

DUE PROCESS CONSULTING LTD

CORE BRANCH OPERATIONS - SAMPLE TRAINING COURSE PROGRAMME

	START TIME	TOPIC	SUB-TOPIC	DURATION [MINUTES]	
DAY 1	8:30	COURSE OPENING		15	
	8:45	INTRODUCTION TO BUSINESS PROCESS MANAGEMENT		30	
	9:15	CUSTOMERS' ACCOUNTS	ACCOUNT OPENING	105	
	11:00	COFFEE BREAK		15	
	11:15	CUSTOMERS' ACCOUNTS, CONTINUED	ACCOUNT OPENING, CONTINUED	45	
	12:00		MANDATES	60	
	13:00	LUNCH		60	
	14:00	CUSTOMERS' ACCOUNTS, CONTINUED	AMENDING ACCOUNT DETAILS	45	
	14:45		ACCOUNT CLOSURE	60	
	15:45	COFFEE BREAK		15	
	16:00	CUSTOMERS' ACCOUNTS, CONTINUED	FOREIGN CURRENCY ACCOUNTS	45	
	16:45		DAY'S RECAP	15	
	DAY 2	8:30	PREVIOUS DAY RECAP		30
9:00		CUSTOMERS' ACCOUNTS, CONTINUED	TERM DEPOSITS	120	
11:00		COFFEE BREAK		15	
11:15		CUSTOMERS' ACCOUNTS, CONTINUED	STANDING ORDERS	60	
12:15			DIRECT DEBITS	45	
13:00		LUNCH		60	
14:00		CUSTOMERS' ACCOUNTS, CONTINUED	DORMANT ACCOUNTS	60	
15:00			UNSATISFACTORY ACCOUNTS	45	
15:45		COFFEE BREAK		15	
16:00		CUSTOMERS' ACCOUNTS, CONTINUED	DEATH OF A CUSTOMER	45	
16:45			DAY'S RECAP	15	
DAY 3		8:30	PREVIOUS DAY RECAP		30
		9:00	CASH MANAGEMENT	TELLER OPERATIONS	100
	10:40		DAMAGED NOTES AND COINS	20	
	11:00	COFFEE BREAK		15	
	11:15	CASH MANAGEMENT, CONTINUED	COUNTERFEIT CURRENCY	30	
	11:45		FOREIGN CURRENCY	30	
	12:15		VAULT OPERATIONS	45	
	13:00	LUNCH		60	
	14:00	CASH MANAGEMENT, CONTINUED	CASH IN TRANSIT	45	
	14:45		ATM OPERATIONS	60	
	15:45	COFFEE BREAK		15	
	16:00	CASH MANAGEMENT, CONTINUED	MPESA OPERATIONS	30	
	16:30		CASH RECORDS	15	
16:45		DAY'S RECAP	15		
DAY 4	8:30	PREVIOUS DAY RECAP		30	
	9:00	CHEQUES MANAGEMENT	DEFINITIONS AND LEGAL GUIDELINES	30	
	9:30		CHEQUE BOOKS	60	
	10:30		CHEQUE DEPOSITS	30	
	11:00	COFFEE BREAK		15	
	11:15	CHEQUES MANAGEMENT, CONTINUED	CLEARING	60	
	12:15		UNPAID CHEQUES	45	
	13:00	LUNCH		60	
	14:00	CHEQUES MANAGEMENT, CONTINUED	STOPPED CHEQUES	45	
	14:45		BANKERS CHEQUES	45	
	15:30		COUNTER CHEQUES	30	
	16:00	COFFEE BREAK		15	
	16:15	CHEQUES MANAGEMENT, CONTINUED	CHEQUES DRAWN IN FAVOUR OF THE BANK	30	
16:45		DAY'S RECAP	15		
DAY 5	8:30	PREVIOUS DAY RECAP		30	
	9:00	CUSTOMERS' ACCOUNTS	MONITORING SUSPICIOUS TRANSACTIONS	45	
	9:45		STATEMENTS	45	
	10:30		ENQUIRIES RELATING TO CUSTOMERS' ACCOUNTS	30	
	11:00	COFFEE BREAK		15	
	11:15	KEYS/COMBINATIONS/SIGNATURES	KEYS AND COMBINATIONS	45	
	12:00		AUTHORIZED SIGNATURES	30	
	12:30		AUTHORIZATION LIMITS	30	
	13:00	LUNCH		60	
	14:00	KEYS/COMBINATIONS/SIGNATURES, CONTD	TEST KEYS	20	
	14:20	CUSTOMERS' ACCOUNTS, CONTINUED	STAFF ACCOUNTS	30	
	14:50	ACHIEVING BUSINESS PROCESS EXCELLENCE		40	
	15:30	COFFEE BREAK		15	
15:45	COURSE RECAP AND CLOSURE		45		