

Curriculum Map

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INTRODUCTION

Project Overview: Banking Onboarding Acceleration

Goal: Streamline teller certification from **24 weeks to 14 weeks** by eliminating legacy redundancies and ensuring 100% alignment with new **CIRO** regulatory requirements.

Curriculum Learning Goals

By the end of this 14-week program, new hires will be able to:

- **Execute core banking transactions** with 100% accuracy according to modernized operational standards.
- **Demonstrate CIRO compliance** in all investment-related client interactions to mitigate institutional risk.
- **Navigate banking software** efficiently, reducing average handling time during the first month on the floor.
- **Transition seamlessly** from theoretical knowledge to high-impact, in-branch performance.

Learner Audience & Persona

Target Audience: New-hire Retail Banking Tellers.

Attribute	Profile: "The Modern Navigator"
Experience	Typically, early-career professionals or career-changers with high digital literacy but varied banking backgrounds.
Pain Points	Overwhelmed by "information dump" and frustrated by redundant testing that delays their ability to serve clients.
Motivation	Seeks clear, actionable paths to productivity and a desire to feel confident in a highly regulated environment.
Learning Style	Prefers blended delivery : quick digital theory followed immediately by hands-on, "real-world" application.

Curriculum Map (14-Week Blended Program)

The curriculum is "chunked" into three distinct phases to manage cognitive load and accelerate time-to-productivity.

Phase	Focus	Modalities
Phase 1: Foundations (Weeks 1–4)	CIRO Regulations, Ethics, & Basic Systems	E-Learning, Virtual Facilitation
Phase 2: Applied Skills (Weeks 5–9)	Soft Skills, Complex Transactions, & Call Listening	Call-Listening, Roleplay, Simulation
Phase 3: Integration (Weeks 10–14)	Performance-Based In-Branch Mentoring	Structured On-the-Job Training (OJT)

Business Impact

- **40% reduction** on onboarding time (10 weeks saved per hire).
- Achieve **100% alignment** with CIRO standards, verified by internal audit.
- **21% increase** in job-related activities such as in-branch practice and decision-making activities.
- Significant decrease in "training fatigue" and faster time-to-productivity for retail branches.

Instructional Designer Note:

- By using the CIRO requirements as our "North Star," we successfully removed the outdated legacy content, allowing learners to focus exclusively on high-impact, compliant behaviors.
- Stakeholders have unanimously approved curriculum learning goals. I can now allocate which learning assets (e-courses, facilitation, in-branch training, call listening, etc)
- Discussions of new courses or courses that need updates will occur in the coming weeks