

SAMPLE TELLER TRAINING POLICY

This policy is intended as a "sample" or "guide" to help credit unions develop their own customized or individual policies. However, a policy that works well for one credit union may not be appropriate for another. Therefore, each credit union should make revisions by deleting or adding language to accommodate their own particular situation regarding technology, personnel, products and services, facilities, and other relevant factors. The credit union's policies should be reviewed for compliance with applicable rules and regulations from time to time. The League cannot guarantee that a sample policy is in compliance with the law. The policy is not intended as legal advice.

_____ Credit Union NEW TELLER TRAINING SCHEDULE

Employee Name: _____ Hire Date: _____

Date/Time Frame	Facilitator/Branch	Topic
	Name/Main	Human Resource Orientation ☐ History and Vision of the Credit Union ☐ Assessment on the Orientation ☐ Review of Policies and Employee Handbook ☐ Webpage, Intranet and Microsoft Outlook ☐ Predictive Index
	Name/Main	Credit Union Background ☐ Video: Welcome to the Credit Union – 5 minutes ☐ The Credit Union Perspective ☐ Credit Union Operations
	Name/Main	Member Relations ☐ A Prelude to Business Development Sales Training – Member Service – Section 1 ☐ Video: Essentials of Good Member Service- 9 min ☐ Video: Handling Difficult Members- 25 min
	Name/Main	Product Knowledge Training ☐ Product Knowledge Training ☐ Product Knowledge Assessment

	Name/Main	Cross Selling ☐ A Prelude to Business Development Sales Training. – Sales Section 2, 3 & 4.
	Name/Main	Teller Transaction/Drawer/Forms Training ☐ Introduction to Computer System ☐ Forms Training ☐ Computer Training • Deposits/Withdrawals/Check Cashing • MO/Checks/Transfers In-Person/Phone • MasterCard Payments/Loan/Lease Payments • Four-Step Process • Reversals • TTL's, Cash Advance, Misc. Transactions • Mail and Night Drop procedures • Teller Drawer Set-up-Cash orders/sell back • Cash Counting • Offline Transactions • Security for Teller Drawer • Balancing ☐ Video: Teller Survival Guide- Part I - 35 minutes ☐ Video: Teller Survival Guide -Part II – 35 minutes
	Name/Main	Telephone Training ☐ Overview of the Telephone System ☐ Video: Telephone Techniques – Part I – 26 min ☐ Video: Telephone Techniques – Part II – 32 min ☐ Toggling with a Call Center Representative
	Name/Main	Observe or Work out of Teller Drawer with Guidance
	Name/Main	Additional Teller Transaction Training: ☐ Review Teller Transactions ☐ Work out of teller drawer with guidance
	Name/Main	Check Cashing Policy ☐ Check Physics/Policy ☐ Check Cashing Policy Assessment ☐ Check Cashing Judgment Packet

	Name/Main	Additional Teller Transaction Training ☐ Work out of teller drawer with guidance
	Name/Main	Security/Regulation Training ☐ Cash Drawers/Common Types of Fraud ☐ Robbery Information ☐ Regulation Packet ☐ Regulation Assessment ☐ Video: Your Money Matters- 14 min ☐ Video: Common Scams and Collusion's- 27 min ☐ Video: What to do in the Event of a Robbery – 20 min

Sample