



معهد الدراسات المصرفية  
INSTITUTE OF BANKING STUDIES

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of Banking & Finance



# Certified Bank Branch Operations Manager Program “CBBOM”

**Date: Module 1 :** 14/05/2023 – 18/05/2023

**Module 2 :** 28/05/2023 – 1/06/2023

Training Department  
Institute of Banking Studies, Kuwait





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## Program Overview

The Operations Manager supports the Bank Branch Manager by overseeing the efficient operations of the branch to ensure all operational functions are completely and properly performed by the staff while conveying a feeling of trust, service, security and satisfaction to customer and staff.

More than ever before, today's branch management team is faced with a multitude of challenges and opportunities. In order to support the branches in meeting these challenges and providing a first class service, we offer the "Certified Bank Branch Operations Manager" program which addresses the core requirements of a Bank Branch Operations Manager; role and responsibilities.

The CBBOM is structured in a way that enables the participants to unlock their managerial skills as well as technical skills in a way that merge between their gained knowledge from their studies and their working experience in order to satisfy their organizations strategic goals and to maximizing its profits.

### Objectives:

This Program will assist participants to:

- Gain and enhance the key competences of their role
- Ensure their primary responsibilities are achieved
- Work with the bank 'team' to meet the needs of the bank's customers





## Content:

### Module I

#### Day 1

##### **Ethics and Professionalism in Banking**

- Introduction
- The competencies required of a successful Branch Operations Manager
- Responsibilities of a Branch Operations Manager
- The Ethics of Banking
- Transparency
- A Service culture
- Overview of the general operational procedures and policies

#### Day 2/3

##### **Effective Management**

- Principles of Management
- Working with the Branch Manager
- Effective Communication
- Giving and receiving feedback
- Project working
- Decision making & Problem solving
- Self knowledge and Self analysis
- Time Management
- Importance of Team Work
- Grow a dynamic team and an effective workforce

#### Day 4/5

##### **Quality Assurance & Customer Support**

- Working with Head Office: Support functions, Internal audit
- Total Quality Management (TQM)
- Quality of service: measuring, monitoring, adhering





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- Quality Assurance issues
- Targets: monitoring, measuring, management
- Managing performance and consistency of outputs
- Customer Service
- Customer Satisfaction: measuring, monitoring, improving
- Dealing with customers complaints and follow up
- Operations and delivery excellence
- The Branch of the future
- Best Practices

## Module II

### Day 1

#### **Role of Branch Banking Operations Manager**

- Supervision for teller operations: control & risk
- Supervision for executing daily tasks
- Cash control (in terms of balances, limits, and dual custody)
- Payment systems and Swift
- Cheques transactions
- Retail Products
- Corporate Banking products
- Investment and Treasury
- Branch Opening/Closing
- Technical supervision and support
- How to identify operational issues and recommend action plans to improve the branch performance and profitability
- Enhance understanding of spreadsheets and financials
- Branch operations





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### Day 2/3

#### **Operational Risk Management**

- Risk management process
- Risk management outcomes
- Risk in the branch environment
- Manage Self-assessment and Control
- Basel II Directions relating to Branch Operations
- Technology and Security
- Branch Security and Safety issues
- How to have a successful audit
- Resolve operations problems faced by branch staff
- Cash Management
- Data Analysis/sourcing

### Day 4/5

#### **Compliance & Regulations**

- Co-ordinate the audit of the branch
- Assuring the regulatory and procedural compliance
- Commercial laws and regulations in Kuwait related to banks
- Central Bank of Kuwait regulations and policies
- CRS and KYC requirement and documentations
- Ensure compliance with: Anti-Money Laundering and Combating the Financing of Terrorism Laws, FATCA, Customer Protection Rules, etc

### **Program Accreditation**

This program is recognized by the London Institute of Banking & Finance "LIBF" in UK. For more information, please visit their website: [www.libf.ac.uk](http://www.libf.ac.uk)





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## Eligibility for Admission

### Education

- Hold a Diploma degree as a required qualification
- Speak and write good English
- Be recommended by their bank to attend
- Pass the English placement test at KIBS
- This Certificate is Dedicated to Emerging Leaders

### Working Experience

- Worked in the banking sector with min 5 years' experience in the field Operation / Branches or similar

### Language

- The program will be delivered in both languages (Arabic and English).

### English Placement Test

- The test will be conducted on Monday 4 May, 2023.
- English placement test fees: KD10/-







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## Exam

- Program success is subject to examination. The pass mark is 70%. Each module has an exam. There will be no re-sits or makeup, exams will be available in 2 versions Arabic and English.
- M1 exam : 22 May 2023 , from 12:30am to 2:30pm
- M2 exam : 5 June 2023 , from 12:30am to 2:30pm

## Attendance

Attendance at every day is pre-requisite of Certificate issue.

## E-Learning

Participants need to complete the required e-learning courses according to IBS schedule

## Reports

Punctuality, participation, quality of input, initiative, teamwork etc., will - where appropriate- be reported upon

## Timings

The program will be conducted in-class at IBS. It will be held from 8:30 am to 3.30 pm





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## Methods

Lecture-discussion, case studies and exercises

## Duration

2 weeks (not consecutive) – 60 training hours

## Note

Overall responsibility and final decisions will lay with the Institute of Banking Studies

## Nominations

Nomination forms need to be sent to IBS by April 27, 2023

## FOR INQUIRIES & REGISTRATION

### Program Coordinator

**Mohammed Mulla Redah**

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