

BUSINESS TECHNOLOGY

Financial Services Certificate

PROGRAM MISSION

The Financial Services Certificate is designed to prepare students with the training and skills needed for employment in an entry-level financial service position. Students will gain the theoretical knowledge and will learn practical skills necessary for success in this field.

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

Year One

BA 101	Introduction to Business	4
BA 116	Principles of Financial Services	4
BA 165	Customer Service	3
BA 214	Business Communications	3
BA 218	Personal Finance	3
CIS 120	Intro to Computer Information Systems	4
CWE 161	CWE Seminar I	1
OA 131	Ten-Key Calculator	1
Choose One:		
SP 105	Listening	3
SP 218	Interpersonal Communication	3

Total Credits 26

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

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 and OA 124 to meet the exit level keyboarding requirement. See an academic advisor for occupational requirements.