



In partnership with technology training partner—Knowledge Matters LLC

Banking and Financial Services Industry

Course Number CE-1126 \$2,495

Troy University offers you one of the most effective ways to start working in the growing Financial Services industry. TROY's new Learning Management System (LMS) drives the delivery and manages the content for this unique online program. TROY's course for Financial Services provides a structured online training program to give you an effective, convenient and affordable way to achieve your professional goals.

Distance Education: 4-7 Months; Course Materials Included

Value-added programs with a student advisor ensure a quality learning experience. This program is ideal for individuals who plan to work in the financial services industry as customer service representatives, new accounts representatives, tellers and other banking roles. Participants should have a licensed version of Microsoft Office 2007 on their personal or home computer. Windows XP with SP2 is also required. Our Financial Services course will take the average student about **300 hours** (4 to 7 months) to complete.

In-Depth Training: Banking and Financial Services Curriculum Includes:

Retail Banking Essentials

Financial Planning, Consumer Credit Products, Trust Customer Referrals, Financial Planning Products and Insurance and Activity Referrals.

New Accounts Representative

Training includes customer service, savings and checking accounts, IRA's, commercial accounts and legal aspects for new account representative.

Customer Service In Banking

Learn the skills necessary to know your customer and help your customer make the right decisions.

Security Issues In Banking

Learn the best practices for bank security for customer contact personnel. This component of the program focuses on fraud, embezzlement, forgeries and counterfeits, identity theft and dealing with robberies.

Microsoft Word 2007, Microsoft Outlook 2007 and Microsoft Excel 2007

The Microsoft components build the skills necessary to use the most common Microsoft applications in the Banking and Financial Services industry.

Upon successful completion students will receive a Certificate of Completion from Troy University.

Troy University's Continuing Education programs are dedicated to meeting your training needs. These programs include certificate programs, customized business and industry training, personal development and professional development. The Continuing Education Unit (CEU) is a nationally recognized method of quantifying time spent in the classroom during professional development and training activities. The primary purpose of the CEU is to provide a permanent record of the educational accomplishments of an individual who has satisfactorily completed significant non-credit educational and career enhancement experiences. One CEU is equal to ten contact hours of participation in an organized continuing education experience under qualified instruction. For more information about customized sources for your needs, please call your nearest TROY campus or site. All opinions, conclusions or recommendations expressed are those of the instructors and do not necessarily reflect the views of the University.

For details call (800) 368-2315