Jump start a rewarding career in the Banking industry with these world-renowned Online training programs used by over 1,000 banks around the world!
Achieving Teller Excellence

What’s the online course like?

Achieving Teller Excellence is a comprehensive online program that teaches the knowledge, skills and attitude that make tellers successful. Achieving Teller Excellence will prepare you to interact well with customers, to complete processing and settlement transactions quickly and correctly, and to follow compliance and security procedures that protect the Bank, its employees and its customers.

Teller Bundle: $1,295

Achieving Teller Excellence:
Tellers are the heart of any Bank’s retail operation. To customers, they are the Bank. Without excellence on the teller line, no branch can maximize its financial success. Banks from coast to coast are looking for tellers who are professional and prepared. Achieving Teller Excellence is a comprehensive program that teaches you the knowledge, skills and attitude that will make you the best teller you can be. Achieving Teller Excellence has trained over 300,000 tellers around the world!

Achieving Branchwise Security:
You will learn the importance of security with specific emphasis on opening and closing procedures, robberies, bomb threats, kidnappings, fires and medical emergencies. Additionally, you will be educated on how to deal with the various types of cons and frauds you may encounter and to be on the lookout for internal fraud. You’ll be trained to recognize information theft and identity theft, two of the most frequently perpetrated frauds today.

Achieving Banking Excellence:
You will learn about the history of banking, your role in the bank and the overall banking industry culture, giving you a true feeling of pride as well as a sense of responsibility for the Bank’s bottom line. You will also learn how to sell and service the Bank’s products while following bank policy and procedure.

Achieving Teller Excellence:
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Achieving Platform Excellence:
Achieving Platform Excellence starts at the beginning, because some platform professionals know a lot about the bank and others know very little. You will begin with an overview of the industry, and then address the tasks and responsibilities of the platform personnel. You will also learn how to sell and service the Bank’s products while following bank policy and procedure.

Achieving Sales and Service Excellence:
Achieving Sales and Service Excellence begins with an overview of the industry, and then addresses the tasks and responsibilities of sales and service. You will learn a model for successfully communicating with customers while providing outstanding sales and service. You will also learn about products and how to sell them following proper policy and procedures.

Achieving Teller Excellence:

Achieving Head Teller Excellence

What’s the online course like?

Achieving Head Teller Excellence begins with a review of key teller skills and knowledge, and then addresses the tasks and responsibilities of being a Head Teller. You will learn the model for successfully communicating with employees and customers while providing outstanding sales and service. You will learn how to manage, schedule and resolve conflict while learning how to motivate the staff to meet the Bank’s goals.

Head Teller Bundle: $1,695

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Achieving Teller Excellence:

Individual Courses

Focus on Compliance: $695
The #1 reason cited for lowered compliance ratings by bank examiners is lack of adequate compliance training for appropriate personnel. The #2 reason cited is outdated or inaccessible policies and procedures regarding banking regulations. Focus on Compliance addresses every regulation an organization needs—guaranteed!

Achieving Commercial Lending Excellence: $695
This comprehensive computer based, self study commercial lending training program is designed to teach you how to meet your sales goals while following your commercial loan policy and proper procedure. You will start with an overview of commercial lending, as well as commercial loan products and communication and sales skills. Additionally you’ll receive business and financial analysis training.

Achieving Consumer Lending Excellence: $695
This course is an online program that presents information in an exciting, entertaining way. You will learn the importance of a lender’s role at the bank, the types of loans they’ll sell and the borrowers they’ll meet, how to accurately complete an application, what happens to the application after you submit it, how to communicate lending decisions, and how to sell additional products and services following bank policy and procedure.

Achieving Teller Excellence: $595
Tellers are the heart of any Bank’s retail operation. To customers, they are the Bank. Without excellence on the teller line, no branch can maximize its financial success...

Achieving Branchwise Security: $595
You will learn the importance of security with specific emphasis on opening and closing procedures, robberies, bomb threats, kidnappings, fires and medical emergencies...

Achieving Banking Excellence: $595
You will learn about the history of banking, your role in the bank and the overall banking industry culture, giving you a true feeling of pride as well as a sense of responsibility for the Bank’s bottom line...

Achieving Platform Excellence: $595
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Achieving Sales and Service Excellence: $595
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