



Universal Banker

TRAINING PROGRAM

Breaking the old banking model

As customers utilize more technology for their banking transactions, banks are realizing that the roles and duties of tellers are changing. The Universal Banker training program will enable employees to provide a broad suite of services and information to our bank customers with an emphasis on customer service and satisfaction. This unique and exciting new program has been validated by the Hawaii Banking Association and will be offered by the University of Hawai'i Community Colleges. This strong industry partnership led to the inclusion of valuable input from each of Hawaii's major Banks.

Choose Your Online Learning Style

You may choose one of the three instruction formats below:

Option 1 – Online Coached Instruction

Students will receive all instruction through our online, self-paced and instructor coached design. You will be able to view your course through a smart phone, iPad, tablet or computer with internet access. Our online system is perfectly designed for a student who is taking an online course for the first time needing extra assistance. Experienced students will also find this system easy to navigate in a self-paced manner. Students will meet their instructor coach and interact with them through email, phone or video conference.

Option 2 – Blended Instruction

Students enrolled in our blended design will attend 12 hours of face-to-face instruction in addition to taking the online course as described above. This combination is intended to provide students with supplemental instruction in a traditional classroom setting.

Option 3 – Self-Paced Instruction

Students learn independently and at any time. You will not have a live instructor and there are no required assignments.

Technology Needs

Required

- Active email address
- Computer, tablet/iPad or smartphone
- Internet access

Recommended

- Device with camera, microphone & speaker for video conferencing

Who May Benefit

This course is the best fit for anyone looking to start their career in the Banking Industry as a Banking Associate or Universal Banker. Banks and Credit Unions are seeking candidates with a high school diploma who have completed this course and have good customer service skills. Prior to employment, Banks may conduct a background check and drug test.

Enrollment requirements

- Recommended Reading level: 8th grade
- Recommended Math level: 8th grade
- High School diploma required: No

Student Learning Outcomes and Course Modules

The following 8 course modules have been co-developed with representatives from Hawaii's Banks and Windward Community College. Upon completion of the course, students will be able to identify and apply concepts in eight Universal Banking modules including:

- Banking Fundamentals
- Consumer Banking Products
- Ethical Issues in Banking
- Business Communication
- Relationship Building & Needs Based Advising
- Managing Interpersonal Relationships
- Decision Making & Problem Solving
- Customer Service in Banking

Course Hours & Duration

Option 1 – Online Coached Instruction

The estimated time to complete one online, self-paced module is between 4-5 hours or approximately 40 hours for all 8 modules. Students will have 4 weeks to complete the course.

Option 2 – Blended Instruction

Under the blended Instruction design, students will receive at least 12 hours of classroom instruction in addition to the estimated 40 hours of self-paced online instruction. Students will have 4 weeks to complete the course.

Option 3 – Self-Paced Instruction

Students will have access for 1 year.

Tuition

- Option 1 – Online Coached Instruction: \$895
- Option 2 – Blended Instruction: \$1050
- Option 3 – Self-Paced Instruction: \$104

Employment & Training Fund (ETF)

Employers are eligible to receive up to 50% (max. \$400 tuition subsidy) of total tuition costs provided by approved vendors. <http://labor.hawaii.gov/wdd/home/employers/etf/>

For Additional Information & Registration

Call (808) 235-7433 or email wccocet@hawaii.edu

<http://windwardcce.org/universal-banker.htm>



UNIVERSITY OF HAWAII
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Career and Community Education

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