Colorado CTE

Banking Services (2015): Grades 9, 10, 11, 12, Higher Education

Adopted 2015

Business Law: Describe and abide by laws and regulations in order to manage business operations and transactions in the banking services industry. FIBS.01

01. Develop a compliance program to protect the company well-being. FIBS.01.01

- a. Explain the elements of a compliance program. FIBS.01.01.A
- b. Discuss functional areas of a compliance audit. FIBS.01.01.B
- c. Develop a compliance program. FIBS.01.01.C

02. Describe regulations governing banking services. FIBS.01.02

- a. Discuss e-compliance issues in banking services. FIBS.01.02.A
- b. Discuss federal regulation of lending functions. FIBS.01.02.B
- c. Discuss federal regulation of operations functions in banking services. FIBS.01.02.C
- d. Discuss the responsibilities of regulatory agencies that oversee the banking industry. FIBS.01.02.D
- e. Describe the process for implementing regulatory changes. FIBS.01.02.E
- f. Describe provisions of bankruptcy law. FIBS.01.02.F

Customer Relations: Create and maintain positive, ongoing relationships with banking customers in order to enhance the organization's image. FIBS.02

01. Foster positive relationships with customers to enhance company image. FIBS.02.01

- a. Discuss the importance of meeting and exceeding customer expectations. FIBS.02.01.A
- b. Describe the relationships that institutions providing banking services have with their communities. FIBS.02.01.B

02. Manage a profitable investment portfolio to build customer relationships. FIBS.02.02

- a. Select customers for portfolios using established criteria. FIBS.02.02.A
- b. Establish portfolio criteria that support the institution's business goals. FIBS.02.02.B

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Financial Analysis: Maintain, monitor, control and plan the use of financial resources to enhance banking performance. FIBS.03

01. **Describe the manner in which banks generate profit.** FIBS.03.01
    a. Explain measures banks have taken to ensure profitability. FIBS.03.01.A

Information Management: Use tools, strategies and systems to operate banking equipment. FIBS.04

01. **Utilize banking technology to increase workplace efficiency and effectiveness.** FIBS.04.01
    a. Fill/empty ATMs (Automatic Teller Machines). FIBS.04.01.A
    b. Process numeric data using 10-key pad. FIBS.04.01.B
    c. Discuss the impact of technology on the banking industry. FIBS.04.01.C

Operations: Monitor, plan, and control the day-to-day activities within a banking organization in order to ensure secure operations. FIBS.05

01. **Describe how bank security programs minimize chance for loss.** FIBS.05.01
    a. Discuss procedures for the secure handling of cash. FIBS.05.01.A
    b. Discuss the secure handling of checks. FIBS.05.01.B
    c. Explain procedures for detecting and reporting counterfeit currency. FIBS.05.01.C
    d. Describe crimes to which a bank could fall victim (e.g. fraud, robbery, phishing, etc.). FIBS.05.01.D
    e. Discuss the elements and role of a bank security program. FIBS.05.01.E
    f. Describe the nature of business continuity plans. FIBS.05.01.F

02. **Perform daily cash processing activities.** FIBS.05.02
    a. Process damaged and/or mutilated currency and coin. FIBS.05.02.A
    b. Order and deposit currency/coin. FIBS.05.02.B
    c. Deposit checks. FIBS.05.02.C
    d. Handle differences in cash received/deposited. FIBS.05.02.D
    e. Identify requirements for transporting cash. FIBS.05.02.E
    f. Discuss the role of the Federal Reserve System in banking operations. FIBS.05.02.F

03. **Underwrite loan applications to determine creditworthiness of customers.** FIBS.05.03
    a. Describe the loan application generating process. FIBS.05.03.A
    b. Explain the process of credit analysis. FIBS.05.03.B
    c. Describe factors affecting loan pricing and loan structuring. FIBS.05.03.C
    d. Underwrite a loan application. FIBS.05.03.D

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Discuss real estate lending and servicing. FIBS.05.04

a. Discuss the involvement of financial institutions in the real estate industry. FIBS.05.04.A

b. Explain approaches to real estate lending. FIBS.05.04.B

c. Describe the functions and responsibilities of the loan servicing department. FIBS.05.04.C

05. Manage problem loans. FIBS.05.05

a. Discuss the nature of problem loan management. FIBS.05.05.A

b. Handle problem loans. FIBS.05.05.B

Professional Development: Utilize career planning concepts, tools, and strategies to explore, obtain, and develop a career in banking services. FIBS.06

01. Describe environments in which banking services are offered. FIBS.06.01

a. Explain the evolution of commercial banking. FIBS.06.01.A

b. Discuss ethical issues in the banking industry. FIBS.06.01.B

c. Discuss the fiduciary role of banks. FIBS.06.01.C

d. Describe bank policies that pertain to fiduciary activities. FIBS.06.01.D

02. Identify the nature and scope of types of banking institutions. FIBS.06.02

a. Describe the nature of the national banking system. FIBS.06.02.A

b. Explain the role of central banks. FIBS.06.02.B

c. Describe the nature of retail banking. FIBS.06.02.C

d. Explain the nature of investment banking. FIBS.06.02.D

e. Explain the nature of financial services companies (universal banks). FIBS.06.02.E

f. Discuss the role of credit unions. FIBS.06.02.F

g. Explain the role of savings and loan associations. FIBS.06.02.G

h. Discuss the role of the World Bank Group in international financial assistance. FIBS.06.02.H

i. Explain the nature of government agencies that provide financing to businesses (e.g. Export-Import Bank of the United States, Small Business Administration, etc.). FIBS.06.02.I

03. Acquire knowledge of banking processes and services to facilitate workplace activities. FIBS.06.03

a. Describe the nature of banking processes. FIBS.06.03.A

b. Describe types of banking services. FIBS.06.03.B

c. Discuss retail bank products and services. FIBS.06.03.C

d. Explain business bank products and services. FIBS.06.03.D

e. Describe basic teller performance standards. FIBS.06.03.E

f. Discuss the nature of loan products. FIBS.06.03.F

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g. Describe trust services available to customers. FIBS.06.03.G

04. Describe roles and responsibilities in banking services. FIBS.06.04

a. Explain the role and responsibilities of administrative careers in banking services. FIBS.06.04.A

b. Describe the role and responsibilities of executive/managerial careers in banking services. FIBS.06.04.B

Selling: Determine client needs and wants and respond through planned, personalized communication to influence purchase decisions and enhance future business opportunities in banking services. FIBS.07

01. Generate new business using sales techniques. FIBS.07.01

a. Describe the importance of selling in the banking industry. FIBS.07.01.A

b. Cross-sell banking products and services. FIBS.07.01.B

c. Demonstrate the relationship-selling process. FIBS.07.01.C

d. Assist a customer in the opening of an account. FIBS.07.01.D

e. Call on small business clients. FIBS.07.01.E

f. Interpret loan terms for a client. FIBS.07.01.F

g. Describe the nature of event-based selling. FIBS.07.01.G

h. Plan a sales campaign. FIBS.07.01.H