



BANKING

Banking youth apprentices provide account services to customers. They also gain skills in business processes, lending and marketing.

Length of Apprenticeship: One or two years

OCCUPATIONAL COMPETENCIES

Youth apprentices work with a job site mentor to demonstrate the following competencies.

Year 1: Youth apprentices must complete a **total of 24** competencies. **Twenty-two** must be from the list below. If necessary, employers can substitute up to **2** competencies with other occupationally appropriate skills. Those skills should be added to the competency list for assessment.

Year 2: Youth apprentices must complete a **total of 10** competencies. **Nine** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

YEAR 1 Competencies	YEAR 2 Competencies
1. Process transactions	1. Close deposit accounts
2. File transactions	2. Open deposit accounts
3. Follow cash management/handling procedures	3. Process credit card or loan payments
4. Process cash deposits	4. Respond to customer basic loan account inquiries
5. Process check deposits	5. Collaborate with marketing team efforts
6. Process withdrawals by cash	6. Assist to open new checking account
7. Process check transactions with cash back	7. Assist to issue certificate of deposit
8. Process transfers between accounts	8. Order credit reports
9. Respond to customer account inquiries and requests	9. Assist to preapprove consumer loan customer
10. Perform end of day drawer balance	10. Redeem US Savings Bonds
11. Issue cashier's/official check or money order	
12. Educate customers on additional financial institution products and services	
13. Follow security procedures	
14. Process night depository and/or incoming postal mail	
15. Place stop payment on check or ACH (automated clearing house)	
16. Investigate and resolve customer problems	
17. Process cash advances	
18. Change customer name or account title	

19. Add co-owner or authorized signer to customer account 20. Help a customer with account reconciliation 21. Wire transfer funds (Simulated) 22. Service automated teller machine (ATM) 23. Process checks 24. Process electronic check deposits	
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POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Banking and Financial Services
- Financial Services Representative