QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1010

# Cash Management & Banking Operations

BANKING OPERATIONS & SERVICES
FINANCE, INVESTMENT & BANKING

DURATION
**5 Days**

DELIVERY
**Classroom**

## Course Overview

Cash Management & Banking Operations is a comprehensive professional training course designed to enhance the knowledge and practical capabilities of banking professionals responsible for cash management, operational efficiency, liquidity administration, and banking operations. In today's rapidly evolving financial environment, banks and financial institutions must maintain secure, efficient, and well-controlled cash management processes while ensuring operational excellence, regulatory compliance, and superior customer service. This course provides participants with a thorough understanding of modern cash management practices and the operational frameworks that support effective banking services.

The course examines the strategic role of cash management within retail, corporate, commercial, and treasury banking operations. Participants will explore cash flow management, liquidity planning, vault and branch cash operations, payment processing, reconciliation, settlement, transaction management, and operational controls. The programme emphasizes the importance of integrating sound operational practices with effective cash management strategies to improve financial performance, reduce operational risks, and support organizational resilience.

Participants will also develop practical knowledge of banking operational governance, internal controls, operational risk management, regulatory compliance, fraud prevention, and business continuity. Special attention is given to digital banking technologies, automation, data-driven decision-making, and process optimization, enabling participants to improve operational efficiency while adapting to technological advancements and changing customer expectations.

By combining modern cash management principles with operational best practices, Cash Management & Banking Operations equips professionals with practical tools to optimize liquidity management, strengthen operational performance, enhance transaction accuracy, improve customer service, and support strategic business objectives. The course enables financial institutions to build efficient, secure, and resilient banking operations that meet evolving regulatory standards and competitive market demands.

## Objectives

- Analyze the principles and operational framework of modern cash management and banking operations by the end of the course.
- Apply effective cash management techniques to improve liquidity utilization, operational efficiency, and financial performance during practical exercises.
- Evaluate operational and liquidity risks and implement appropriate control measures to strengthen banking operations.
- Develop cash management strategies that support treasury functions, branch operations, and customer banking services.
- Assess operational performance using measurable key performance indicators and recommend practical improvement initiatives.
- Design operational workflows that improve cash handling, reconciliation, payment processing, and transaction accuracy.
- Improve coordination between treasury, banking operations, finance, compliance, and customer service departments.
- Strengthen operational governance through effective internal controls, regulatory compliance, and fraud prevention practices.
- Implement digital banking technologies and automation to optimize cash management and operational processes.
- Align cash management and banking operations with organizational objectives, regulatory expectations, and international banking best practices.

## Who Should Attend

This course is designed for professionals responsible for cash management, banking operations, treasury operations, branch management, financial operations, and transaction processing within banks and financial institutions. It is particularly valuable for cash management managers, treasury professionals, banking operations managers, branch managers, operations supervisors, payment operations specialists, liquidity management professionals, reconciliation officers, and customer service managers involved in operational activities.

The programme also benefits professionals working in finance, operational risk, compliance, internal audit, internal control, financial planning, digital banking, business process improvement, and business continuity. Department heads, senior managers, executives, and decision makers responsible for operational excellence, treasury management, banking transformation, and financial governance will gain practical insights into improving organizational performance through effective cash management and banking operations.

## Learning Outcomes

- By the end of this Cash Management & Banking Operations course, participants will be able to:
- Analyze the operational structure of cash management and banking operations within financial institutions.
- Apply modern cash management techniques to optimize liquidity and operational efficiency.
- Manage cash handling, reconciliation, payment processing, and settlement activities effectively.
- Evaluate operational risks and implement internal controls that enhance governance and regulatory compliance.
- Improve transaction accuracy and operational performance through process optimization.
- Apply operational performance indicators to measure efficiency and identify improvement opportunities.
- Strengthen coordination between treasury, operations, finance, and compliance functions.
- Utilize digital banking technologies and automation to improve cash management processes.
- Develop practical initiatives that enhance operational resilience and customer service quality.
- Prepare comprehensive action plans to improve cash management and banking operations within their organizations.

## Course Outline

DAY 01

### Foundations of Cash Management and Banking Operations

- Principles of cash management in modern banking
- Structure of banking operations and operational responsibilities
- Cash lifecycle management and operational workflows
- Liquidity management fundamentals

DAY 01 — CONTINUED

> **PRACTICAL APPLICATION**
>
> Mapping cash management processes and identifying operational improvement opportunities

DAY 02

## Cash Operations and Transaction Management

- Cash handling procedures and branch cash operations
- Payment processing, reconciliation, and settlement activities
- Treasury operations and liquidity administration
- Operational controls for cash management

> **PRACTICAL APPLICATION**
>
> Evaluating transaction processing and reconciliation procedures

DAY 03

## Risk Management, Compliance, and Operational Controls

- Operational risks associated with cash management
- Regulatory compliance and banking operational governance
- Fraud prevention and internal control systems
- Business continuity and operational resilience

> **PRACTICAL APPLICATION**
>
> Conducting operational risk assessments and strengthening control frameworks

DAY 04

## Digital Banking and Operational Efficiency

- Digital cash management solutions
- Banking technology, automation, and workflow optimization
- Performance measurement and operational analytics

DAY 04 — CONTINUED

- Continuous improvement methodologies for banking operations

**PRACTICAL APPLICATION**

Designing operational efficiency initiatives using digital banking tools

DAY 05

## Strategic Cash Management and Operational Excellence

- Aligning cash management with organizational strategy
- Leadership in banking operations and treasury management
- Building a culture of operational excellence and accountability
- Future trends in cash management and banking operations

**FINAL WORKSHOP**

Developing a comprehensive Cash Management & Banking Operations implementation plan to improve liquidity management, operational efficiency, governance, and customer service within participants' organizations

### Register or Request More Information

Course page: https://quest-training.com/courses/cash-management-banking-operations
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