

ELECTRONIC BANKING

UNIT CODE: BUS/CU/BF/CR/09/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Manage Electronic Banking.

Duration of Unit: 100hours

Unit Description

unit specifies the competencies required to manage electronic banking.it involves processing registration request, managing service providers, managing bank customers, reconciling online transaction and recovering of default account.

Summary of Learning Outcomes

1. Process registration request
2. Manage service providers
3. Manage bank customers
4. Reconcile online transaction
5. Recovery of default account

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Process registration request	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Registration process<ul style="list-style-type: none">o Onlineo Digital• Registration options• Required documents for registration• Methods of verifying registration document<ul style="list-style-type: none">o Physical verificationo Documentation verificationo Electronic documentation• Document certification• Creation of online account• Activation of account• Modes of communication	<ul style="list-style-type: none">• Written tests• Observation• Oral questions• Third party report
2. Manage service providers	<ul style="list-style-type: none">• Service providers• Features of Service Level Agreement document (SLA)	<ul style="list-style-type: none">• Written tests• Observation• Oral questions

	<ul style="list-style-type: none"> Consequences of breach of SLA document Review options for SLA document 	<ul style="list-style-type: none"> Third party report
3. Manage bank customers	<ul style="list-style-type: none"> E-banking services E-banking systems Importance of E-banking Role of back office Back-office processes for received instruction Methods of handling customer queries and complaints Risks and mitigant in e-banking 	<ul style="list-style-type: none"> Written tests Observation Oral questions Third party report
4. Reconcile online transaction	<ul style="list-style-type: none"> Variance Causes of variance Reconciliation process Importance of reconciliation Filing and archiving 	<ul style="list-style-type: none"> Written tests Observation Oral questions Third party report
5. Recovery of default account	<ul style="list-style-type: none"> Classification of credit facility account Delinquent account Constitute of delinquent account Consequences of default Recovery options Recovery process 	<ul style="list-style-type: none"> Written tests Observation Oral questions Third party report

Suggested Methods of Instruction

- Project
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Simulation
- On job training

Recommended Resources

- Writing materials
- Projector
- Computer

- Flip Chart/white board