



**THE UNITED REPUBLIC OF TANZANIA**  
**INSTITUTE OF ACCOUNTANCY ARUSHA**



**SHORT COURSE ANNOUNCEMENT**  
**ON**  
**EFFECTIVE BANKING OPERATIONS IN COMPETITIVE WORLD**

**(15<sup>th</sup> – 20<sup>th</sup> July 2019; 19<sup>th</sup> – 24<sup>th</sup> August 2019; 09<sup>th</sup> – 14<sup>th</sup> September 2019 and 07<sup>th</sup> – 12<sup>th</sup> October 2019)**  
**IAA Arusha Campus, Arusha**

**1.0 COURSE BACKGROUND**

Banking success lies in ability to enhance client's profitability by saving them timely and provide premier service as per customers demand. This Program is a comprehensive focusing on equipping participants with knowledge and skills to facilitate delivery of quality service to customers. It provides a thorough understanding of banking operations in general through understanding of policies and procedures governing banking operations. The development of personnel is very crucial particularly in 21<sup>st</sup> century world where customers are more informed and has wide access to advanced technology. Thus training was designed to equip participants with relevant skills and knowledge to enable them to provide high quality service to customers that will results to improved banking operations.

**2.0 COURSE CONTENTS**

During the course the following areas will be covered:

- (a) Introduction to banking operations
- (b) General understanding of banking policies and procedure (adherence to banking policies and procedure)
- (c) Cash handling techniques
- (d) Cash equivalent management; salary processing, cheque management and other banking document handling
- (e) Salary processing and identification of the drawer
- (f) E-banking system (mobile and internet banking)
- (g) Recruitment of new customers: Proper Customer identification (account verification, name verification)
- (h) Customer Relationship Management
- (i) Ethical issues in Banking

### **3.0 COURSE RATIONALE**

At the end of training the participants will be able;

1. To manage banking risks including cash handling, cash equivalent management and e-banking system
2. Adherence to banking policies and procedures in executing duties and responsibilities
3. To manage customer relationship for improved banking performance
4. Understand ethical issues in banking operations and businesses in general

### **4.0 TARGET GROUP**

This course is designed for all Bank Officers, Bank Tellers, Bank Controllers, Customer Service Advisors, bank operational staff and other professionals with similar functions

### **5.0 METHODOLOGY**

Teaching methodology will include classroom lectures, case studies, group assignments and role play.

### **6.0 TRAINING AWARD**

At the end of training participants will be awarded with certificates.

### **7.0 FEES & MODE OF PAYMENT**

The fee for the course is **TZS 1,000,000/=** (say **One Million only**) per participant to cover for tuition fee, training materials, tea/coffee and Lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

### **8.0 DATE, DURATION AND VENUE**

This course will be conducted from **15<sup>th</sup> – 20<sup>th</sup> July 2019; 19<sup>th</sup> – 24<sup>th</sup> August 2019; 09<sup>th</sup> – 14<sup>th</sup> September 2019** and **07<sup>th</sup> – 12<sup>th</sup> October 2019** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

### **9.0 CONTACT PERSONS**

For more details please don't hesitate to contact any of the following:

#### **Course Directors**

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#### **Course Administrator**

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**APPLY TO:**

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