

NAME: _____ Month/Day of Birth: ____/____

Organization: _____

Email address: _____ Tel# _____



ABA Bank Teller Certificate: Develop essential bank teller skills. Master core competencies such as cash handling, check cashing, deposit and withdrawal processing, cash payments, and daily settlements of teller cash and proof transactions. Develop a broad understanding of bank products. Build interpersonal skills that are effective with both customers and coworkers. Master the principles of professional conduct. Learn how to cultivate relationships and provide value-added service.

By completing the ABA Bank Teller Certificate curriculum, you'll build a solid foundation of critical customer service skills.

REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			●		
			●	●		●	●
						●	
		Communication Basics Suite			●		
		Dealing Effectively with Co-Workers	●		●		
		Effective Referrals Suite <i>or</i> Effective Client Referrals			●		
			●				
		Essentials of Workplace Conduct	●		●		
		Ethical Issues for Bankers	●		●		
		Online Communication Suite			●		
		Today's Teller	●		●		●
		Verbal Communication Suite <i>or</i> Effective Telephone Communication			●		
			●				
		Written Communication Suite <i>or</i> Effective Written Communication <i>or</i> Written Communication			●		
			●				
			●	●			●

L= Live W=CFTEA Webcourse SP= Self-paced Online ILO = Instructor-Led Online GL = Guided Learning

PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA