- Government revenue collection services
- Introduction to international trade; Bills for collection, and letters of credit
- Computer operations in banking services
- Anti money laundering and know your customer

Fee:

Negotiable, Programme available as in plant only.

Who Should Attend?

Entry level employees and officers

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