

# **TELLER SERVICES**

## **Training Program Development Guide**

by

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Presented to  
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in partial fulfillment of the requirements  
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Curriculum Development

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**Table of Contents**

|      |  |       |
|------|--|-------|
| I.   | Foreword .....   | ..... |
| II.  | Course Syllabus - Basic Teller Services <b>and/or</b> .....                                  | ..... |
| III. | Unit Syllabus - Paying and Receiving .....   | ..... |
| IV.  | Appendix .....   | ..... |
|      | A. Training Program Development Process .....  | ..... |
|      | B. Training Program Development Worksheet Series .....                                       | ..... |
|      | 1. Gather Occupational Data .....  | ..... |
|      | a. Organizational Analysis .....   | ..... |
|      | 1) Occupational Classification and List of<br>Primary Occupations .....                      | ..... |
|      | 2) Occupational Specialties and Sub-Specialties<br>of the Primary Occupation <b>or</b> ..... | ..... |
|      | 3) Areas and Sub-areas of Responsibility of the<br>Primary Occupation .....                  | ..... |
|      | b. Occupational Analysis .....   | ..... |
|      | 1) Activities Analysis .....   | ..... |
|      | a) Task Listing Sheet .....  | ..... |
|      | b) Task Analysis Sheets .....  | ..... |
|      | c) Performance Step Analysis<br>Sheet .....  | ..... |
|      | 2) Informational Analysis .....  | ..... |
|      | a) Career and Occupational<br>Guidance Information Topics .....                              | ..... |
|      | 2. Convert Occupational Data .....   | ..... |
|      | a. Occupational Organization to Programmatic<br>Organization .....                           | ..... |
|      | 1) Program, Course and Unit Titles .....   | ..... |
|      | b. Tasks to Learning Objectives .....  | ..... |
|      | 1) Learning Objective Sheets .....   | ..... |
|      | 2) Competency-Based Program Outline .....  | ..... |
|      | c. Occupational Activities/Information to Learning Activities .....                          | ..... |
|      | 1) Learning Modules .....  | ..... |

## **Foreword**

The **Training Program Development Guide to Teller Services** is a product of the training program development process discussed in WED 460 - Occupational Analysis and Curriculum Development. The process includes developing a philosophy and theory of curriculum organization, gathering and organizing occupational data; converting occupational organization, activities and information to programmatic organization and content; developing administrative program, course and unit syllabi; and preparing and packaging individualized, competency-based learning materials.

The following manuscript is a product of the first three and a part of the fourth step of the aforementioned process. Sequential completion of the procedural steps established the philosophic and organizational basis of the occupational curriculum guided the author through a detailed organizational and occupational analysis of the credit union operations group of occupations, and established the basis for developing an articulated, modularized, competency-based training program. The conversion phase of the process assisted in the transformation of “workplace” organization, activities and information to “learning place” organization, activities and informational content. Conclusion of the developmental process resulted in the writing of competency-based course and unit materials.

### **Source of Occupational Data**

The curriculum materials contained in this manuscript derived from an analysis of the occupation of teller. In this particular study, the teller worked in the main office of a credit union whose assets total thirty million dollars.

The credit union employs thirty people, six of whom are tellers. All of the tellers, regardless of their title, are responsible for providing basic teller services. This manuscript is based on the basic skills and responsibilities required of every teller.