# Universal Teller Technical Skills



# **Banking Operations**

Training Offerings 2024-2025



369-P24-VE-1



Virtual



16 hours



EGP 4020

# **Course Description:**

This course provides participants with wide variety of knowledge and skills required to work in different areas of banking operations. It also provides an overview of the Egyptian banking system, the role of the Central Bank of Egypt, the prototype bank, the process of internal banking operations, the cash area operations and the legal aspects of banking operations.

## Target Audience:

This course targets candidates who work as tellers.

## **Course Objectives:**

By the end of the program, participants will be able to:

- Explain the nature of the Central Bank of Egypt and its principle roles
- Present the prototype bank and its complementary role in the economy
- Explain banking internal operations
- Explain the operations in cash area
- List legal aspects of banking operations

## **Course Outline**

### Module 1: Introduction about the Principle Roles of the Central Bank of

#### Egypt

Session One: Introduction about the Principle Roles of the Central Bank of Egypt

- Overview on the Central Bank of Egypt
- The Responsibilities of the Banks
- The Core Principles of bank supervision
- Quiz

Module 2: The Prototype Bank and its Complementary Role in the Economy Session One: The Prototype Bank and its Complementary Role in the Economy

- Main features of a banking organization
- Primary banking functions
- Secondary banking functions
- Quiz

### **Module 3: Banking Internal Operations**

### **Session One: Banking Internal Operations**

- Primary processes of internal bank operations
- Different account types and other bank functions
- Assignment



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# Module 4: Cash Area

- Session One: The Cash Area Operations
  - Cash operations
  - Roles and responsibilities of cash staff
  - Quiz

### الجزء الخامس: الجوانب القانونية للعمليات المصرفية المحاضرة الاولى: الجوانب القانونية للعمليات المصرفية

- قوانين ولوائح البنك المركزي
- القاصر والأحكام العامة لتصرفات القاصر
- التمييز بين الولاية على الصغير والوصاية على القاصر
  - الهبة ,الوكالة ,والتركات
- الجوانب القانونية لمختلف العمليات والمنتجات والخدمات المصرفية
  - تكليف خارجي

## **Assessment Strategy**

- 80% assignments & quizzes
- 20 % participation
- 60% Cut off score

# Upon Successful Completion of this Course, participants will obtain:

1.5 CEUs

### **Course Language:**

English/Arabic

### **Prerequisites:**

Intermediate level of English in case of attending program in English

