



CERTIFICATE EXAMINATION IN INTRODUCTION TO BANKING

Rules & Syllabus: 2016

EXAMINATION OBJECTIVE:

To upgrade the job related knowledge of the sub-ordinate staff in banks so that they can play a bigger role in customer engagement.

The course will broadly cover the basics of branch banking to enable the subordinate staff to be of help to customers. This will make them familiar with relevant aspects such that they could help in rendering improved customer service and also will help them in properly guiding the customers as and when needed.

TRAINING :

Candidates to undergo a self-paced study of comprehensive course material and training for about 3-5 days to be arranged by employer Banks (at their option), before taking the Certificate Examination.

ELIGIBILITY: Open to Sub-ordinate Staff in Banks

SUBJECT OF EXAMINATION: Introduction to Banking

PASSING CRITERIA: Minimum marks for pass in the subject is 50 out of 100

EXAMINATION FEES (For Members and Non-Members) : ₹1000/- *

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

MEDIUM OF EXAMINATION :

Examination will be conducted in English and Hindi only.

PATTERN OF EXAMINATION:

- (i) Question Paper will contain 100 objective type multiple choice questions for 100 marks.. The Institute may however vary the number of questions to be asked for a subject
- (ii) Examination will be of 2 hours duration
- (iii) The examination will be held in Online Mode only
- (iv) There will NOT be negative marking for wrong answers.

DURATION OF EXAMINATION:

The duration of the examination will be of 2 hours.

PERIODICITY AND EXAMINATION CENTRES:

- a) Examination will be conducted on pre-announced dates published on IIBF Web Site. Institute conducts examination on half yearly basis, however periodicity of the examination may be changed depending upon the requirement of banking industry.
- b) List of Examination centers will be available on the website. (Institute will conduct examination in those centers where there are 20 or more candidates.)

PROCEDURE FOR APPLYING FOR EXAMINATION

Application for examination should be registered online from the Institute's website www.iibf.org.in. The schedule of examination and dates for registration will be published on IIBF website.

PRE-REQUISITE FOR ONLINE REGISTRATION

1) For Non-members:

Applicant should have scanned copy of his/her i) Photograph ii) Signature and iii) ID proof ensuring that all are within the required specifications as under :

- Images format should be in JPG 8bit and size should be minimum 8KB and maximum 20KB
- Image Dimension of Photograph should be 100(Width) * 120(Height) Pixel only
- Image Dimension of Signature should be 140(Width) * 60(Height) Pixel only
- Image Dimension of ID Proof should be 400(Width) * 420(Height) Pixel only. ID Proof should contain Name, Photo, Date of Birth and Signature. Size should be minimum 8KB and maximum 25KB.
- ID proof can be any one of the following:

Aadhaar Card, Driving License, Election Voter's Card, ID Card issued by Employer(with Photo & Signature), PAN Card, Passport

- 2) To make online payment, applicant should keep ready the necessary details about his/her Credit/Debit Card/Net Banking
- 3) **Applicant should have a valid personal email id.** Admit letter of the examination will be emailed to the personal email id only. It will also be available on our website for download. **No hard copy of admit letter will be sent through post/courier etc.**

Banks giving training should endeavour to familiarise the candidates regarding the Online Registration process and the online examination.

STUDY MATERIAL/COURSEWARE

The Institute has developed a courseware to cover the syllabus. Candidates are advised to make full use of the courseware. However, as banking and finance fields are dynamic, rules and regulations witness rapid changes. Therefore, the courseware should not be considered as the only source of information while preparing for the examinations. Candidates are advised to go through the updates put on the IIBF website from time to time and go through Master Circulars/ Master Directions

issued by RBI and publications of IIBF like IIBF Vision, Bank Quest, etc. All these sources are important from the examination point of view. Candidates are also to visit the websites of organizations like RBI, SEBI, BIS, IRDAI, FEDAI etc. besides going through other books & publications covering the subject/exam concerned etc. Questions based on current developments relating to the subject/exam may also be asked.

Cut-off Date of Guidelines /Important Developments for Examinations

The Institute has a practice of asking questions in each exam about the recent developments / guidelines issued by the regulator(s) in order to test if the candidates keep themselves abreast of the current developments. However, there could be changes in the developments / guidelines from the date the question papers are prepared and the dates of the actual examinations.

In order to address these issues effectively, it has been decided that:

- (i) In respect of the exams to be conducted by the Institute during May / June of a calendar year, instructions / guidelines issued by the regulator(s) and important developments in banking and finance up to 31st December of the previous year will only be considered for the purpose of inclusion in the question papers".
- (ii) In respect of the exams to be conducted by the Institute during November / December of a calendar year, instructions / guidelines issued by the regulator(s) and important developments in banking and finance up to 30th June of that year will only be considered for the purpose of inclusion in the question papers.

The table given below further clarifies the situation.

Particulars	Cut-off Date of Guidelines /Important Developments for Examinations
For the exams to be conducted by the Institute during May / June 2016 and May / June 2017	31 st December 2015 and 31 st December 2016 respectively.
For the exams to be conducted by the Institute during November / December 2016 and November / December 2017	30 th June 2016 and 30 th June 2017 respectively.

The courseware for the subject/s will be available at outlets of publisher/s. Please visit IIBF web-site www.iibf.org.in Home> Education > Courseware for details of book/s and address of publisher/s outlets.

The details of the prescribed syllabus which is indicative are furnished in this booklet. The Institute however, also reserves to itself the right to vary the syllabus / rules / fee structure from time to time. Any alterations made will be notified.

SYLLABUS :

Course will cover basics on areas like -

- I. Role of Banks
- II. Deposits
- III. Advances
- IV. Other Services provided by the Bank

- V. Information Technology
- VI. Financial Inclusion
- VII. Security measures including system security
- VIII. Customer Service
- IX. Financial literacy and the role of branch staff.

CONTACT DETAILS:

Email all your queries to care@iibf.org.in or register your queries through website www.iibf.org.in > Members/Candidates Support Services.

Member Support Service Office:

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor,
Cuffe Parade, Mumbai - 400 005
Tel. : 022-2218 3302 / 2218 5134

For training related queries contact:

Leadership Centre

Indian Institute of Banking & Finance
Kohinoor City, Commercial-II, Tower-I, 3rd Floor,
Kiroli Road, Off L.B.S.Marg, Kurla West, Mumbai 400 070.
Tel : 022 25039746 / 9604 / 9907
Email :

PROFESSIONAL DEVELOPMENT CENTRES:

South Zone	North Zone	East Zone
Indian Institute of Banking & Finance No. 94, Jawaharlal Nehru Road, (100 Feet Road), Opp. Hotel Ambica Empire, Vadapalani, Chennai – 600 026. Tel:044 24722990 / 24727961	Indian Institute of Banking & Finance 102-113, Vikrant Towers, 1st Floor, 4 Rajendra Place, New Delhi – 110 008. Tel: 011 25752191/92	Indian Institute of Banking & Finance Hindusthan Building (Annexe), 7th Floor, 4, C.R. Avenue, Kolkatta 700 072. Tel: 033 22124992

Corporate Office : Indian Institute of Banking & Finance,
Kohinoor City, Commercial-II, Tower-1, 2nd Floor, Kiroli Road, Kurla (West),
Mumbai - 400 070 Tel : 022-2503 9746 / 9604 / 9907