

SANT HIRDARAM GIRLS COLLEGE, BHOPAL
DEPARTMENT OF COMMERCE AND MANAGEMENT



CERTIFICATE COURSE
NOVEMBER 2025

CERTIFICATE COURSES IN “BANKING, FINANCE AND INSURANCE “



COURSE OBJECTIVES:

- **Enhance Employ ability & Bridge Skill Gaps:**

Equip graduates with the knowledge, skills, and attitude needed to meet industry expectations in the BFSI sector.

- **Build Communication & Personal Effectiveness:**

Strengthen workplace communication, emotional intelligence, and professional behavior to boost confidence and adaptability.

- **Develop Functional & Aptitude Skills:**

Provide foundational understanding of banking, insurance, and finance along with essential aptitude for job readiness.

COURSE OUTCOMES:

- **Demonstrate Professional Readiness:** Apply strong communication, self-management, and teamwork skills in corporate environments.
- **Apply BFSI Domain Knowledge:** Understand core concepts of banking, NBFC, and insurance operations with regulatory and ethical awareness.
- **Meet Industry Hiring Standards:** Solve aptitude problems and perform effectively in interviews and job roles related to business development, operations, and customer service.



Course module

Course fees: Rs.500 only

Course Applicability: Second, Third and PG Students

Course taken by: External Organization (CPBFI)

MODULE TITLE	KEY TOPICS COVERED	LEARNING FOCUS
Attitude & Managing Self (SwaRoop)	<ul style="list-style-type: none">• SwaRoop Orientation• My Self & Self-belief• Mind-body connections & Self-talk• Emotional regulation• Rational and irrational beliefs (ABC Principle of REBT)• Decision making & daily challenges	Personal development, emotional intelligence, and workplace adaptability.
Communication and Workplace Skills	<ul style="list-style-type: none">• Goals and barriers in communication• Listening and non-verbal skills• Telephonic communication• Written communication• Persuasion and influencing• Group discussion skills• Interview techniques and demonstrations	Effective communication, confidence building, and job readiness.
Knowledge – Retail Banking & NBFCs	<ul style="list-style-type: none">• Introduction to Banking & Branch Banking• Customer needs and product overview• Liability and Asset products• Third party and fee-based products• Transaction processing & compliance• Inclusive banking & future trends• Business development	Understanding core banking functions, compliance, and customer service.
Knowledge – Insurance	<ul style="list-style-type: none">• Need and evolution of insurance• Overview of insurance companies & retail products• Companion products & distribution channels• Selling insurance & customer service• Ethics, compliance, profitability drivers	Understanding insurance operations and customer-focused service delivery.
Aptitude	<ul style="list-style-type: none">• Percentages & Ratios• Simple & Compound Interest• Grammar & Tenses• Subject-Verb Agreement	Enhancing numerical and verbal aptitude for recruitment processes.