



General Program Description

Overview

This 16-credit program will prepare you to work in entry-level positions as a teller. You will learn the role of savings institutions in the financial services industry and how to process cash payments. You will also learn basic workplace skills and customer service. With this credential, you will learn banking concepts and functions of a bank, customer service for the banking industry, banking regulation, legal and ethical standards in banking, and processing financial transactions. PLA credits are available.

How It Works

- 1) Visit <http://www.ccaurora.edu/banking> to see the overview of this program.
- 2) Visit <http://www.ccaurora.edu/apply> and submit the free online application to CCA.
- 3) Financial aid and scholarships are available; the free application for Free Application for Federal Student Aid (FAFSA) can be found at <http://www.fafsa.ed.gov/>
- 4) Prior Learning Assessments are available!
 - 1) Up to **nine** college credits can be earned through test-out exams. Your industry experience could earn you credits for what you already know. The Banking Essentials certificate is 16 credits. There are nine possible credits eligible for PLA in the Banking Essentials Certificate.
 - 2) Exams can be purchased for \$45.00/credit hour. Contact Heather Dent at heather.dent@ccaaurora.edu for PLA information and to schedule a date and time to take the exams.
- 5) You may be eligible for tuition reimbursement; contact your Human Resources department at your employer.
- 6) Once you start classes, they can be scheduled for the evenings, or online in some cases.

What is PLA?

Prior Learning Assessment, or PLA is a term used to describe learning gained outside of a traditional academic setting. Students learn and gain knowledge while working, participating in training programs, studying independently, volunteering or performing community service, etc. In other words, PLA is the process of evaluating an individual's knowledge for college credit or certification. PLA allows students to save money and time by earning credit for the experience and knowledge they already have. In many cases, PLA can be seen as a "short cut", and students can earn college credits through test-out exams.



BANKING ESSENTIALS CERTIFICATE

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PLA Eligible Credits

FIN 105 (3 Cr) Principles of Banking	Explores nearly every aspect of banking as a solid foundation for any career in the financial services industry. Just as the industry is constantly changing, this course is continually revised to provide specific up-to-date information.	\$45/credit hr.
FIN 125 (1 Cr) Teller Training	Prepares students to be a Teller at any Financial Institution. The student will also learn customer service, how to handle problem customers, developing relationships with customers, and cross-selling other bank services.	\$45/credit hr.
FIN 255 (2 Cr) Selling Bank Products	Focuses on the six human relations skills that encourage smooth, clear and personal communication with the customer. Emphasizes the steps of selling, information about bank products, product benefits, and customer needs.	\$45/credit hr.
MAR 160 (3 Cr) Customer Service	Enables students to learn the relationship of self to customers, problem solve, and understand the importance of communicating with customers.	\$45/credit hr.

Remaining Credits

BUS 121 (1 Cr) Basic Workplace Skills	Focuses on personal and workplace skills necessary for successful performance. This course introduces project management principles necessary to effectively lead and implement a project.	\$193.35
BUS 217 (3 Cr) Bus. Com. and Report Writing	Emphasizes effective business writing and covers letters, memoranda, reports, application letters, and resumes. Includes the fundamentals of business communication and an introduction to international communication.	\$580.05
FIN 115 (2 Cr) Retail Banking	Serves as an introductory course intended for newer employees in the saving institutions business and for established employees desiring to learn more about the business in which they work.	\$386.70
BTE 108 (1 Cr) Ten-Key by Touch	Introduces touch control of the ten-key pad. Emphasizes the development of speed and accuracy using proper technique.	\$193.35