MERCURY

Preparatory Course for Working in Banks and Financial Institutions

15 - 19 Feb 2027
London (UK)

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Ref.: 16022_1003021 **Date:** 15 - 19 Feb 2027 **Location:** London (UK) **Fees:** 5800 **Euro**

Introduction to the Preparatory Course for Banking Careers:

The Preparatory Course for Working in Banks and Financial Institutions equips early-career professionals with critical foundational knowledge and applicable skills to thrive in the financial sector. Participants will delve into the core mechanisms of banking operations, financial systems, customer engagement, and compliance frameworks. It highlights the practical requirements of roles in the banking and financial sectors, supporting learners as they transition into the competitive world of finance.

The curriculum emphasizes technical proficiency, adherence to ethical standards, awareness of regulatory requirements, and effective risk management. Through realistic case studies and real-world applications, learners will be exposed to the challenges and opportunities prevalent in the financial services training sector. This Preparatory Training for Working in Banks and Financial Institutions includes mastering compliance regulations, client relationship techniques, and internal operational workflows.

Students will explore credit evaluation, account opening, and trade finance to strengthen their operational and customer service capabilities. The Preparatory Program for Working in Banks and Financial Institutions enhances professional behavior, decision-making, and problem-solving skills essential for roles in the banking and financial industries. Whether preparing for a finance internship or a full-time banking position, it develops skills aligned with the modern expectations of the banking industry. It builds the confidence and competence necessary for success in banking operations and related career paths.

Targeted Groups:

This Preparatory Training for Working in Banks and Financial Institutions targets professionals seeking specialized knowledge and skills:

- Fresh graduates aspiring to begin a career in banking.
- Entry-level staff in financial institutions need a structured orientation.
- Customer service representatives preparing for bank-based roles.
- Professionals shifting into finance and banking from other fields.
- Trainees and interns seeking training for a banking career.
- Administrative personnel in finance departments or credit institutions.
- Junior analysts are aiming for financial risk management roles.
- Credit officers and tellers are beginning their banking journey.
- Candidates preparing for bank employment assessments.
- Finance students in finance internship training programs.

Course Objectives:

Participants will achieve the following objectives by completing the Preparatory Course for Working in Banks and Financial Institutions:

- Understand the organizational structure of banks and financial institutions.
- Explain the major functions of commercial, retail, and investment banks.
- Identify the critical regulations that guide financial institution training.
- Analyze banking risks, including credit, operational, and market risks.
- Evaluate financial statements to assess client creditworthiness.
- Demonstrate excellence in customer interaction and service delivery.
- Apply operational standards to ensure compliance and prevent fraud.
- Respond to regulatory challenges with professional judgment.
- Build clear and confident communication across all banking roles.
- Recognize product types in financial services training, including loans, deposits, and cards.
- Implement customer onboarding and transaction processes effectively.
- Practice ethical standards aligned with industry codes of conduct.
- Develop solutions for real-world operational challenges in the banking industry.
- Organize financial documentation to meet audit and reporting requirements.
- Plan long-term growth strategies in the finance industry training.
- Demonstrate professional behavior in the workplace culture and during performance reviews.

Targeted Competencies:

Participants will gain the following competencies during the Preparatory Program for Working in Banks and Financial Institutions:

- Practical understanding of banking operations and structure.
- Familiarity with local and global compliance frameworks.
- Ability to assess financial and credit risk effectively.
- Professional conduct in customer-facing banking roles.
- Analytical proficiency in interpreting financial data.
- Knowledge of procedures for account management and transaction processing.
- Fluency in banking terminology and communication techniques.
- Adherence to ethics and standards of professionalism.
- Skills needed for banking compliance training and internal controls.
- Awareness of roles in bank teller training and frontline operations.

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Course Content:

Unit 1: Introduction to Banking Operations and Financial Institutions:

- Structure of the global banking industry.
- Categories of financial institutions: retail, commercial, and investment.
- Roles of central banks and their monetary policy functions.
- Key functions of the front, middle, and back office in banking.
- Core banking systems, digital banking, and technology use.
- Overview of deposits, loans, and payment instruments.
- Transaction cycles and clearinghouse operations.
- Introduction to branch-level activities and teller procedures.
- Importance of Customer Onboarding and Document Verification.
- The Relationship between Banking Services and Economic Development.
- Introduction to banking training certifications and pathways.
- Real-world examples of daily banking workflows.

Unit 2: Regulatory Frameworks and Compliance in Financial Institutions:

- Structure of national and international banking regulators.
- Overview of financial acts and banking codes.
- Key features of AML Anti-Money Laundering and CTF Counter-Terrorism Financing.
- Principles of Know Your Customer KYC and risk-based approaches.
- Compliance and audit functions in banking institutions.
- Licensing, supervision, and enforcement of banking standards.
- Basel I, II, III, and the impact on financial risk management.
- Developing internal compliance checklists.
- Monitoring for suspicious activities and reporting processes.
- Regulatory impacts on loan limits, liquidity, and capital adequacy.
- Staff responsibilities under compliance obligations.
- Simulation cases on audit failures and regulatory fines.

Unit 3: Risk Management in Banking and Financial Institutions:

- Identifying and classifying different banking risks.
- Credit risk: credit scoring, history, and approval processes.
- Liquidity management and short-term solvency.
- Market and interest rate risk: pricing and volatility.
- Operational risk: errors, fraud, and internal mishaps.
- Developing a risk matrix and assigning controls.
- Insurance products are used in banking to manage client default.
- Role of guarantees and collateral in loan structuring.
- Tools for assessing bank portfolio exposure.
- Scenario testing and impact evaluation for stress cases.
- Documentation of risk events and internal escalations.
- KPIs and audit trails in risk oversight.

Unit 4: Customer Service Standards and Relationship Management:

- Best practices in client service for banking professionals.
- Establishing rapport and building trust in financial settings.
- Handling difficult clients, disputes, and service recovery.
- Effective use of verbal and written communication tools.
- Using CRM systems to track customer data and sales.
- Basics of wealth management and advisory for entry-level staff.
- Selling strategies for credit cards, deposits, and personal loans.
- Understanding confidentiality and banking privacy policies.
- Performance metrics for frontline customer service.
- Empowering customer feedback channels.
- Digital self-service banking and chatbots.
- Practical scenarios for dealing with walk-in and online clients.

Unit 5: Practical Banking Operations and Career Development:

- Day-to-day operations of bank tellers and branch staff.
- Cash transactions, counting, reconciliation, and storage.
- Loan origination: documentation, vetting, and disbursement.
- Trade finance: letters of credit and export-import transactions.
- Internal controls to prevent fraud and detect anomalies.
- Basics of bookkeeping, general ledger, and trial balance.
- Preparing reports using financial software systems.
- Career development in banking: roles and promotions.
- Interview techniques for bank job preparation.
- Certifications and Training Paths in Financial Management.
- Understanding workplace expectations and dress codes.
- Planning long-term progression in the financial sector training.

Final Insights & Key Takeaways:

The Preparatory Course for Working in Banks and Financial Institutions delivers practical, foundational training for aspiring financial professionals. By combining theory with actionable skills, it empowers learners to transition smoothly into a banking career. The course addresses the regulatory, operational, and customer service dimensions essential in modern banking. Whether preparing for internships, teller roles, or junior analyst positions, participants emerge ready to excel in a diverse range of financial roles. It is a strategic first step for building a successful future in the finance industry.

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Registration form on the :
Preparatory Course for Working in Banks and Financial Institutions

code: 16022 **From:** 15 - 19 Feb 2027 **Venue:** London (UK) **Fees:** 5800 **Euro**

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