Banking Operations Training Course

Professional Development Training Course Outline

Category	ACCOUNTING & FINANCE	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Banking Operations Training Course is a comprehensive, industry-focused program designed to equip learners with advanced skills in retail banking, core banking systems, financial transaction processing, risk management, and regulatory compliance. It integrates modern banking practices such as digital banking transformation, AML (Anti-Money Laundering), KYC (Know Your Customer), and customer onboarding processes to ensure operational excellence in today's competitive financial services sector.

This training course is tailored to meet the growing demand for skilled banking professionals who can manage end-to-end banking operations, improve customer experience, enhance operational efficiency, and ensure compliance with global banking standards. It combines theoretical knowledge with practical case studies from leading global financial institutions to deliver real-world banking operations expertise.

Programme Curriculum

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Course Objectives

1. Understand core banking operations and financial services workflow
2. Master retail banking and commercial banking processes
3. Apply AML, KYC, and regulatory compliance frameworks effectively
4. Develop skills in digital banking and fintech integration
5. Manage financial transactions and payment processing systems
6. Enhance customer onboarding and service delivery efficiency
7. Analyze risk management and fraud prevention strategies
8. Understand SWIFT and international banking operations
9. Improve operational efficiency in branch banking systems
10. Apply liquidity and cash management techniques
11. Strengthen knowledge of loan and credit processing systems
12. Optimize customer experience in banking environments
13. Develop decision-making skills in banking operations management

Organizational Benefits

- Improved efficiency in banking operations and workflow processes
- Enhanced regulatory compliance and reduced financial risks
- Stronger fraud detection and prevention mechanisms
- Increased customer satisfaction and retention rates
- Better integration of digital banking systems and fintech solutions
- Streamlined transaction processing and settlement systems
- Reduced operational costs through process optimization
- Improved employee productivity and banking knowledge
- Strengthened risk management and internal control systems
- Enhanced competitiveness in global financial markets

Target Audiences

- Banking operations staff and officers
- Branch managers and assistant managers
- Financial analysts and credit officers
- Compliance and risk management professionals
- Customer service representatives in banking
- Treasury and cash management officers
- Fintech and digital banking professionals
- Finance and accounting professionals in financial institutions

Course Duration: 5 days

Course Duration

Module 1: Introduction to Banking Operations

- Overview of banking systems and financial institutions
- Structure of retail and commercial banking operations
- Core banking systems and workflow processes
- Role of technology in modern banking operations
- Case Study: HSBC global banking operations model
- Analysis of operational efficiency in international banks

Module 2: Retail Banking Services

- Retail banking products and services overview
- Customer account management processes
- Deposit and savings account operations
- Customer relationship management strategies
- Case Study: State Bank of India retail banking transformation
- Evaluation of customer-centric banking models

Module 3: Loans and Credit Operations

- Loan processing lifecycle and documentation
- Credit risk assessment and scoring models
- Approval workflows and disbursement systems
- Recovery and non-performing loan management
- Case Study: Wells Fargo credit risk management system
- Global lending best practices analysis

Module 4: Payment and Transaction Systems

- Domestic and international payment systems overview
- SWIFT and electronic fund transfer mechanisms
- Card payment and digital wallet processing
- Clearing and settlement systems in banking
- Case Study: Visa global payment network operations
- Cross-border payment efficiency evaluation

Module 5: Digital Banking and Fintech Integration

- Evolution of digital banking platforms
- Mobile banking and internet banking systems
- Fintech collaboration and innovation trends
- Cybersecurity in digital banking operations
- Case Study: Revolut digital banking model

- Digital transformation impact assessment

Module 6: Risk Management and Compliance

- Banking risk types and mitigation strategies
- AML and KYC regulatory frameworks
- Fraud detection and prevention systems
- Internal controls and audit procedures
- Case Study: Deutsche Bank compliance restructuring
- Global regulatory compliance benchmarking

Module 7: Customer Service and Banking Excellence

- Customer service standards in banking industry
- Complaint handling and resolution processes
- Customer onboarding and experience optimization
- Service quality measurement techniques
- Case Study: Citibank customer experience transformation
- Service excellence in global banking institutions

Module 8: Treasury and Cash Management Operations

- Treasury management functions in banks
- Liquidity management and forecasting techniques
- Cash flow management systems
- Foreign exchange operations and controls
- Case Study: JPMorgan Chase treasury operations model
- Global cash management best practices analysis

Training Methodology

- Instructor-led interactive classroom sessions
- Real-world banking case study analysis
- Group discussions and collaborative learning
- Practical simulations of banking operations systems
- Role-playing exercises for customer service scenarios
- Hands-on training with core banking concepts
- Continuous assessment and feedback sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com