Institute for Capacity Development (ICD)

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Cashiering and Back Office Operations

Course Objectives

On completion on the course participants should be able to:

- Understand the fundamentals of cashiering and back-office operations.
- Develop skills in cash handling, transaction processing, and reconciliation.
- Learn best practices for accuracy, security, and compliance in cashiering.
- Gain insights into back-office functions such as record-keeping, reporting, and fraud prevention.
- Enhance customer service skills in cashiering roles

Target Groups

- Cashiers
- Back-office staff
- Bank tellers
- Financial operations personnel,
- Anyone involved in cash handling and transaction processing.

Course Outline

- Introduction to Cashiering and Back Office Operations
- Role and responsibilities of cashiers and back-office staff
- Importance of cashiering in financial institutions and retail
- Key differences between front-office (cashiering) and back-office operations
- Overview of cash management systems
- Cash Handling and Transaction Processing
- Principles of cash handling: accuracy, security, and efficiency
- Types of transactions: deposits, withdrawals, payments, and transfers
- Use of cash registers, point-of-sale (POS) systems, and other tools
- Handling foreign currency and checks
- Reconciliation and Balancing
- Daily cash reconciliation processes
- Identifying and resolving discrepancies
- Balancing cash drawers and preparing end-of-day reports
- Importance of accuracy in reconciliation
- Security and Fraud Prevention
- Common types of fraud in cashiering and back-office operations

- Best practices for preventing fraud and theft
- Security measures for cash handling and storage
- Role of surveillance and internal controls
- Compliance and Regulatory Requirements
- Overview of regulatory frameworks for cash handling (e.g., AML, KYC)
- Reporting suspicious activities and transactions
- Compliance with internal policies and procedures
- Importance of maintaining accurate records
- Back Office Operations
- Key functions of the back office: record-keeping, data entry, and reporting
- Processing and verifying transactions
- Managing customer accounts and databases
- Role of technology in back-office operations
- Customer Service in Cashiering
- Importance of customer service in cashiering roles
- Handling customer inquiries and complaints
- Building rapport with customers
- Maintaining professionalism under pressure
- Technology and Automation in Cashiering
- Role of technology in modern cashiering and back-office operations
- Use of automated cash management systems
- Digital payment systems and their impact on cashiering
- Emerging trends in cashiering technology
- Impact of digital transformation on cashiering and back-office operations
- Action planning

Dates: 07th – 18th April 2025

Duration: 2 weeks

Course Costs: US$3150/delegate

Venue: Kigali, Rwanda