INCAP
INDIANA CAREER APPRENTICESHIP PATHWAY

FOR HIGH SCHOOLERS

BANKING/
FINANCIAL SERVICES

APPRENTICESHIP PROGRAM OCCUPATION PROFILE:

RETAIL BANKER

Retail banking is a broad occupation that includes all customer-facing roles in a bank, from teller to branch manager. Retail bankers assist clients with day-to-day banking needs by helping them manage their money through bank products. They serve as a bank's frontline representatives, building relationships and supporting clients' financial well-being.

This occupation is ideal for a student who:

- Enjoys math and accounting.
- Would like to develop professional skills.
- Is interested in working in a corporate environment and learning about general business functions, such as sales, IT, and marketing.

What is the average starting hourly wage for this apprenticeship?

The salary varies by bank, but the typical range is **$12-17/hour**. Apprentices are employees of the bank and fall under their employment policies for benefits, performance reviews, and salary increases.

What do apprentices do during their apprenticeship?

Apprentices are trained and primarily work as tellers/customer service representatives. However, they also learn about and receive experience in other bank operations, such as credit analysis and loan operations. Additionally, apprentices are exposed to middle- and upper-level banking roles, such as organizational and/or branch management.

What are some of the skills students learn on the job?

- An understanding of the banking industry and its role in the community.
- Banking-specific skills, including transactions (cash handling, checking and savings accounts), digital banking, credit analysis, loan operations, banking compliance and security, and banking technology.
- Professional skills, including communication, customer service, sales, marketing, and basic management.

TYPICAL SCHEDULE

What year in school do students begin this apprenticeship?

11th grade

How long does this apprenticeship last?

Two years

How many days each week do students participate in the apprenticeship?

11th grade: Three days/week

Summer after 11th grade: Summer hours are highly encouraged and should be agreed upon between the apprentice and employer.

12th grade: Four days/week

What hours do students work during their apprenticeship?

While hours may vary based on bank needs and student schedules, the goal is for apprentices to work six hours per day, typically from 9 am to 3 pm.

What classes do students take at their high school to complete this apprenticeship?

Students will not be required to take any banking-specific courses at their high school because all relevant coursework will be taught to apprentices during their time at the bank. The only requirement for students is that they are able to complete the high school classes they need to graduate and fulfill the work-based learning hours required by the apprenticeship.

What credential does a student receive when they complete this apprenticeship?

Through this apprenticeship, students will meet the key requirements for Indiana's new Employment Honors Plus diploma seal: completing at least 650 hours of work-based learning and earning an INCAP credential, which is recognized by the Indiana Department of Education as a Credential of Value. The diploma seal and the INCAP credential will be recognized by banks across Indiana as indicators of industry experience, and the INCAP credential may count toward college credit in a related degree program.

If a student chooses to continue working after their apprenticeship, what jobs are they qualified for?

Because the retail banker apprenticeship is broad in scope, apprentices who complete the program will be qualified for a wide variety of entry-level or senior-level specialist positions (depending on the size of the institution), which may include:

- Teller/Senior Teller
- Loan Officer
- Credit Analyst
- Assistant Branch Manager
- Relationship/Personal Banker