

ABA Bank Teller Certificate

**Total
Certificate Price***
\$595

Training You Can Depend On!

How well your staff is trained impacts your bank's performance. That's why so many banks turn to ABA, the leader in bank training. Courses are available whenever and wherever your staff needs them.

ABA certificates and diplomas have long been recognized industry-wide.

Either as stand-alone courses to meet immediate needs, or as important initial steps along a financial services career path, ABA offerings enhance the skills of your staff and your organization's position in the marketplace.

For more information on ABA diploma programs, contact the MBA's Member Services at 410-269-5977.

The curriculum for the **ABA Bank Teller Certificate** addresses the expanding role of bank tellers by combining core cash handling courses with enhanced product knowledge and interpersonal skill development. At the center point of the curriculum is Teller Basics, a series of courses that teach critical technical skills of the teller role such as cashing checks, processing deposits and withdrawals, accepting payments, and preparing daily settlements of teller cash and proof transactions.

Understanding that today's teller a much broader scope than just handling cash, the certificate curriculum is augmented by courses that contribute to the overall professional development of the teller associates. These range from courses in ethics, workplace conduct and bank product knowledge to being able to provide value added customer service through a relationship sales approach.

Required Courses

Students must successfully complete the following courses.

Course	Recommended Delivery Method	Current Price*
Banking Today *	Self-paced Online	\$95
Dealing Effectively with Co-Workers	Self-paced Online	\$95
Effective Client Referrals	Self-paced Online	\$95
Essentials of Workplace Conduct	Self-paced Online	\$95
Ethical Issues for Bankers	Self-paced Online	\$95
Introduction to Relationship Selling	Self-paced Online	\$95
Revitalizing Customer Service	Self-paced Online	\$95
Teller Basics	Self-paced Online	\$150

The estimated time to complete these 8 courses is approximately 21 hours. Students have access to the curriculum for 1 year from date of purchase.

*ABA Principles of Banking may be substituted

**Prices are subject to change. Prices reflected in this flyer are effective as of 9/1/16 and apply to MBA Members only. The total certificate price for non-members is \$795.

Delivery Methods

A variety of delivery methods are available, however the current recommended methods are listed. The availability depends on the specific course.

Instructor-Led Online—These traditional online courses offer flexibility, but give you the support of an instructor and student network. Students complete assignments within a set timeframe.

Self-paced Online—These short and fast courses are easily completed in as little as a few hours, using self-check quizzes.

Classroom—Courses are occasionally offered through local Community Colleges or through in-bank training.

FAQ

How do I register for the courses?

Students may register online through the Maryland Bankers website at www.mdbankers.com, faxing a registration form or by emailing mdbankers@mdbankers.com.

How long does it take to complete this diploma?

It's up to you and depends on how often the classes are offered. Typically, the diploma can be completed in less than one year.

How many classes can I take at one time?

Also, up to you. To balance with work, family and study, we recommend that students take no more than two instructor-led online courses at one time.

Are any of the courses reciprocal for college credit?

Yes, 12 of the ABA Instructor-led online courses have been recommended for college credit. Alternatively, any of your previous college coursework is eligible for review toward ABA diplomas.

Other questions?

Contact the MBA's Member Services, at (410) 269-5977 or by email at mdbankers@mdbankers.com.

