

FINANCIAL SERVICES, CERTIFICATE

Program Description

The Financial Services Certificate is designed to prepare students for entry-level teller positions in banks or credit unions.

Program Outcomes

Students who successfully complete the Financial Services Certificate will:

1. Explain basic entry-level financial services industry functions and their integration into the banking and credit union industry
2. Demonstrate effective oral and written communication skills
3. Apply critical thinking and decision-making skills
4. Distinguish the importance of an ethical work environment
5. Apply information and technology tools relevant to the profession

Career Considerations

Entry-level teller positions in banks or credit unions.

Program Course Requirements

Course	Title	Credits
First Year		
First Term		
BA 101	Intro to Business ¹	4
BA 165	Customer Service	3
CIS 120	Intro to Digital Literacy	4
OA 131	Ten-Key Calculator	1
Credits		12
Second Term		
BA 116	Principles of Financial Svcs	4
BA 214	Business Communications ¹	3
BA 218	Personal Finance	3
COM 105	Listening	3
Credits		13
Total Minimum Credits		25

¹ A grade of C or better must be attained in the courses indicated.

Scheduling requirements may prevent all courses from being offered every term. Consultation with an advisor is critical to a student's selection of courses.

Please see an advisor for a degree planning worksheet for this program.

Program Prerequisites: See requirements needed for first term classes.

Program Entrance Requirements

Academic Entrance Requirement

- Minimum exit-level keyboarding speed and accuracy: 30 net wpm with 95% or better accuracy. Students should seek placement keyboarding test from the Business Department. If skills are not adequate, then the student should plan to take OA 110 Alpha Keyboarding (2 cr.) to meet the exit level keyboarding requirement. See an academic advisor for occupational requirements.