

# AIB BANK TELLER CERTIFICATE



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The curriculum for the AIB Bank Teller Certificate addresses the critical technical skills of the position with Today's Teller. In addition to cashing checks and accepting savings deposits and withdrawals, tellers may have to perform specialized duties, such as accepting loan, credit, utility and other payments. Tellers are responsible for maintaining accurate records of all transactions and for preparing daily settlements of teller cash and proof transactions.

In addition to handling money well, effective tellers must be service-oriented and work effectively with the public as well as with co-workers. The remaining courses in the Certificate address practical knowledge and applied skills in banking, regulatory compliance for tellers, and customer service and sales.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery Methods	
	Banking Today		
	Business Etiquette		
	Dealing Effectively with Co-Workers		
	Effective Referrals		
	Ethical Issues for Bankers		
	Introduction to Relationship Selling		
	Regulatory Compliance for Tellers		
	Revitalizing Customer Service		
	AIB Today's Teller		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

The AIB Bank Teller Certificate meets the pre-certification education requirements for the Certified Bank Teller (CBT) designation through the Institute of Certified Bankers (ICB).

AIB Certificate Code: 60

# AIB

LEGEND	Self-paced Online Training	Classroom Training Materials	Instructor-led Online Training	Reference Materials
	Learning Extensions	Licensing Available	Correspondence Course	ICB Approved