



Banking/Finance
Central College

Comment [m1]: Name of the Program

Comment [m2]: College where course is held.

BNKG 1373 / 1073 – Teller Training

CRN55398/51107 – Spring II, 2018
Central Campus - Room 214B, JBW Bldg.
8 a.m. – 11:50 a.m. | Monday - Thursday
Total Course Contact Hours 48 | 4 weeks

Instructor: Janet Parr

Instructor Contact Information: Office, Room 214A – J.B. Whiteley Building
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janet.parr@hccs.edu

Office location and Janet Parr’s office hours:

J.B. Whiteley Building, Room 214A.
Office Hours: Monday & Tuesday, 1 pm. – 3 pm.; Wednesday, 1pm – 2pm. Student conferences by appointment, please.

Please feel free to contact me concerning any problems that you are experiencing in this course. You do not need to wait until you have received a poor grade before asking for my assistance. Your performance in my class is very important to me. I am available to hear your concerns and just to discuss course topics. Feel free to come by anytime during these hours.

Division Contact Information:

Division Chair: Ken Hernandez, 713-718-2468, kenneth.hernandez@hccs.edu
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Course Description

A continuation of BNKG 1305 Teller Training, this course affords the student practical, hands on experience in paying and receiving teller operations. Students develop teller skills such as cash handling, cash drawer set up, maintenance, security and daily balancing, processing of basic paying and receiving customer transactions, quoting funds availability, implementing security precautions, and using automated teller machines via daily practice in a lab setting. (Formerly FINA 1355)

Prerequisites

BNKG1305/1005

Course Goals

Goals are aligned with student learning outcomes.

Student Learning Outcomes

1. The student will demonstrate knowledge of correct procedures for the counting, handling and maintenances of cash supply through written tests, practical tests, class/lab assignments and/or review quizzes. 2. The student will identify forms/documents, both hard copy and electronic, commonly used by paying and receiving tellers in their everyday work and demonstrate appropriate usage of these forms through written tests, practical tests, class/lab assignments and/or review quizzes. 3. The student will demonstrate correct processing of cash deposits, check deposits, cash and check deposits, deposits with cash back, account withdrawals, paying checks, cashing checks and other common transactions through class/lab assignments and/or review quizzes and tests. 4. The student will demonstrate the ability to open, operate and balance a teller window in a timely, efficient and correct manner through practical tests, class/lab assignments and/or review quizzes and tests. 5. The student will demonstrate efficient usage of an automated teller system through class/lab assignments, practical tests and/or review quizzes and tests. 6. The student will demonstrate knowledge, understanding and application of positive selling principles, techniques, and methods that are directly related to the teller's role in selling bank products and services through written tests, practical tests, class/lab assignments and/or review quizzes. 7. The student will demonstrate awareness, understanding and application of positive customer service techniques/skills and positive job search, application and interviewing skills/techniques through class/lab/written assignments, practical tests and/or review quizzes and/or tests.

SCANS or Core Curriculum Competencies/Statements

The student will demonstrate knowledge of correct procedures for the counting, handling and maintenances of cash supply through written tests and class/lab assignments and/or review quizzes. The student will identify forms commonly used by paying and receiving tellers in their everyday work and demonstrate appropriate usage of these forms through written tests and/or class/lab assignments and/or review quizzes.

The student will demonstrate correct processing of cash deposits, check deposits, cash and check deposits, deposits with cash bank, account withdrawals, paying checks and cashing checks through class/lab assignments and/or review quizzes and tests.

The student will demonstrate the ability to open, operate and balance a teller window in a timely and efficient manner through class/lab assignments and/or review quizzes and tests.

The student will demonstrate efficient usage of an automated teller system through class/lab assignments and/or review quizzes and tests.

The student will demonstrate knowledge, understanding and application of positive selling principles, techniques, and methods that are directly related to the teller's role in selling bank products and

services through practical class/lab assignments and/or review quizzes and tests. The student will demonstrate proper awareness, understanding and application of positive customer service techniques/skills and positive job search, application and interviewing skills/techniques through class/lab/written assignments and/or review quizzes and tests.

4 Week Course Outline/Schedule

WEEK ONE

Class 1: - Introduction/orientation to course; course syllabus. Review of the teller's role, with emphasis on selected specific aspects of that role. Practical hands-on activities, assignments made. Cash counting, handling, cash drawer set up and maintenance/teller role/starting cash balance and auditing. Assignments as applicable.

Class 2: - Continuation of practical hands-on activities: Cash counting, handling, cash drawer set up and maintenance / discussion of debits & credits / checking accounts, signature cards / courteous customer service. Introduction of EZTeller Enterprise ActiveView Teller Capture (AVTC) functions and/or customer transactions/ courteous customer service. Students assigned permanent teller numbers and passwords; enter beginning cash balance into EZTeller Enterprise AVTC system. Bank products and interest rates introduced via brochures. Possible review quiz. Assignments as applicable.

Class 3: - Continuation of practical hands-on activities: cash counting, handling, cash drawer maintenance/courteous customer service. Review of procedures for and practice of selected EZTeller AVTC and/or customer transactions including log on/sign into teller system; deposits, making change, reversing erroneous transactions in the EZTeller AVTC system, and practice of all skills covered to date. Possible review quiz. Assignments as applicable.

Class 4: - Continuation of practical hands-on activities. Review of procedures for and practice of selected EZTeller AVTC and/or customer transactions. Successful job search skills. Possible review quiz. Assignments as applicable.

WEEK TWO

Class 5: - Continuation of practical hands-on activities related to everyday teller work, including cash counting, handling, cash drawer maintenance / courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Additional focus on job-search skills, resumes & job applications, job-searching skills, interviewing skills. Possible review quiz. Assignments as applicable.

Class 6: - Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable.

Class 7: – Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable.

Class 8: - Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Assignments as applicable.

WEEK THREE

Class 9: - Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable.

Class 10: - Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable.

Class 11: – Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable

Class 12: – Continuation of practical hands-on activities related to everyday teller work/ courteous customer service, handling customer transactions and teller functions using the EZTeller Enterprise ActiveView Teller Capture (AVTC) system. Focus on job-search skills. Possible review quiz. Assignments as applicable.

WEEK FOUR

Class 13: - Teller students practice all transactions and skills covered to date. Final Exam, Part I: Written Portion in class today. Assignments as applicable.

Class 14: - Teller students practice all transactions and skills covered to date. Assignments as applicable.

Class 15: - Teller students practice all transactions and skills covered to date.

Class 16: - Final Exam, Part II: Practicum in class today.

Note: Schedule of course content/coverage indicated in Course Outline/Schedule shown above is subject to change/adjustment by course instructor as needed. During the 4 weeks of class, students currently attending the course will be made aware of changes/adjustments, if any.

Note: Last Withdraw Date: May 1, 2018. Should a student find it necessary to withdraw from the course, it is solely the student's responsibility to formally withdraw from the course.

Instructional Methods

Web-enhanced

Instructional methods are intended to facilitate you, the student in connecting the information that you learn in this course to the real world of work in the banking/financial services industry.

As a student desiring to learn about teller work and operations in the banking/financial services industry, it is your responsibility to read the course material, submit/perform assignments no later than their due dates and due times, study for any review quizzes

and/or tests and/or exams, participate in classroom activities, attend class, and enjoy yourself while experiencing learning about and practicing teller skills, work, and operations in the simulated work setting (mock bank) of the lab classroom.

Engaging the students in the learning process is essential for teaching to be effective, so you, the student will spend class time involved in individual work, collaborative activities, hands-on activities, role-playing, and lecture-related activities. You will be involved in discussions with your classmates and your instructor. As you will want to contribute to these discussions, you will need to come to class prepared to discuss, analyze and evaluate course subject matter.

As an instructor, I want my students to be successful. I feel that it is my responsibility to facilitate your learning about the course topic of teller work and operations in the banking/financial services industry; model good teaching strategies; and organize, deliver, and evaluate the assignments and course work that facilitate your connecting the information that you learn in this course to the real world of work in the banking/financial services industry.

Student Assignments

The student will demonstrate knowledge of correct procedures for the counting, handling and maintenances of cash supply through written tests and class/ lab assignments and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/quizzes.
3. Student will complete applicable written testing.

The student will identify forms commonly used by paying and receiving tellers in their everyday work and demonstrate appropriate usage of these forms through written tests and/or class/ lab assignments and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/quizzes.
3. Student will complete applicable written testing.

The student will demonstrate correct processing of common banking transactions, including but not limited to: cash deposits, check deposits, cash and check deposits, deposits with cash bank, account withdrawals, paying checks and cashing checks through class/ lab assignments and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/review quizzes.
3. Student will complete applicable written testing.

The student will demonstrate the ability to open, operate and balance a teller window in a timely and efficient manner through class/ lab assignments and/or review quizzes and tests. and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/quizzes.
3. Student will complete applicable written testing.

The student will demonstrate efficient usage of an automated teller system through class/ lab assignments and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/quizzes.
3. Student will complete applicable written testing.

The student will demonstrate knowledge, understanding and application of positive selling principles, techniques, and methods that are directly related to the teller's role in selling bank products and services through practical class/lab assignments and/or review quizzes and tests.

1. Student will complete applicable practical lab activities each day.
2. Student will complete applicable practical lab assessment/testing/quizzes.
3. Student will complete applicable written testing.

The student will demonstrate the application of positive customer service techniques/skills and positive job search, application and interviewing skills and techniques through class/ lab assignments and/or review quizzes and tests.

1. Student will complete applicable written assignments.
2. Student will complete applicable written assessment/testing/quizzes.
3. Student will complete applicable written testing.
4. Student will complete applicable practical lab activities.
5. Optional: Student will schedule and/or complete videotaped mock job interview.

Assignments have been developed that will enhance your learning. Additionally, to better understand topics and course material, you will be given assignments related to key information that you will need to remember for your success in the course. Students will be required to successfully complete some or all of the following types of assignments:

Written Assignments

Written and/or in-class Discussion Assignments

In-class individual or collaborative-with-partner-or-group assignments

Research paper / project /assignment

Oral presentation(s)

PowerPoint presentation(s)

Daily teller work

Streaming Video Review Quizzes:

Multiple choice questions covering specific material from streaming video resources accessed and viewed by students.

Review Quizzes: Five (5) – twenty-five (25) multiple choice, fill-in-the-blank, listing and/or short answer questions covering specific course material covered by the due date of the quizzes. Questions will include knowledge and comprehension questions and may also include analysis, synthesis, and evaluations questions.

Written Portion of Final Exam: Fifty (50) – One Hundred Fifty (150) multiple choice, fill-in-the-blank, listing and/or short answer questions covering specific course material covered by the due date of the exam. Questions will include knowledge and

comprehension questions and may also include analysis, synthesis, and evaluations questions.

Final Exam – Practicum Portion: Students role-play as tellers in a mock-bank setting, completing all phases of daily teller work during assigned testing period.

The types of assignments cited above will support student learning outcomes.

Important Note: In the world of work in the financial services industry, it is imperative that you submit reports, required paperwork, etc. on time; thus students in this course are required to submit all course work - assignments, review quizzes, tests, exams, projects, etc. - by the applicable due dates (and due times when applicable). Therefore, if any course work – assignments, review quizzes, tests, exams, projects, etc. - is not submitted by due date (and due time when applicable), no credit may be earned on that course work, resulting in a grade of zero (0) on that course work. Course work – assignments, review quizzes, tests, exams, projects, etc. - will only be accepted via submission by the required submission pathway, which will be indicated at the time the assignment is made, and which either will be via submission through the course Eagle Online Canvas (EOC) or via submission in hard copy in class. Assignments may not be submitted via email and will not be accepted via email unless course instructor announces deviation from this policy. No makeup course work of any type will be assigned/available to students; however, the lowest Review Quiz grade will be dropped. Test grade(s) and/or exam grades will not be dropped and students must be present at original class period of each test / exam and take each test / exam at its originally scheduled class period and time.

Instructor Requirements

As your instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived.
- Facilitate an effective learning environment through class activities, discussions, and lectures.
- Provide description of any special projects or assignments.
- Inform students of policies such as attendance, withdrawal, tardiness, make ups.
- Provide the course outline/schedule and syllabus which will include reference to any projects or assignments.
- Arrange to meet with individual students before or after class as needed.

To be successful in this class, it is the student's responsibility to:

- Attend all classes each Monday - Thursday of each week throughout the 4-week term of the course and participate successfully in class discussions and activities.
 - *Note: Refer to Attendance Policy shown later in this syllabus.

- Read and comprehend any assigned readings, video viewings, PowerPoints, etc.
- Complete and turn in on time all required assignments, review quizzes, tests, course work, etc.
- Ask for help when there is a question or problem.
- Keep copies of all paperwork, including this syllabus, handouts, and all assignments.
- Complete the course with a minimum passing score (80%).

The Banking/Finance program is focused on preparing students with the knowledge and skills needed to succeed in today's dynamic work environment. Students must be able to budget their time and perform class-related activities as well as out-of-class course work as assigned. Students also perform various general activities as well as specific activities related this course.

As the instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Course instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, students are asked to respect the learning needs of student classmates and assist students and the course instructor in achieving this critical goal.

Program/Discipline Requirements

Academic Discipline/CTE Program Learning Outcomes:

1. Students must be able to analyze the functions of the financial intermediary system and demonstrate its methods of generating income.
2. Students must be able to demonstrate knowledge of the Federal Reserve's purpose, structure and relationship to monetary policy.
3. Students must be able to apply the concepts of Financial Business Ethics.
4. Students must be able to organize and formulate financial data into statements and utilize them to make financial decisions.

Grading Scale For This Course

A = 100 – 90 (Excellent)4 points per semester hour
B = 89 – 80 (Good)3 points per semester hour
F = 79 and below = F (Failing).....0 points per semester hour
IP (In Progress – not applicable to this course)0 points per semester hour
W(Withdrawn – Students must withdraw on their own as necessary.).....0 points per semester hour
I (Incomplete – only possible in extenuating circumstances.)..... 0 points per semester hour
AUD (Audit – not applicable to this course.)0 points per semester hour

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses.

FX: (Failure due to non-attendance): Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences or be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a DE course without active participation is seen as non-attending. Please note that HCC will not disperse financial aid funding for students who have never attended class.

Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.

- To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA."
- *A grade of "D" is not a passing grade in developmental courses. (This is not a developmental course.)

Grading Criteria

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| Review Quizzes / Exercises..... | 20% |
| Skills Assignments, Class work/Daily work, Homework..... | 15% |
| Job search Assignments, Attendance /Clocking*..... | 15% |
| Final Exam: Written Portion..... | 10% |
| Practicum Portion | 40% |

*Attendance Policy: Attendance is very important, and we will use a clocking system. Daily grades will be given based on the clocking system: On time, not absent = grade 100; Not on time= grade 0; Absent = grade 0. 3 late arrivals and/or absences and/or combinations of both = F in course and student is prohibited from further attendance in course. Attendance & correct clocking of attendance is very important in successfully completing this course.

Instructional Materials

Web-based and accessible materials. Perhaps some handout materials provided by the department via the instructor in class (optional at instructor's discretion). Audiovisuals. Streaming video resources. Assigned book readings as applicable.

EGLS3 – Evaluation for Greater Learning Student Survey System

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and division chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College system online near the end of the term.

Abilities Services

Houston Community College is committed to creating an accessible learning community where individuals with disabilities have an equal opportunity to pursue their educational goals, limited only by their abilities, not their disabilities... Ability Services at each College within the Houston Community College System is responsible for arranging reasonable accommodations for all qualified students with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) to ensure equal access to all programs and activities at the College. Students who need to arrange reasonable accommodations must contact Ability Services at the College(s) (Central, Coleman, Northeast, Northwest, Southeast, Southwest) the student plans to attend...The process for obtaining reasonable accommodations is an interactive one that begins with the student's disclosure of his/her disability. The student has the responsibility of providing Ability Services with the appropriate documentation from a qualified Physician or Clinician who has diagnosed his/her disability. Students with disabilities should contact Ability Services directly. For more information, please go to <http://www.hccs.edu/district/students/disability-services/>

HCC Policy Statements

Note: Any student who faces challenges securing their food or housing and believes this may affect their performance in the course is urged to contact the Dean of Students for support. Furthermore, please notify the professor if you are comfortable in doing so. This will enable us to provide any resources that HCC may possess.

Access Student Services Policies on their Web site:

<http://central.hccs.edu/students/student-handbook/>

Access HCC Student Handbook:

<http://www.hccs.edu/district/students/student-handbook/>

HCC Scholastic Dishonesty Policy (from the HCC Student Handbook):

“Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/ or disciplinary proceedings may be initiated by college district officials against a student accused of scholastic dishonesty. “Scholastic

Dishonesty” includes, but is not limited to, cheating on a test, plagiarism and collusion. Possible punishments for academic dishonesty may include a grade of “0” or “F” on the particular assignment, failure in the course, and/or referral to the college Dean of Student Services for disciplinary action up to and including expulsion. Students have the right to appeal the decision.”

Cheating on a test includes:

- Copying from another students’ test paper;
- Using materials not authorized by the person giving the test;
- Collaborating with another student during a test without authorization;
- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered.

Plagiarism means the appropriation of another’s work and the unacknowledged incorporation of that work in one’s own written work offered for credit.

Collusion mean the unauthorized collaboration with another person in preparing written work offered for credit.

Campus Carry Statement:

At HCC the safety of our students, staff, and faculty is our first priority. As of August 1, 2017, Houston Community College is subject to the Campus Carry Law (SB11 2015). For more information, visit the HCC Campus Carry web page at <http://www.hccs.edu/district/departments/police/campus-carry/>.

Title IX Statement:

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual’s fundamental rights and personal dignity. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross, Director EEO/Compliance, Office of Institutional Equity & Diversity,
3100 Main, Houston, TX 77266-7517 or Institutional.Equity@hccs.edu

Access Grade Appeal Process:

<http://www.hccs.edu/district/about-us/procedures/student-rights-policies--procedures/>

Access DE Policies on their Web site:

All students are responsible for reading and understanding the DE Student Handbook, which contains policies, information about conduct, and other important information. For the DE Student Handbook click on the link below or go to the DE page on the HCC website.

The **Distance Education Student Handbook** contains policies and procedures unique to the DE student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information, answers, and resources, such as DE contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars. Refer to the DE Student Handbook by visiting this link:

<http://de.hccs.edu/media/houston-community-college/distance-education/student-services/DE-Student-Handbook.pdf>

All students are responsible for reading and understanding the HCC Online Student Handbook, which contains policies, information about conduct, and other important information. For the HCC Online Student Handbook click on the link below or go to the HCC Online page on the HCC website. The HCC Online Student Handbook contains policies and procedures unique to the online student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information, answers, and resources, such as HCC Online contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars. Refer to the HCC Online Student Handbook by visiting this link:

<http://www.hccs.edu/media/houston-community-college/distance-education/student-services/HCC-Online-Student-Handbook.pdf>

Access CE Policies on their Web site:

<http://www.hccs.edu/continuing-education/>

Please note that the information in this syllabus is subject to change.
