

Cognicert - Bank Operations Managers Course

Course Outline

- **An overview of the different aspects and types of banking**
- **Retail banking: deposits, lending to people and businesses.**
- **Banking Operations**
 - Accounting for cash operations
 - Cash and teller operations
 - Money market products and processing
- **Advanced Banking Laws and Practice**
 - The regulation of banks: bank supervision and inspection
 - What is regulated and why, regulation systems
- **Strategic Financial Analysis**
 - Capital, liquidity ratios, reserves, clearing systems, stockbroking
- **Bank financial statements: balance sheets, income statements, bank performance ratios**
- **Asset management and liability management, loan policy, the return on capital ratio, bank income**
- **Strategic Planning**
 - Strategic Product Development and Marketing
- **Advanced Operational Risk Management**
 - Effective Credit Risk Administration and Management
- **Risk assessment checklist for lending and loans**
- **Retail banks: payments and transferring money, clearing systems, other retail bank services**
- **Branch Management for Performance**
 - Effective Leadership Techniques
 - Effective Customer Relationship Management
- **Advanced Foreign Exchange Management**
- **Investment Banking: Services provided to companies and governments**