



1 MODULE 1: ORGANIZATION BEHAVIOR

- Elements & nature of Organization Behavior*
- Need for studying OB*
- Importance of Organization Behavior*
- Fundamental concept of OB*

2 MODULE 2: BASIC & FUNDAMENTAL CONCEPT OF BANK & BANKING

- What is banking*
- Banking Regulator & its Function*
- Retail branch Structure & its Function*
- Concept of Limited/listed company & their investor*
- Types of customer in banking*

3 MODULE 3: ACCOUNTS TYPES & DOCUMENTATION

- What is KYC & its guideline by RBI*
- Account Opening process physically & online, Various types of accounts & its features, account documentation, Account Tab banking etc.*
- View on CASA & its Impact on Bank.*

4 MODULE 4: RETAIL BANKING /BRANCH BANKING

- Lobby Management*
- Front desk Management*
- Cashier/Teller operation including RBI clean note policy, note exchange policy.*
- Fund Transfer-NEFT/RTGS/IMPS/SI/NACH*
- Cheque Clearing Operation/CTS*
- Customer Grievance handling & its eco system.*
- ATM module*
- Deliverable Management*
- Vault Operation, Duty of Custodian of assets & documentations.*

5 MODULE 5: CRM MODULE & ITS IMPACT

- What is CRM*
- How its work to maintain customer/ client relationship*
- Benefit of CRM on Revenue earning.*



6 MODULE 6: RETAIL BANKING PRODUCTS & PROFITS SHARING CALCULATION TO BANK

Liability products: SA, CA, fixed deposit, Gold Loan

Asset Products: FDOD, PL, Business loan, Car loan, Home loan, LAP, TW, CC, LAS etc

Insurance products: Life/Non Life

Mutual Fund

Equity trading products.

Forex

Debit card, credit card

Safe Deposit lockers

Bank Guarantees

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7 MODULES 7: SALES IS A ART

Classification of sales.

Cross selling vs up selling

How to enhance your sales skill

8 MODULE 8: CORE BANKING

Concept of core banking & its benefits

Finacle, Flexcube

Oracle, SAP

9 MODULE 9: DIGITAL BANKING

Advantage of Digital banking

Component & its function

Payment system & its gateway

10 MODULE 10: LOCAL MARKET RESEARCH

Local market study process

Customer Acquisition using tool like probe42.com, Power BI ,

CRMetc.

Lead generate

11 MODULE 11: LOCAL MARKET RESEARCH

Marketing VS Selling

Why Selling is Important

Why Is Marketing Important?

4P & 4C



12 MODULES 12: COMPLIANCE

Banking Compliance
Audit Function
SQL Checking

13 MODULES 13: BANKING CERTIFICATION

IRDA Certification
NISM V A /Mutual fund distribution module
Equity Broker module

14 MODULES 14: HAND ON EXPERIENCE ON BANKING OPERATION /PRACTICAL CLASS

Cash counting , Fake/real detection, half value/full value
Customer welcome
Account statement analysis
Voucher preparation
Cheque /DD instrument identification

15 MODULE 15: ABBREVIATIONS & GLOSSARY BANKING TERM

Definition & meaning of banking term
Marketing term