Department:

Business

Course Description:

This course covers the principles and practices of banking and credit in the United States. The course offers an overview of financial services, including information on human resources, marketing, and ethics. Students will also have an opportunity to handle typical bank activities through a banking simulation.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Describe the basic functions of the banking industry.
2. Define the teller’s responsibilities.
3. Explain and perform a variety of daily transaction procedures.
4. Summarize the features and benefits of basic banking products.
5. Explain what constitutes quality customer service.
6. Describe compliance issues that affect the teller function.
7. Take appropriate actions for security related issues.
8. List the steps to being an effective communicator.
10. Prepare accurate and complete forms.
11. Accurately handle money and balance cash drawers.
12. Combine maximum productivity with an emphasis on accuracy.

Course Content:

A. The Role of the Teller
B. Handling Checks
C. Processing Transactions
D. Cash Handling
E. Cash Balancing
F. Bank Services
G. Bank Security
H. Providing Quality Customer Service
I. Money and Interest
J. Deposits in Banks
K. Negotiable Instruments
L. Bank Loans
M. Mortgages
N. Commercial Lending

Learning Assessments:

Students will be evaluated by the use of discussion questions, graded assignments, comprehensive assignments, research paper, projects, presentation, portfolio, quizzes, and exams.

Instructional Materials:


Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

On-Campus Students: At enrollment, any on campus student may complete a form that will allow them to self-identify any disability.

Off-Campus Regional Students: Self-identify your disability and accommodation needs with the Regional Coordinator and/or instructor, preferably prior to the first class meeting.

Online Students: Self-identify your disability and accommodation needs by contacting the Disabilities Coordinator. Students must provide their own programs to allow accessibility on their home computer.

Any student may also identify their disability by completing an online form located on the HCC homepage under Students Services/Resources/Disabilities. Questions should be directed to the Disabilities Coordinator.