



Certificate Examinations for Employees of I.T. and BPO Companies

1. Certification in Basics of Banking
2. Certification in Functions of Banks
3. Certification in Card Operations

Rules & Syllabus 2015

OBJECTIVES OF THE EXAMINATION :

- Recognizing the need of IT professional to acquire knowledge of functions of banks in order to enable them to provide technological solutions to banking industry. Towards this end, following examinations have been customized to meet needs of employees of IT and BPO Companies providing services to banking and finance industry.
- Outsourcing has become an important method of delivery of banking services. Changes and improvement in IT has also speeded up the process of outsourcing. Whereas banks employ banking professionals to carry out their activities, outsourcing agencies employ people with specialized skills such as IT, Marketing, Appraisal (cards) etc. to deliver bank products. It is desirable that these agencies / firms and their employees possess a certain level of knowledge on banking. Such knowledge is essential to avoid possible operational risks on account of outsourcing.

The Institute with a mandate for examination and certification feels that it should play an active role in filling up this gap and be of service to banks.

The broad objectives of examinations are as under :

1. To provide basic knowledge in banking and financial systems and to help students / employees of business outsourcing clients of banks to develop an overall understanding of certain aspects of banking viz.,
 - the Role of banks and regulatory requirements - India as well as UK/ USA
 - Functions of banks/ legal aspects of banks in brief
 - Basics of banking operations and procedures, compliance requirements etc.
2. To provide a level of comfort to banks, who outsource their activities, about the knowledge of banking with agencies / firms.

FOR WHOM

Employees of IT and BPO Companies / DSA / DMA providing banking and finance related services.

- (a) Fresh entrants
- (b) Persons posted in banking and finance domain / projects

MODE OF DELIVERY

Courses will be offered in a distant learning mode. Examination will be conducted under on-line mode only.

ELIGIBILITY

1. The examination is open to employees of IT and BPO Companies providing services to banking & finance industry.

2. For Graduates

PERIODICITY OF EXAMINATION

Examination will be held once in a quarter i.e. in the month of March / June / September / December at notified centres on the examination application form.

A candidate will be allowed to take up examinations only after a minimum period of study / enrollment of 2 months.

MEDIUM OF EXAMINATION

Examination will be conducted in English language only.

EXAMINATION FEES / REGISTRATION FEES

	For Non-Members
First attempt	₹1,500/- *
Subsequent each attempt	₹1,500/- *

* Plus Service Tax as applicable (Reg. No. AAATT3309DSD002)

EXAMINATION CENTERS

The examination will be normally held at following centers provided there are 10 or more candidates for the examination. New examination centers could also be considered, based on the requests / needs.

Sr. No.	Centre	Centre Code
1.	Hyderabad	013
2.	Bangalore	191
3.	Mumbai	306
4.	Pune	322
5.	Chennai	467
6.	Kolkata	568
7.	Delhi	610

PATTERN OF QUESTION PAPER

Examinations will be held only in Online mode. Question Paper will consist of 120 objective type / multiple choice questions.

There would be no negative marking for wrong answers given to the multiple choice questions.

PASSING CRITERIA

Candidate needs to secure 60% or more marks to pass the examination.

DURATION OF EXAMINATION

Examination will be of 2 hours duration.

STUDY MATERIAL

The Institute has published study books to facilitate study and they will be available at outlets / showrooms / distributors of M/s. Taxmann Publication Pvt. Ltd. The price of each book and detailed list of outlets is mentioned below.

Candidates may purchase directly from outlets / showrooms / distributors of the above.

Candidates who purchase books directly from outlets of publishers will be offered a discount of 20% on the cost price of the book. Candidates desirous of purchasing books by post will not be offered any discount. However the postage will be borne by publishers. Candidates would be required to send their indent to publishers' outlet along with a Demand Draft for the cost of book/s. The Demand Draft should be drawn

in favour of M/s. Taxmann Publication Pvt. Ltd. (No cheques will be accepted).
Candidates are requested not to send any request for the purchase of books to
the Institute's Zonal Offices / Corporate Office.

Name of the Book	Price
Basics of Banking (Know Your Banking - I), 2010	₹110/-
Credit Cards (Know Your Banking - II), 2010	₹120/-

For the course 'Functions of Bank' the Institute has not published any book. However the soft copy of the study material will be sent to candidates on registration for this particular exam. The candidate has to contact the Institute in case if the same is not received.

ADDRESSES OF TAXMANN PUBLICATION PVT. LTD. BRANCHES & SHOWROOMS

Jaina Book Agency

649-A, Girgaum Road, Dhobi Talao,
Mumbai - 400 002
Tel. : 22012143, 22018485

Asia Law House

Shop No. 10, Aiyangar Plaza,
Between UTI & Central Bank
Bank Street Kothi,
Hyderabad - 500 095
Tel. : 24742324

Standard Book Distributors

104, Labh Complex, 12-B,
Sattar Taluka Society,
Opp.Old High Court Rd.,
Ahmedabad - 380 014
Tel. : 7540731,7540732

Student Book Centre

527, Kalbadevi Road,
Opp. Edward Cinema,
Mumbai - 400 002
Tel. : 22050510, 22080668

Commercial House

149, Rajendra Market,
Opp. Tis Hazari Court, Delhi - 110 054
Tel. : 23947862, 23947863

Book Corporation

4, R. N. Mukherjee Road,
Kolkata - 700 001
Tel. : 22101089, 22206669, 31000405

Student Agencies (I) Pvt. Ltd.

102, Konark Shram,
Behind Everest Building,
156, Tardeo Road, Mumbai - 400 034
Tel. : 2351334-37

C. Sitaraman & Co.,

37, Royapettah High Road,
Chennai-600 014
Tel. : 28111516, 28117069, 28113950

Law Point

6C, R. N. Mukherjee Road,
Opp. Birla Building, Stephen House,
Kolkata - 700 011
Tel. : 22101821

Krishna Law House

35-36, Gokhale Market,
Opp. Tis Hazari Court, Delhi -110 054
Tel. : 23969866, 23919317

Book Corporation

108, Nandan Complex,
Near Mithkhali Rly. Crossing,
Mithakhali, Ahmedabad - 380006
Tel. : 6465385

Puliani & Puliani

Ground Floor, Sujatha Complex,
1st Cross Gandhinagar,
Bangalore - 560 009
Tel. : 2265500, 2254052

Modern Law House

1/1, A. D. A. Flat,
(Near Bishop Johnson School),
M. G. Marg, Allahabad - 211001
Tel. : 2560700, 2560616

Arora Law Agency

Shivala Road, Hussainpura, Amritsar - 143 001
Tel. : 2584548

Commercial Book House

LG-2, 23, Aakarshan Bhawan,
Anasari Road, Darya Ganj,
New Delhi - 110 002
Tel. : 23267860

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SYLLABUS

The details of the prescribed syllabus which is indicative are furnished below. However, keeping in view the professional nature of examinations, all matters falling within the realm of the subject concerned will have to be studied by the candidate as questions can be asked on all relevant matters under the subject. Candidates appearing for the Examination should particularly prepare themselves for answering questions that may be asked on the latest developments taking place under the various subjects of the said examination although those topics may not have been specifically included in the syllabus. The Institute also reserves to itself the right to vary the syllabus / rules / fee structure from time to time. Any alterations made will be notified from time to time. Further, questions based on current developments in banking and finance may be asked.

Candidates are advised to refer to financial news papers / periodicals more particularly "IIBF VISION" and "BANK QUEST" published by the Institute.

SYLLABUS

Course - I : Certification in Basics of Banking

I) *Overview*

- Structure of the Financial system and the Constituents - RBI, Commercial banks, Financial Institutions, NBFCs, Indian capital market , Mutual funds, Merchant banks, Insurance companies, etc.
- Brief overview of their roles and functions.
- Meaning and Objectives of Banking/ Banks & Intermediation - Savings - Credit
- Types of Banking Institutions
- Principles of Banking - intermediation, liquidity, profitability, solvency, trust, etc.
- Meanings & Definition of Banking - Under British Law, Indian Law, Under USALaw.
- Structure of Banking - Evolution, Ownership, size, structure and composition of the industry
- Regulatory requirements - Bank Rate / Banker's Bank
- Comparative structure of banking in developed Economies like USA, UK etc. - similarities and contrasts.
- Basics of International Banking, retail banking and wholesale banking
- Organization structure of a typical global Bank - at high level - Wholesale, Retail, ALM & Treasury, etc. - within these the product development, marketing, sales, operations, credit, etc. Also cover enterprise wide divisions like Risk, Audit & Compliance, IT, Finance, HRD, Facilities, Corporate Communications, etc.
- Global Banking - Recent trends

II) *Brief on Activities at a Bank :*

- Deposits :
- Deposits - different types of deposits (transaction / non-transaction, interest bearing / non interest bearing) - usage & need of deposits at a bank - liquidity management.
- Types of Interest Rates - fixed, floating, etc.
- Basic Operational flow for setting up & managing deposits.

- Lending :
- Broad categories of lending - Working Capital, Long Term, Project Finance, etc.
- Types of Interest Rates - fixed, floating, etc.
- Concepts of secured / unsecured & collateral management
- Value chain in loan delivery - (wholesale) Credit Appraisal and sanction - processing / delivery - monitoring - recovery procedures, security and documentation procedures - stamping (make generic)
- Value chain in loan delivery (retail) - Need for credit reports & computation of credit scores - based on these template based appraisal and approval - processing / delivery - monitoring - recovery procedures, security and documentation procedures
- Transaction & Other Services:
 - Account related services - Opening, Servicing (Statements / Reporting, Standing instructions, etc.), Closing.
 - High level discussion on evolution of Servicing at Banks - from Brick & Mortar to ATMs, mobiles, Internet Banking, etc.
 - Payment and Collection procedures- clearing house fundamentals (ACH) - electronic funds transfer - negotiable instruments, RTGS, etc.
 - Remittance facilities - forex, etc. Brief note on SWIFT.
 - Trade Finance Services - need for Trade Finance desks, risks in international trade & brief overview of Letters of Credit and Guarantees products. Business process for an LC transaction to be explained.
 - Cash Management Services - need for CMS - collections, payments & pooling / sweeping / liquidity management offerings to Corporate customers.
 - Treasury Services - Forex & Fixed Income overview, Asset Liability Management overview - money markets / risks involved, etc.
 - Institutional Banking - need for correspondent banking - definition of Nostro, Vostro
 - Corporate Finance - Broad overview of need & activities (Advisory, IPO, Capital Structuring, etc.)
 - Bankcards - types of cards- charge cards, debit cards, credit cards, co-branded cards, smart cards etc. - basic business process for a credit card transaction could be explained.

III) Legal aspects & Risk Management

- Basic laws affecting Banking Operations - Compliance requirements
- Best Practices
- KYC principles - Nature of the business - Relations with Customers
- Types of Risk - Credit, Market (Interest / Liquidity), Operational, etc. Brief on processes in Banks to control & manage Risks e.g. Market Risk Desk, Credit Analysis, Credit Admin, etc.
- Brief overview of Basel II stipulations for managing risk

IV) Accounting :

- Nature and purpose of accounting; principles - accounting standards and its definition and Scope - Basic Accountancy Procedures - account categories - debit and credit concepts

- Understanding the P&L, Balance Sheet (definition of assets / liabilities), contingents - source & deployment of funds - revenue streams in a bank
- Profit maximization - Net Interest Income, Non Interest Income, Cost to Income ratios, etc.
- Core banking Solutions-Accounting in a computerized environment

Course - II : Certification in Functions of Banks

Overview of Banking Operations - Various Products / Services

Deposits :

KYC principles -Nature of the business - Relations with Customers -

Deposits-types - a/c opening / closing procedures - premature closure - interest rate application-renewal of deposits - procedure for settlement of claims - Types of customers - joint accounts - E or S accounts / F or S accounts - procedure for attachment - Income tax orders / Garnishee orders - Lien - Loans against deposits

Payment and collection procedures- clearing- electronic funds transfer

Lending :

Working Capital - Investment Loans Lending - different categories of lending - appraisal and sanction - processing - monitoring - recovery procedures, security and documentation procedures -stamping

Other services :

Overview of Non-fund based services - remittance facilities - procedure on issue / payment of Demand Drafts / Bankers Cheques etc. / Safe deposit lockers / safe custody of articles / L.C. / LG. etc - Agency functions - allied activities - Bancassurance etc. Basic laws affecting Banking Operations - Compliance requirements - Best Practices - Case Laws

Course - III : Certification in Card Operations

Module - A :

A brief history of bank cards - types of cards- charge cards, debit cards, credit cards, co branded cards, smart cards etc

Credit card organisation - appraisal and sanction of limits - credit card billing cycle-profitability-marketing-credit process - administrative support functions ;

Credit process - general credit policies - credit application - credit decision process - determining credit worthiness - credit scoring method - automated processing of applications - credit review - monitoring warning signals

Production function - production characteristics - account set up - card production - card production scheduling - statement production - payment processing - receipt - preparation - capture -balancing -posting

Customer Service - collections - credit card frauds - recovery process - legal and regulatory issues - merchant establishments - turnover commission

Module - B : Credit Card Operations

Bank cards - types of cards - debit cards, credit cards, co-branded cards, smart cards etc, credit card organisation - appraisal and sanction of limits - credit card billing cycle - profitability - marketing - credit process - administrative support functions; Customer Service - collections - credit card frauds - recovery process legal and regulatory issues - merchant establishments - turnover commission.

COURSES OF IIBF

A. Flagship Courses (for Members*)

- ☞ JAIIB
- ☞ CAIIB
- ☞ Diploma in Banking & Finance (Only for Non-Members)

B. Specialised Diploma Courses (for Members* and Non-Members**)

- ☞ Diploma in Treasury, Investment and Risk Management
- ☞ Diploma in Banking Technology
- ☞ Diploma in International Banking and Finance
- ☞ Advanced Diploma in Urban Co-operative Banking
- ☞ Diploma in Commodity Derivatives for Bankers
- ☞ Advanced Wealth Management Course
- ☞ Diploma in Home Loan Advising

C. Certificate Courses (for Members* and Non-Members**)

- ☞ Certificate in Trade Finance
- ☞ Certified Information System Banker
- ☞ Certificate in Anti-Money Laundering / Know Your Customer
- ☞ Certificate in Quantitative Methods for Bankers
- ☞ Certificate in Credit Cards for Bankers
- ☞ Certificate Examination in Banking Oriented Paper in Hindi
- ☞ Certificate Examination in SME Finance for Bankers
- ☞ Certificate Examination in Customer Service & Banking Codes and Standards
- ☞ Certificate Examination in CAIIB - Elective Subjects
- ☞ Certificate Examination in Basics of Banking / Credit Card Operations / Functions of Banks for employees of IT Companies
- ☞ Certificate Course for Business Correspondents / Business Facilitators
- ☞ Certificate Examination for Debt Recovery Agents
- ☞ Certificate Examination in IT Security
- ☞ Certificate Examination in Rural Banking Operations for RRB Staff
- ☞ Certificate Examination in Prevention of Cyber Crimes and Fraud Management
- ☞ Certificate Examination in Foreign Exchange Facilities for Individuals
- ☞ Certificate Examination in Microfinance

D. Specialised Blended Certificate Courses

- ☞ Certified Bank Trainer
- ☞ Certified Banking Compliance Professional
- ☞ Certified Credit Officer
- ☞ Certified Treasury Dealer
- ☞ Project Finance Management with IFMR, Chennai

E. Management Courses

- ☞ Advanced Management Program
- ☞ CAIIB linked MBA with IGNOU.

Educational support :

- ☞ Publishing specific courseware for each paper / examination and Workbooks etc.
- ☞ Classroom learning through Accredited Institutions, Video Classes, e-learning through Portal, Contact Classes or Campus Training - Model Questions and subject updates on the net

Other activities :

- ☞ Research, Seminars, Conferences, Lectures, etc.
- ☞ Publications of books, Daily e-newsletter, monthly newsletter and quarterly journal
- ☞ Training & Consultancy and Financial Education

* Members are employees of Banks and Financial Institutions who have enrolled as members of IIBF.

** Non-Members are eligible candidates for each course / examination without IIBF Membership.

The Rules & Syllabus and other information pertaining to the examinations are available with Institute's Offices at Mumbai, Chennai, New Delhi, Kolkata and also at such other centers / offices as may be notified from time to time. The same is also available at our website www.iibf.org.in.

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