



# Comprehensive Banking Course

In line with International Banking Training Practice

## *Testimonials:*

- 1. Comprehensive Banking Course at NBI helped 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
- Work professionally

Date & Time	Topic	Session	Trainer
<b>Friday, 28<sup>th</sup>November, 2014 2pm to 5 pm</b>	1) Introduction to Banking, business of trust, evolution of money, evolution of banking, Overview of banking. 2) Account Service <ul style="list-style-type: none"> <li>• Types of Accounts</li> <li>• KYC</li> <li>• Account Opening Procedure</li> <li>• Account Maintenance</li> <li>• Account Closing</li> </ul>	2 Sessions	Ram Raj Upadhyaya
<b>Saturday, 29<sup>th</sup>November, 2014 9:30am to 3:00pm</b>	3) Counterfeit Notes and Signature Verification	3 Sessions	Mukul Pradhan/ Piyush Man Shakya
<b>Saturday, 29<sup>th</sup>November, 2014 3:15pm to 4:45pm</b>	4) Cash Handling <ul style="list-style-type: none"> <li>• Cash Receipts</li> <li>• Cash Payments</li> <li>• Cash Reconciliation</li> <li>• FCY</li> </ul>	1 Session	Ram Raj Upadhyaya
<b>Sunday, 30<sup>th</sup>November, 2014 7:30 am to 9:00 am</b>	5) Bills <ul style="list-style-type: none"> <li>• Clearing</li> <li>✓ Inward</li> <li>✓ Outward</li> <li>✓ Special Clearing</li> <li>• Collection</li> <li>• Documentary Collection</li> <li>• Cash Letter</li> <li>• URC</li> <li>• Negotiable Instrument</li> </ul>	1 Session	Ram Raj Upadhyaya
<b>Monday, 1<sup>st</sup>December, 2014 7:30am to 9:00 am</b>	6) Remittance <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Inward/Outward</li> <li>• Mode of Remittance</li> <li>• TC</li> <li>• FD</li> <li>• NRB Circulars</li> </ul>	1 Session	Ram Raj Upadhyaya
<b>Tuesday, 2<sup>nd</sup>December, 2014 7:30am to 9:00am</b>	7) Trade Finance <ul style="list-style-type: none"> <li>• Import/Export (Matter of Principle &amp; NRB Regulations)</li> <li>✓ Advance payment</li> <li>✓ Cash against Delivery</li> <li>✓ Documents against payment</li> <li>✓ Open Account</li> <li>✓ LC</li> <li>• Letter of Guarantee (Matter of Principle &amp; Practice)</li> <li>• Types of Letter of Guarantee</li> </ul>	1 Session	Ram Raj Upadhyaya

<b>Wednesday, 3<sup>rd</sup>December, 2014 7:30am to 9:00am</b>	<b>8) Sales Techniques</b> <ul style="list-style-type: none"> <li>• Selling</li> <li>• Structure a sales call</li> <li>• Product, features and Benefits</li> </ul>	1 Session	Niraj Simkhada, BM, Sanima Bank Ltd. Butwal
<b>Thursday, 4<sup>th</sup>December, 2014 7:30am to 9:00am</b>	<b>9) Sales Techniques contd...</b>	1 Session	Niraj Simkhada, BM, Sanima Bank Ltd. Butwal
<b>Friday, 5<sup>th</sup> December, 2014</b>	<b>10) Credit</b> <ul style="list-style-type: none"> <li>• Credit in Brief</li> </ul>	2 Sessions	PrabhuOli, BM, HBL, Bhairahawa
<b>Saturday, 6<sup>th</sup>December, 2014 7:30am to 9:00am</b>	<b>11) Card Services</b>	1 Session	Pratulbhatta, BM, NABILBhairahawa
<b>Saturday, 6<sup>th</sup>December, 2014 9:30am to 11:00am</b>	<b>12) Customer Service</b> <ul style="list-style-type: none"> <li>• Who are Customers?</li> <li>• What does he expect?</li> <li>• Why does he leave?</li> <li>• Types of Customers</li> <li>• What is good customer service?</li> <li>• Why good customer service?</li> <li>• Challenges faced by customer service providers</li> <li>• Factors contributing to good customer service:</li> <li>• Telephone etiquette</li> <li>• Listening</li> <li>• Service Oath</li> </ul>	2 Session	Niraj Simkhada, BM, Sanima Bank Ltd. Butwal
<b>Saturday, 6<sup>th</sup>December, 2014 11:15am to 12:45pm</b>	<b>13) Customer Service contd...</b>		
<b>Saturday, 6<sup>th</sup>December, 2014 1:30pm to 2:30pm</b>	<b>Examination</b>		NBI staff to coordinate on this.

### *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  
**Duration** : 17 sessions (1.5 hours per session)  
**Date** : 28<sup>th</sup> Nov to 6<sup>th</sup> Dec, 2014  
**Venue** : Hotel Dreamland Gold Resort, Butwal.  
**Trainers** : Pool of professional bankers with proven training experience at NBI.