SANT HIRDARAM GIRLS COLLEGE

DEPARTMENT OF COMMERCE

CERTIFICATE PROGRAME IN BANKING FINANCE AND INSURANCE

COURSE OBJECTIVES

Certificate program in Banking finance and Insurance (CPBFI) In association with Bajaj Finserv Bajaj Finance Limited is a Non-Banking Finance Company registered with Reserve Bank of India. FINSERV, as part of its Corporate Social Responsibility (CSR) activities, desires to create employment opportunities for educated youth in the Banking, Finance and Insurance Sector through a customized training programme encompassing product knowledge, communication and other soft skills, which is expected to benefit fresh graduates especially those belonging to economically weaker sections of the

COURSE OUTCOME

Students know the effects of the main policy tools and understand how central banks affect the financial system and the economy more generally and the role they have played in the financial crisis.

- To know about the structure of Life Insurance Corporation.
- Able to distinguish various Life Insurance Plans.
- To understand the concept of ULIP and Group Insurance.
- To understand the process of life Insurance documentation.
- Able to know the policy claim procedure.
- To express their opinions about banking and insurance in written and oral form, based on the basic knowledge and skills they acquire,

COURSE MODULE/CONTENT

CPBFI

BAJAJ ACTIVATE

CPBFI Courses and Structure

ATTITUDE Course 1:	KNOWLI
Managing Self - SwaRoop	Overview of
SwaRoop orientation	Introduction to
My Self	Introduction to
Self-belief - staying assertive	Customers and
Mind-body connections and Self-talk	Overview of Ba
What are emotions	Liability Produc
Regulating emotions	Asset Products
What is belief	Third Party and
ABC Principle of REBT	Business Devel
Rational and irrational beliefs	Transaction Pro
Decision making	Customer Servi
Daily challenges	Compliance an
	Future of Bank
SKILLS	Inclusive Bank
Course 2:	Introduction to
Communication and Workplace Skills	Overview of Co
What is communication	Banking and N
Goals and barriers in communication	KNOWL
Modes of communication	KNOWL
Listening skills and empathy	Course 4: Overview of
Non-verbal expression skills	or critical of
Summarisation skills	Need for Insur
Effective communication	Evolution of In
Use of language in communication	Overview of an
Spoken communication	Overview of Re
Telephonic communication	Overview of th
Written communication	Overview of In
Giving and receiving feedback	Selling Insuran
Saying and taking NO	Insurance Oper
Persuasion and influencing skills	Customer Serv
Working in teams	Ethics and Com
Group discussion skills	Future of Insur
Goals and targets at workplace	Inclusive Insur
Representing self	Profitability Dr
Job interview techniques	Mock intervi
Job interview demonstration	corporate re

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Overview of insurance
Need for Insurance
Evolution of Insurance
Overview of an Insurance Company
Overview of Retail Insurance Products
Overview of the Companion Products
Overview of Insurance Distribution Channel
Selling Insurance
Insurance Operations
Custamer Service
Ethics and Compliance in Insurance
Future of Insurance
Inclusive Insurance
Profitability Drivers for Insurance
Mock interviews by corporate recruiters



COURSE FEES- INR 1000

DURATION OF COURSE-96 HOURS