



377-P25-VE



Virtual



16 hours

Course Description:

In this course participants will learn the importance of cash department and the challenges facing it. In addition, they will learn about the impact of efficient cash management on banks' level of service, as well as profitability.

Target Audience:

- Bank Employees Working in Cash Departments.
- Branch Managers and Banking Operations Supervisors.
- Professionals Focused on Operational Efficiency.
- Students or Recent Graduates in Finance or Banking Fields.

Course Objectives:

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

- Define the important role of cash team in banks.
- Explain the importance of implementing efficient cash management.
- Identify cash management challenges.
- Illustrate cash management of Foreign Currencies (FCY) notes.
- Describe how team spirit helps to achieving efficient cash management.

Course Outline

Module 1: Cash Area

Session One: Cash Area

- Important role of cash team in banks.
- Role of cash team and structure of cash department.
- Daily cycle of cash transactions.
- Quiz.

Module 2: Proper Cash Management and its Importance

Session One: Proper Cash Management and its Importance

- Cost of Funds (COF).
- Importance of efficient cash management.
- Impact of efficient cash management on both: Profitability and Service level.
- Quiz.

Module 3: Cash Management Challenges

Session One: Cash Management Challenges

- Cash management encounters and possible solutions.
- The comprehensive role of cash management.
- Possible solutions for overcoming potential challenges.
- Quiz.

Module Four: Cash Management of Foreign Currencies

Session One: Cash Management of Foreign Currencies

- Cash management of FCY notes.
- Challenges concerning FCY notes.
- Process of handling excessive FCY notes.
- Assignment.

Module Five: Tellers' Responsibilities in Cash Unit

Session One: Tellers' Responsibilities in Cash Unit

- How team spirit help achieving efficient Cash management.
- Guiding tips for easy flow of work.
- Legal tips regarding cashing cheques.
- Assignment.

Assessment Strategy:

- 80 % assignments & quizzes between sessions
- 20 % Participation.
- 60% Cutoff score

Upon Successful Completion of this Course, participants will obtain:

1.5 CEUs

Course Language:

English/Arabic

Prerequisites:

1-year minimum experience in Cash Area.
Intermediate level of English Language.