



BAI Banking Series

Universal Banker – Introductory Curriculum Plan

This guide is intended to serve as a resource when determining courseware, curriculums or Rules for Universal Bankers who may be new to your institution or to the financial services industry. It also serves as a great refresher for seasoned employees who are looking to sharpen their knowledge of the industry. This guide is not intended to ensure compliance. In addition to these recommended courses, there may be other training requirements of your specific regulator, state, or financial institution. The courses included here are mainly subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
Financial Services Background
30106B – Retail Banking Basics: Regulatory Agencies
30103B – Retail Banking Basics: Products
30104B – Retail Banking Basics: Electronic Services
30105B – Retail Banking Basics: Ownership and Financial Management
Core Competencies & Customer Service
30102B – Customer Service: Handling Difficult Situations
31133B – Frontline: Robbery and Security
31135B – Frontline: Customer Service and Support
31904B – Contact Center: Inbound Communications
31905B – Contact Center: Outbound Communications
20323 – Writing Skills for Bankers
Universal Banker Competencies
31135B – Frontline: Customer Service and Support
30122B – New Account Fraud
31113B – Frontline: Negotiable Instruments
31112B – Frontline: Money Handling
31114B – Frontline: Daily Balancing
Sales Skills
31134B – Frontline: Sales and Cross-Selling