

8

Program name

Duration:

Trainee entry level

Principles of Management and Banking Course

**Month one
34 training hours**

Primary school certificate at least

Design of this program:

The Banking Affairs Management course is a specialized course that aims to provide participants with practical and theoretical knowledge on how to manage daily banking operations, understand bank organizational structures, regulatory systems, and basic banking services, as well as develop the administrative and financial skills required to work in the banking sector.

Overall Program Objective:

- Gain insight into the banking environment and its various departments.
- Understand daily banking operations (such as deposits, withdrawals, transfers, and loans).
- Familiarize yourself with banking policies and regulatory legislation.
- Gain skills in dealing with customers in the banking context.
- Understand internal control tools and quality control of banking operations.
- Identify banking risks and their management methods.

Detailed Program Objectives:

By the end of the course, graduates will be able to competently understand:

- An introduction to the banking system
- A definition of banks and their basic functions
- Types of banks (commercial, investment, central, Islamic).
- The bank's administrative structure:
 - Main departments (operations, customer service, treasury, loans, etc.).
 - The roles of each department and the relationships between departments.
- Daily banking operations:
 - Opening bank accounts.
 - Handling checks and remittances.
 - Withdrawals, deposits, and internal and external transfers.
 - Cash management and daily reports.
- Credit and financing:
 - Types of bank loans.
 - Financing terms and credit rating mechanism.
 - Loan life cycle.
- Controls and compliance:
 - Anti-money laundering (AML).
 - Compliance with regulatory systems and the central bank.
 - International standards such as Basel.
- Banking customer relationship management:
 - Customer service skills.
 - Effective banking problem solving.
 - Bank marketing and after-sales service.
- Digital transformation in banks:
 - Electronic banking services

By the end of the course, the trainee will receive:

- A certificate of attendance accredited by the training institute.
- The ability to understand and manage daily banking operations. - Knowledge of regulatory and compliance systems.
- Professional skills in communicating and dealing with clients within the banking environment.
- Understanding the basics of bank lending and financing