

BANKING AND FINANCE: TELLER OPERATIONS

Curriculum Content Frameworks

Please note: All assessment questions will be taken from the knowledge portion of these frameworks.

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Curriculum Content Frameworks

BANKING AND FINANCE: TELLER OPERATIONS

Grade Levels: 11, 12
Course Code: 492040
Units of Credit: .5

Prerequisite: Banking and Finance Principles

Course Description: Banking and Finance: Principles is a one-semester course that assists the student in understanding the American banking system. Students study the Federal Reserve System, banking and the economy, functions of depository institutions, and daily transactions of depository institutions. This curriculum is adopted from Wisconsin Finance Youth Apprenticeship, Wisconsin Department of Industry, Labor, and Human Relations, Bureau of Apprenticeship Standards, Office for Workforce Excellence.

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Unit 1: Role of a Teller

Hours: 10

Terminology: Competence, Confidence, Confidentiality, Courtesy, Head teller, Job description, Mission statement, On the job training, Procedures, Punctuality, Teller

CAREER and TECHNICAL SKILLS	
What the Student Should Know	What the Student Should be Able to Demonstrate
Knowledge	Application
1.1 Define terminology	1.1.1 Prepare a list of terms with definitions
1.2 Examine common work practices	1.2.1 Provide examples of common work practices <ul style="list-style-type: none"> • Punctuality/attendance • Communication skills • Professional dress • Following rules and procedures
1.3 Discuss duties of a teller	1.3.1 Research and present, in the form of a job description, the duties of a teller <ul style="list-style-type: none"> • Promoting good customer relations • Maintaining confidentiality • Selling bank product and services • Cash handling • Recording transactions • Balancing transactions
1.4 Explore different mission statements of banks	1.4.1 Obtain and evaluate mission statements from multiple banks
1.5 Discuss the supervisor role	1.5.1 Describe the role of the supervisor (Head Teller)

Unit 2: Primary Responsibilities

Hours: 7

Terminology: Balancing, Cash in, Cash out, Cash ticket, Credit, Debit, Negotiable instrument, Overage, Posted errors, Proof (prove), Shortage, Slide errors, Transpositions

CAREER and TECHNICAL SKILLS	
What the Student Should Know	What the Student Should be Able to Demonstrate
Knowledge	Application
2.1 Define terminology	2.1.1 Prepare a list of terms with definitions
2.2 Recognize opening teller procedures	2.2.1 Simulate teller opening procedures <ul style="list-style-type: none"> • Verify work station area • Review supply stock • Order currency and coin from vault • Sign on to the computer system
2.3 Demonstrate balancing procedures	2.3.1 Reconcile/balance cash drawers 2.3.2 Describe the role of cash in balancing 2.3.3 Discuss the importance of internal and external controls 2.3.4 Describe steps to take to resolve differences 2.3.5 Discuss cash errors
2.4 Recognize closing procedures	2.4.1 Simulate teller closing procedures <ul style="list-style-type: none"> • Bundle all proof work • Secure negotiables • Sign off computer • Lock up all cash • Search work area for valuables • Complete cash totals for cash in and cash out for the day

Unit 3: Check Handling

Hours: 15

Terminology: Bearer, Blank endorsement, Check, Check holds, Counter checks, Corporate/Business checks, Drawee, Drawer, Electronic Check Conversion (ECC), Endorsement, Financial institution checks, Government checks, Holder in due course, On-us checks, On-them checks, Overdraft, Payee, Personal checks, Postdated checks, Qualified endorsement, Restrictive endorsement, Special endorsement, Staldated check, Stop payment, Traveler's checks

CAREER and TECHNICAL SKILLS	
What the Student Should Know	What the Student Should be Able to Demonstrate
Knowledge	Application
3.1 Define terminology	3.1.1 Prepare a list of terms with definitions
3.2 Recognize the elements of a check	3.2.1 Identify the basic components of a check
3.3 Discuss different types of checks	3.3.1 Recognize the different types of checks
3.4 Discuss different types of endorsements	3.4.1 Compare several types of endorsements
3.5 Verify acceptable forms of identification	3.5.1 Examine different forms of acceptable identification
3.6 Explain the concept of clearing checks for payment	3.6.1 Identify the different methods for clearing checks for payment
3.7 Discuss electronic money transfers	3.7.1 Identify the advantages electronic transfers have over checks as a means of payment

Unit 4: Characteristics of Currency & Coin

Hours: 13

Terminology: Altered money, Color-shifting ink, Counterfeit money, Currency Transaction Report, Mutilated money, Raised bill, Suspicious Activity Report, Unfit money

CAREER and TECHNICAL SKILLS	
What the Student Should Know	What the Student Should be Able to Demonstrate
Knowledge	Application
4.1 Define terminology	4.1.1 Prepare a list of terms with definitions
4.2 Discuss how new currency is placed into circulation and old currency is removed	4.2.1 Identify the importance of the circulation of good currency in the system
4.3 Identify mutilated, unfit, altered and counterfeit money	4.3.1 Differentiate mutilated, unfit, altered and counterfeit money
4.4 Examine the characteristics of currency	4.4.1 Diagram the characteristics of currency
4.5 Compare and contrast the methods of counting currency	4.5.1 Demonstrate a method of counting currency <ul style="list-style-type: none"> • hand to counter method • hand to hand method
4.6 Discuss cash transactions that require completing a Currency Transaction Report and Suspicious Activity Report	4.6.1 Complete the form based on a case scenario

Unit 5: Bank Security

Hours: 15

Terminology: Bait Money, Bank Protection Act, Description Sheet, Dye Pack, Embezzlement, Extortion, Forgery, Fraud, Kiting, Money Laundering

CAREER and TECHNICAL SKILLS	
What the Student Should Know	What the Student Should be Able to Demonstrate
Knowledge	Application
5.1 Define terminology	5.1.1 Prepare a list of terms with definitions
5.2 Understand the appropriate behavior before, during and after a robbery	5.2.1 Demonstrate appropriate behavior before, during, and after a robbery
5.3 Restate the safe/appropriate response to a fire, bomb or kidnapping threat	5.3.1 List appropriate responses to a bomb or kidnapping threat
5.4 Know your emergency response plan for natural disasters	5.4.1 Develop an emergency response plan
5.5 Describe methods of identify theft and discuss ways to prevent identify theft	5.5.1 Create a chart outlining the methods and prevention of identity theft
5.6 Discuss technology security	5.6.1 List ways to prevent technology security breaches
5.7 Discuss physical security	5.7.1 Explain varies methods of physical security such as building design, surveillance and alarm technology, employee training and transportation security

Glossary

Unit 1: Role of a Teller

1. Competence – possession of required skill, knowledge, qualification, or capacity
2. Confidence – full trust; belief in the powers, trustworthiness, or reliability of a person or thing
3. Confidentiality – having another's trust or confidence; entrusted with secrets or private affairs
4. Courtesy – excellence of manners or social conduct; polite behavior
5. Head teller – teller whose duties include supervising other tellers, controlling cash in tellers' drawers, preparing a daily cash report for the general ledger, and helping other tellers find a difference if end-of-day debits and credits are out of balance
6. Job description – a detailed written account, agreed between management and worker, of all the duties and responsibilities which together make up a particular job
7. Mission statement – an official statement of the goals and objectives of a business or other organization
8. On the job training – focuses on the acquisition of skills within the work environment generally under normal working conditions
9. Procedures – established way of doing something
10. Punctuality – arriving on time; prompt
11. Teller – a person employed in a bank to receive or pay out money over the counter

Unit 2: Primary Responsibilities

1. Balancing – to reconcile or equalize the sums of the debits and credits of (an account)
2. Cash in – cash received; credit items
3. Cash out – cash distributed; debit items
4. Cash items – for balancing, includes checks, debit tickets, coupons, and any other item that represents a part of a teller's cash balance, other than U.S. currency and coins
5. Credit – cash received; to add a sum of money to an account; an entry that decreases assets or increases liabilities
6. Debit – entry that increases an asset account and decreases a liability or equity account; a charge to a customer's account; a charge against a bank
7. Negotiable instrument – written promise to pay (such as a check, promissory note, draft, or bill of exchange) that is payable to order or to bearer and transferred by endorsement and delivery or by delivery alone
8. Overage – amount by which cash or its equivalent exceeds the figure it was intended to equal
9. Posted errors – errors in the actual crediting or debiting of an account
10. Proof (prove) – the procedure for testing the accuracy of a previous operation, such as relisting the checks and adding their amounts to determine the accuracy of the total shown on a deposit slip
11. Shortage – amount by which cash or its equivalent is less than the figure it was intended to equal
12. Slide errors – accounting miscalculations caused by moving the decimal point of number to the left or right of its correct position
13. Transpositions – errors that occur when two digits that are either individual or part of a larger sequence of numbers are reversed (transposed) when posting a transaction; the error is evenly divisible by 9

Unit 3: Check Handling

1. Bearer – one that holds a check or other redeemable note for payment
2. Blank endorsement – consists of the payee's or endorser's signature and is usually cashable
3. Check – draft or order on a bank to be drawn upon a deposit of funds for the payment of a certain sum of money to a person named or to a bearer and payable instantly on demand
4. Check holds – number of days a bank can legally hold uncollected funds before crediting deposited funds to a customer's account. The Expedited Funds Availability Act of 1987 limits check holds to two business days for Local Checks and five days for nonlocal checks after September 1, 1990. The first \$100 of any check must be available for use the next business day
5. Counter check – checks from the bank without encoded customer account number; these checks are given to customers who forget their checkbooks or run out of checks; also know as blank checks
6. Corporate/business checks – a check drawn off a corporation or business account
7. Drawee – bank where a check is drawn
8. Drawer – person who makes out a check
9. Electronic Check Conversion (ECC) – checks are electronically processed and funds are deposited into the bank account
10. Endorsement – the written, legal signature by the genuine bearer of an instrument
11. Financial institution checks – often referred to as an official check, teller's check, cashier's check and a bank draft among many others. A financial institution (bank) check is often treated as cash because it is drawn upon a bank account and funds are withdrawn immediately
12. Government checks – checks drawn upon the government ; tax refund checks, social security checks, welfare checks
13. Holder In due course – an original or any subsequent holder of a negotiable instrument (check, draft, note, etc.) who has accepted it in good-faith and has exchanged something valuable for it
14. On-us check – a term used by a bank for a check drawn on that bank and presented to that bank for deposit or payment
15. On-them check – a term used by a bank for a check drawn on another bank and presented to another bank for deposit or payment
16. Overdraft – amount owing to a bank by reason of paying an item or items drawn against insufficient funds; an item drawn against insufficient funds whether or not paid by the bank
17. Payee – party to whom a check is payable; may be transferred to another party
18. Personal checks – checks on a individuals checking account

19. Postdated checks – a check dated ahead; not payable until the date specified
20. Qualified endorsement – releases the endorser from certain liabilities that usually accompany an endorsement; "without recourse" is an example
21. Restrictive endorsement – imposes limitations on the transferee, such as by naming the special purpose of the transfer
22. Special endorsement – names the person to whom the check is being transferred
23. Staledated check – a check that has been held an unreasonably long time after issue before being presented for payment to the bank on which it is drawn (usually six months)
24. Stop payment – notification that a restriction has been placed on one's ability to cash a check
25. Traveler's checks – an instrument that can be purchased and used by a person to obtain money readily

Unit 4: Characteristics of Currency & Coin

1. Altered money – currency that has been changed or tampered with to obtain more for the currency than its face value
2. Color-shifting ink – ink that adds an extra level of security because the printed ink changes color when viewed at different angles; as in the 50 on the fifty dollar bill
3. Counterfeit money – currency or coins that have been fraudulently manufactured
4. Currency Transaction Report (CTR) – a report that U.S. financial institutions are required to file for each deposit, withdrawal, exchange of currency, or other payment or transfer, by, through, or to the financial institution which involves a transaction in currency of more than \$10,000
5. Mutilated money – currency which is very badly damaged, to the point where it is difficult to determine the value of the currency, or where it is not clear that at least half of the note is present. Common causes of damage are fire, water, chemicals, explosives, animals or damage from extended burying of the currency
6. Raised bill – a genuine bill that has the ends of one or two smaller bills such as a 1 or a 5 and replaces them with the ends of a larger bill such as a 10, 20 or even a 50
7. Suspicious Activity Report (SAR) – a report regarding suspicious or potentially suspicious activity, filed with the Financial Crimes Enforcement Network (FinCEN), an agency of the United States Department of the Treasury
8. Unfit money – old, worn, torn, or soiled money that needs to be removed from circulation. This money is sent to the Federal Reserve Bank to be exchanged for new

Unit 5: Bank Security

1. Bait money – paper currency, usually kept from other currency in the cash drawer, for giving to a robber. The serial numbers of each bill is recorded
2. Bank Protection Act – federal legislation designed to strengthen bank security
3. Description form – used for bank robberies to help police identify the person(s) who robbed the bank
4. Dye pack – is a radio-controlled device used by some banks to foil a bank robbery by causing stolen cash to be permanently marked with red dye shortly after a robbery
5. Embezzlement – a fraud committed when an employee steals or helps another one steal
6. Extortion – the attempt to obtain a promise or money by threat
7. Forgery – the alteration of a document or instrument with fraudulent intent
8. Fraud – an attempt to obtain funds by other than appropriate and legal means
9. Kiting – attempt to draw against non-existent funds through a scheme involving several checking accounts with different institutions
10. Money laundering – the practice of disguising the origins of illegally-obtained money