

If you want a great career as a

# Bank Teller

this is the course for you

# Bank Teller Training Program



## North American College

730 Yonge Street, Suite 207,  
Toronto, ON, M4Y 2B7  
(One Block South of Bloor)

# Call: 416-960-6024

Visit us at [www.nacollege.com](http://www.nacollege.com)  
email: [info@nacollege.com](mailto:info@nacollege.com)

Convenient from East, West, North and  
South. At the intersection of Yonge and  
Bloor Subways

NAC information offices also located at

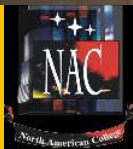
Scarborough Office

Address: 2100 Ellesmere Ave #101, Scarborough,  
M1H 3B7, Phone: 416-960-6024

Lawrence Square Office

Address: 700 Lawrence Ave. W (Lawrence Square)  
#428, Toronto, M6A 3B4, Phone: 416-960-6024

Laid off, underemployed, EI active, EI reach back and  
Non EI-eligible recipients, maternity or parental benefit,  
SA and ODSP recipients may be eligible for funding for  
training.



North American College  
Information Technology

Registered as a private career college  
under the Private Career Colleges Act 2005

# Objective of the Program

This course prepares you for an immediate position in banks, credit companies, private and public insurance establishments, investment firms and other financial establishments. Learn banking procedures and develop exemplary customer service techniques as applied to the banking industry.

## Career Opportunities:

Our graduates work as Bank Tellers, Personal Bankers, CSRs, Bank Clerks, Collection Agents, Credit Clerks,

## Prerequisite:

Ontario Secondary School Diploma or equivalent with basic computer knowledge.

## Course Outline

- Responsibilities
- Canadian Banking System
- Individual Deposit Products
- Business Deposit Products
- Individual Loan Products
- Business Loan Products
- Services
- All About Money
- Handling Cash
- Cash Audit/Cash Drawer Contents
- Cheques & Special Cheques
- Identification
- Cheques Cashing
- Deposits and Withdrawals
- Commercial Deposits
- Payment Forms
- Partial/Additional/Late Charge Payments
- Regulations
- Other Payments Policies and Procedures
- Customer Analysis-Knowing your customers
- Telephone and Internet Customer Service
- Travelers Cheques
- Money Orders
- Official Cheques
- U.S. Savings Bonds
- Credit Card Cash Advance
- Miscellaneous Fee Income
- Large Cash Transactions
- Monetary Purchases
- Suspicious Activity
- Suspected Conartists
- Cheques-Related Schemes
- Deterring a Robbery
- Comply with Demands
- Robbery Description Report Form

# Programs Offered at NAC

## Diploma Programs

Approved as a vocational program under Private Career Colleges Act 2005

Business	Health Sciences
Accounting and Finance	Electrolysis
Computerized Accounting	Esthetics
Business Administration	Esthetics/New Technologies
Administrative Assistant	Esthetics/Electrolysis
Legal Administrative Assistant	Pharmacy Assistant
	Medical Office Assistant
	Personal Support Worker
	Early Childcare Assistant

## Engineering

Mechanical Engineering Design & Technology  
Civil Engineering Design & Technology

## Professional Development & Skill Upgrading Software

Does not require approval under the Private Career College Act 2005

Software Training for Mechanical Engineering	Software Training for Civil Engineering
AutoCAD Autodesk Inventor CATIA Geometric Dimensioning and Tolerancing (GD&T) and Finite Element Method (FEM) MicroStation SolidWorks Unigraphics	AutoCAD Building Science & Home Inspection Software Construction Estimating Geo Environment Software MicroStation Primavera (P3) Project Management Staad Pro Timberline Software
Software Training for PLC & Robotics	Bank Teller Program
Advanced Control Systems AutoCAD Electrical PLC and HMI (Allen Bradley) PLC and Servo Controllers (Allen Bradley) PLC and Motion Control (Omron) PLC (Siemens) Robotics (ABB)	Canadian Banking System Customer Analysis-Knowing your customers Deposit Products Loan Products Cheques / Travelers Cheques Identification Deposits and Withdrawals Money Orders Credit Card Cash Advance