

Session Plan-BC/BF Advance Certification

Day 1	Session	Topic	Duration (In minutes)	
1	I	Structure of Indian Banking and types of Banks	90	
	II	Various Deposit Schemes and Other services	120	
	III	Accounts Opening on-Boarding Process, KYC mechanism and operations	120	
	IV	Accounting, Finance and Operations	90	
2	I	Principals of Sounds Lending	90	
	II	Loans and Advances with special focus on Retail Lending	120	
	III	Asset Classification and methods of Recovery	120	
	IV	Grievance Redressal Mechanism and Integrated Ombudsman Scheme	90	
3	I	Overview of the Financial Market	90	
	II	Financial Inclusion	120	
	III	Financial Education and Financial Counseling	90	
	IV	Government Schemes for promoting Financial Inclusion	120	
4	I	Risk and Fraud Management	90	
	II	Basic Technical Skills (handling Micro-ATMs, Biometric and other Devises, Basic Connectivity Issues	120	
	III	Digital Banking Products	120	
	IV	Recent Development in Digital Banking	90	
5	I	Basic Skill requirement for BCs	180	Including role play of 60 mins
	II	Dealing with various types of Customers	180	Including role play of 60 mins
	III	Filling Deposit application forms	60	
6	I	Strategies for Recovery of Loans	150	
	II	Digital Banking-operational handholding of hand held devices	120	
	III	Filling Loan application forms	60	
	IV	Mock Test and Summing up	90	
			2520	Minutes
			42	Hours
			7	Hours per day
			6	Days