

BASIC BANKING OPERATIONS/FOUNDATION COURSE IN BANKING

Duration: 5 days, 09-13 October 2017

OBJECTIVES

Upon completion of the programme, participants will be able to:

- Offer basic banking services to customers.
- Perform account-opening duties.
- Process both inward and outward clearances and remittances.
- Administer term deposits.

CONTENTS

1. Banker- Customer Relationship

- Banker defined.
- Customer defined.
- Relationships between a Banker and a Customer.
- Obligations of a banker to the customer.
- Obligations of a customer to the banker.
- Rights of the banker to customer's deposits.
- Termination of the banker-customer relationship.

2. Cheques

- Definition.
- Requisites of a valid cheque.
- Types of cheques.
- Drawing of cheques
- Crossing of cheques.
- Endorsements.
- Payment of Cheques

3. Introduction to Customer Service

- Who is a Customer?
- "Know Your Customer" (KYC) Concept.
- Customer Care.
- Understanding Customer Needs.
- Service Delivery Channels.

4. Bank Accounts

- Types of accounts.
- Opening of Banks Accounts.
- Operations of Accounts.
- Mandates.
- Dormant Accounts.
- Closing of Accounts.

5. E- Banking

- Automated Teller Machine.

- Mobile Banking.
- E–Payments.
- Etc.

6. The Tanzania Automated Clearing House (TACH)

- TACH Objectives.
- TACH House Rules.
- TACH Process Flow.
- Tanzania Interbank Settlement System (TISS).

7. Correspondent Banking Relationship

- Corresponding Banking.
- Role of correspondent banks.
- Methods of settlement in international transactions.
- Settlement Procedures.

8. Other Banking Services

- Stop Payment Orders.
- Bankers’/Standing Orders.
- Banker’s Payments.
- Safe Custody Services.
- Bankers’ Replies to Status Enquiries.
- Garnishee Orders Summons and Injunctions.

9. Frauds and Forgeries

- Fraud and Forgery defined.
- Why frauds?
- Types of frauds and forgeries in banking.
- Fraud Detection and Prevention in banks.

10. Money Laundering

- Meaning and nature of Money Laundering.
- Stages of Money Laundering.
- Prevention.
- The Anti - Money Laundering Act, 2008.

TARGET GROUP

- Clerks.
- Staff who are about to be assigned duties in deposits and clearing departments.
- Non-bank financial institutions staff that have no background in banking such as staff of Microfinance Institutions (MFIs).

METHODOLOGY

Lectures and group discussions.

VENUE

TIOB Training Room, 10th Floor NIC Investment House, Dar es Salaam.

