



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

Week 1

Date & Time	Topic	Trainer		
Day 1 Friday, 12th 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	Binod Sharma, Nabil Pokhara		
3:30pm to 3:45pm	Hi- tea			
3:45pm to 5:15 pm Session 2	2) Account Services <ul style="list-style-type: none"> • Types of accounts • KYC • Account opening procedure • Account maintenance • Account closing 	Raj Kumar Gurung, Pokhara Finance Ltd, Pokhara		
Day 2 Saturday, 13th Dec, 2014				
10:00am to 11:30am Session 3	3) Cash Handling <ul style="list-style-type: none"> • Cash Receipts • Cash Payments • Cash Reconciliation • FCY 	Raj Kumar Gurung, Pokhara Finance Ltd, Pokhara		
11:30am to 11:45am	Tea Break			
11:45am to 1:15pm Session 4	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> 4) Bills <ul style="list-style-type: none"> • Clearing <ul style="list-style-type: none"> - Inward - Outward - Special clearing • Collection • Documentary collection • Cash letter • URC • Negotiable instrument </td> <td style="vertical-align: top; width: 50%;"> Remittance <ul style="list-style-type: none"> • Introduction • Inward/outward • Mode of remittance • TC • FD • NRB Circulars </td> </tr> </table>	4) Bills <ul style="list-style-type: none"> • Clearing <ul style="list-style-type: none"> - Inward - Outward - Special clearing • Collection • Documentary collection • Cash letter • URC • Negotiable instrument 	Remittance <ul style="list-style-type: none"> • Introduction • Inward/outward • Mode of remittance • TC • FD • NRB Circulars 	Binod Sharma, Nabil Pokhara
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1:15pm to 2:00pm	Lunch Break			
2:00pm to 3:30pm Session 5	5) Trade Finance <ul style="list-style-type: none"> • Import and Export (Matter of Principle and NRB Regulations) <ul style="list-style-type: none"> - Advance Payment - Cash against Delivery - Documents against Payment - Open Account - Letter of Credit • Letter of Guarantee – (Matter of Principle and practice) • Types of Letters of Guarantee 	Binod Sharma, Nabil Pokhara		
3:30pm to 3:45pm	Tea Break			
3:45pm to 5:15pm Session 6	6) Credit in Brief	Binod Sharma, Nabil Pokhara		

Week 2

Date & Time	Topic	Trainer
Day 3 Friday, 19th Dec, 2014		
2:00pm to 3:30pm Session 7	7) Sales Technique <ul style="list-style-type: none"> • Selling • Structuring a Sales call • Product, Features and Benefits • Prospecting • Closing 	Binod Sharma, Nabil Pokhara
3:30pm to 3:45pm	Hi- tea	
3:45pm to 5:15 pm Session 8	8) Customer Service <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? • Why good Customer Service? • Challenges faced by customer service providers • Factors contributing to good customer service: • Telephone etiquette • Listening • Service Oath 	Binod Sharma, Nabil Pokhara
Day 4 Saturday, 20th Dec, 2014		
8:00am to 9:30am Session 9	9) Card Service	Mr. Surya Roka
9:30am to 9:45am	Tea Break	
9:45am to 11:15am Session 10	10) Counterfeit Notes <ul style="list-style-type: none"> - Anatomy of Currency Notes - Security Features - Challenges of Fake Notes - A checklist to spot a counterfeit note 	Mukul Pradhan, National Forensic Dept, Sr. Scientist
11:15am to 12:00 noon	Lunch Break	
12:00noon to 1:30pm Session 11	11) Signature Verification <ul style="list-style-type: none"> - General Character vs. Individual Characters - Different Writing Characteristics - Types of Forgery - Characteristics of forgery - Characteristics of disguised writing - Tremor 	Mukul Pradhan, National Forensic Dept, Sr. Scientist
1:30pm to 1:45pm	Tea Break	
1:45pm to 2:30pm Session 12	12) Exam	NBI team to coordinate

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 : 12th, 13th, 19th & 20th December, 2014

Time : Friday, 12th & 19th December, 2014 (2:00pm to 5:30pm) (with Hi- Tea)
Saturday, 13th December, 2014 (10:00am to 5:00pm)(With Lunch & Tea/Coffee/
Cookies)
Saturday, 20th December, 2014 (8:00am to 3:30pm) (With Lunch & Tea/Coffee/ Cookies)

Venue : Pokhara.

Trainers : Pool of professional bankers with proven training experience at NBI. Many of them have been trained by NBI to be Trainer at Indian Institute of Banking