

Session Plan-BC/BF Basic Certification

Session Plan -BC/BF Basic Certification (Basic)				
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	Grievance Redressal Mechanism in Banks and Integrated Ombudsman Scheme	90	
2	I	Principals Inclusion-Banking for the Unbanked	90	
	II	BC. and BF Model: A vehicle for Financial Inclusion	120	
	III	Risk and Fraud Management	90	
	IV	PMJDY, PMJJBY, PMSBY AND APY	120	
3	I	Basic Technical (handling Micro-ATMs Biometric and other Devices, Basic Connectivity Issues)	120	
	II	Digital Banking Product	120	
	III	Communication and Financial Counselling (Including Financial and Financial education)	180	Including role play of 60 mins
4	I	How to Deal with Different Types of Customers?	180	Including role play of 60 mins
	II Demo Session	Filling Deposit application forms	60	
	III Demo session	Digital Banking-operational handholding of hand-held devices	120	
	IV	Mock Test and Summing up	60	
		Total	1680	Minutes
			28	Hours
			7	Hours per day
			4	Days