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COURSE BROCHURE

Banking App User Experience and Interface Design Training Course

25 – 29 July 2027
Kuala Lumpur

Banking App User Experience and Interface Design Training Course

Ref: 2457_92893 **Date:** 25 – 29 July 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Banking App User Experience and Interface Design is a 1-week training course for digital product owners and interface designers in banks and fintechs, built around a fintech app prototype usability test report. Customers judge a bank through its app, so friction in account opening or payments turns into abandoned sign-ups. Jupiter Prime Training runs it for teams shaping these journeys.

Why Banking App User Experience and Interface Design Matters Now

Three forces shape banking app user experience and interface design today. Customers compare their bank app with the smoothest consumer apps they use, not with other banks. Fraud teams demand stronger identity checks, which add steps that can drive applicants away. Accessibility expectations now cover older customers, people with low vision and users on small or slow devices. Balancing them earns completed onboarding and repeat use; ignoring them brings drop-off and lost trust. The course rests on established human-centred design practice and widely used web accessibility guidelines.

Who Gains Most from Banking App User Experience and Interface Design

- Product owners accountable for onboarding, payments and card journeys
- Interface and interaction designers producing wireframes, prototypes and component libraries for financial apps
- User researchers planning moderated and unmoderated tests with banking customers
- Digital analysts tracking funnel conversion and abandonment
- Fraud and compliance partners who sign off verification steps and consent screens

A squad sending its product owner, designer and analyst together gains most, as findings and fixes then share one language.

Banking App User Experience and Interface Design Capabilities

Participants turn a rough banking prototype into tested screens backed by evidence.

- Map an onboarding journey from download to first funded account — prioritising which drop-off point to fix first
- Design trust cues for balances, fees and security prompts — reassuring customers at moments of hesitation
- Specify accessible colour contrast, touch targets and screen reader labels — meeting accessibility reviewers' sign-off
- Build a usability test script with realistic banking tasks — producing evidence product owners can act on
- Calculate task success, time on task and funnel conversion — justifying design changes to business sponsors
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Communicate severity-rated findings with screen-level fixes — aligning designers, engineers and fraud partners

Key Banking App User Experience and Interface Design Terms

- Usability Testing — watching real users attempt set tasks on an app to find where they struggle.
- Trust Cue — a signal, such as a security badge or clear fee line, that reassures a customer.
- Progressive Disclosure — revealing form fields step by step so a long application feels manageable.
- Task Success Rate — the share of test participants who complete a defined task without help.
- Design System — a shared library of components and rules keeping app screens consistent.
- Know Your Customer Friction — the effort identity checks add to onboarding, weighed against fraud risk.

Banking App User Experience and Interface Design Day by Day

Day 1: Customer Expectations and Banking Journeys

- Customer Journey Mapping — Where Banking Customers Hesitate or Abandon
- Jobs to Be Done Interviews — Which Money Tasks the App Must Serve
- Competitor App Teardown — Setting a Benchmark for Key Journeys
- Persona and Context Sketches — Designing for Commuters, Traders and Older Users
- Heuristic Evaluation Checklist — Spotting Usability Problems Before Testing

Day 2: Onboarding and Interface Patterns

- Onboarding Flow Design — Balancing Identity Checks Against Applicant Drop-Off
- Progressive Disclosure in Forms — Shortening Perceived Effort of Applications
- Design System Components — Consistent Buttons, Inputs and Error States
- Microcopy for Fees and Consent — Plain Wording That Customers Trust
- Wireframes to Clickable Prototype — Choosing Fidelity for Early Testing

Day 3: Trust, Security and Accessibility

- Trust Cue Placement — Reassurance at Payment and Transfer Confirmation
- Strong Authentication Screens — Security Steps Without Lockout Frustration
- Accessibility Audit of Screens — Contrast, Touch Targets and Screen Readers
- Error Recovery Patterns — Helping Customers Fix Failed Payments Quickly
- Inclusive Design for Low Literacy — Icons, Language and Numeric Clarity

Day 4: Usability Testing and Conversion Metrics

- Test Plan and Task Scenarios — Realistic Banking Tasks for Participants
- Moderated Versus Remote Sessions — Selecting Method, Sample and Recruitment
- Task Success and Time on Task — Quantifying Where the Prototype Fails
- Funnel Analytics and Experiment Design — Linking Screens to Conversion Rates
- Severity Rating of Findings — Ranking Issues for the Design Backlog

Day 5: Practising the Fintech App Prototype Usability Test

- Journey Map Refresh — Selecting the Onboarding Path to Test
- Prototype Revision Sprint — Applying Trust Cues and Accessibility Fixes
- Live Test Sessions with Peers — Observing, Note-Taking and Synthesis
- Findings Presentation to Sponsors — Defending Fixes with Conversion Evidence
- Fintech App Prototype Usability Test Report — Findings, Severity and Fixes

Applying Banking App User Experience and Interface Design After the Course

- Run a five-participant usability test on one live onboarding journey and log severity-rated findings.
- Audit ten high-traffic screens for contrast and screen reader labels, agreeing fixes with the design system owner.

Banking App User Experience and Interface Design Questions FAQ

What is banking app user experience and interface design, and why does it matter now?

It is the practice of shaping how customers move through and see a bank's app. It matters now because customers compare banking apps with the smoothest consumer apps and every confusing step costs sign-ups.

Which roles gain most from banking app user experience and interface design training?

Product owners, interface designers, user researchers and digital analysts gain most. Fraud partners also benefit by seeing how verification screens affect completion.

How does a banking app user experience and interface design course differ from a general design thinking course?

It is narrower and applied to financial apps. You work on onboarding, payment and accessibility screens and measure them with task success and funnel conversion.

What do you bring back from banking app user experience and interface design training?

You bring back a tested prototype and a written report. It lists severity-rated findings, screen-level fixes and conversion measures for your design backlog.

Banking App User Experience and Interface Design: The Way Forward

The fintech app prototype usability test report is the starting point. Its first use is deciding which onboarding or payment fix enters the next release. Product owners, designers and fraud partners all draw on it to agree priorities. Afterwards, revisit how trust cues and verification steps interact as fraud patterns and customer habits change.