



Presents much needed

Comprehensive Banking Course

In line with International Banking Training Practice

Testimonials:

- 1. Comprehensive Banking Course at NBI help me to improve my banking knowledge.*
- 2. It was great pleasure to earn my certification of Comprehensive Banking Course at NBI.*
- 3. The Comprehensive Banking Course at NBI was very effective and we learnt many things to minimize operational risk amongst others. The important learning is the risk which has already been at Nepalese Banking sectors. This course must be taken by every banker.*
- 4. The Comprehensive Banking Course at NBI was very informative and beneficial for us to minimize risks that may occur in our day to day tasks.*
- 5. I would like to recommend Comprehensive Banking Course at NBI to every banker in the country.*
- 6. Subject matter is clear and easy to get information regarding the topic. All facilitators were friendly and solved all the queries.*

Why Comprehensive Banking Course?

Banking industry in Nepal has rapidly grown in last decade. With the growth and expansion the industry has faced acute shortage of skill amongst its existing pool of human capital. Lack of proper curricula, untrained trainers and absence of training knowhow in the industry led to huge knowledge gap within its human capital.

To address this NBI ran industry wide survey and rounds of meetings with top executives, HR heads and regulators. Finally a new professional course at NBI was born - "Comprehensive Banking Course".

Comprehensive Banking Course at NBI captures the required skill set needed at the core of human capital development of the Banking industry. The courses have taken in to consideration international best practices as well as local requirements.

Seasoned Industry experts drawn from various banks contributed to the syllabus, content as well as delivery of Comprehensive Banking Course.

Learning Outcomes:

The program aims to equip participants with sound knowledge on banking operations. Upon the completion of the course the participants will gain knowledge and skills that are very essential to be efficient in their field of work. This program will help participants get working procedures. The participants will be able to:

- Understand banking terms, making for easy communication
- Work in multiple areas
- Be able to identify issues
- Be more customer centric
- Handle NRB related issues

Date & Time	Topic	Trainer
Day I Friday, 26 th Dec, 2014		
2:00pm to 3:30pm Session 1	1) Introduction to Banking Introduction to banking, business of trust, evolution of money, evolution of banking, overview of banking	Sanjeeb Shrestha BM Himalayan Bank Ltd. Birtamod
3:30pm to 3:45pm	Hi- tea	
3:45pm to 5:15 pm Session 2	2) Account Services <ul style="list-style-type: none">- Who are customers?- What does he expect?- Why does He leave?- Types of customers- What is good customer service?	
Day 2 Saturday, 27 th Dec, 2014		
9:30am to 11:00am Session 3	3) Customer Service <ul style="list-style-type: none">- Types of accounts- KYC- Account opening procedure- Account maintenance- Account closing	Mr. Arniko Singh
11:00am to 11:15am	Tea Break	
11:15am to 12:45pm Session 4	4) Customer Service Cont... <ul style="list-style-type: none">- Why good customer service?- Challenges faced by customer service providers- Factors contributing to good customer service:- Telephone etiquette- Listening- Service Oath	
12:45pm to 1:30pm	Lunch Break	
1:30pm to 3:00pm Session 5	5) Sales Techniques <ul style="list-style-type: none">- Selling- Structure a sales call- Product, features and Benefits	
3:00pm to 3:15pm	Tea Break	
3:15pm to 5:00pm Session 6	6) Sales Techniques Cont...	
Day 3 Sunday, 28 th Dec, 2014		
7:30am to 9:00am Session 7 Breakfast	7) Cash Handling <ul style="list-style-type: none">- Cash Receipts- Cash Payments- Cash Reconciliation- FCY	Sanjeeb Shrestha BM, Himalayan Bank Ltd. Birtamod
Day 4 Monday, 29 Dec, 2014		
7:30am to 9:00am Session 8	8) Bills <ul style="list-style-type: none">- Clearing	Rajan Manandhar, BM, Nabil Bank

	<ul style="list-style-type: none">- Inward- Outward- Special Clearing- Collection- Documentary Collection- Cash Letter- URC- Negotiable Instruments.	ltd. Birtamod
Day 5 Tuesday, 30 Dec, 2014		
7:30am to 9:0am Session 9 Breakfast	9) Remittance <ul style="list-style-type: none">- Introduction- Inward/Outward- Mode of Remittance- TC- FD- NRB Circulars	Sanjeeb Shrestha BM, Himalayan Bank Ltd. Birtamod
Day 6 , Wednesday, 31 Dec, 2014		
7:30am to 9:00am Session 10 Breakfast	10)Trade Finance <ul style="list-style-type: none">• Import/Export (Matter of Principle & NRB Regulations)- Advance payment- Cash against Delivery- Documents against payment- Open Account- LC• Letter of Guarantee (Matter of Principle & Practice)• Types of Letter of Guarantee	Rajan Manandhar, BM, Nabil Bank Ltd. Birtamod
Day 7,Thursday, 1 Jan, 2015		
7:30am to 9:00am Session 11 Breakfast	12) Card Services	Sanjeeb Shrestha BM, Himalayan Bank Ltd. Birtamod
Day 8, Friday, 2 Jan, 2015		
2:00pm to 3:30pm Session 12	11)Credit <ul style="list-style-type: none">- Credit in brief	Sanjeeb Shrestha BM, Himalayan Bank Ltd. Birtamod
3:30pm to 3:45pm	Hi-Tea	
3:45pm to 5:00 pm. Session 13	12)Credit Cont..	
Day 9, Saturday, 3 Jan, 2015		
9:00am to 10:30am. Session 14	13)Counterfeit Notes and Signature Verification	Piyush Man Shakya
10:30am to 10:45am	Tea Break	
10:45am to 12:15pm	14)Counterfeit Notes and Signature Verification Cont...	

12:15pm to 1:45pm	Lunch	
1:45pm to 3:15pm	15) Counterfeit Notes and Signature Verification Cont...	
3:15pm to 4:00pm	Exam	

Program Details

The schedule is designed in such a way that it does not conflict with working hours as well as ensures skill retention and acquisition.

Target : Work experience not more than 1 year

Date : 26th, 27th, 28th, 29th, 30th, 31th December, 1st, 2nd & 3rd Jan, 2014.

Venue : Hotel Heaven, Birtamod.

Trainers : Pool of professional bankers with proven training experience at NBI.

For More details please check the itinerary above: