



Certified Bank Trainer Course

Rules & Syllabus 2015

INTRODUCTION

Trainers are needed in all banks and financial institutions to help them to translate their vision and mission into reality. More and more people are expected to join the banking sector in the coming years, calling for a massive thrust on training to onboard the large number of new recruits and also to reorient the existing personnel to take up new assignments to meet the ever increasing challenges in the banking field.

The Institute has taken an initiative along with NIBM to develop highly professional trainers for training establishments at banks, bank training institutes and financial institutions. This course will impart the necessary set of training skills to trainers enabling them to be effective in their training function. The focus of the course is on faculty development which includes presentation skills, comprehension ability, conceptualization, creativity, conduct and control over the class.

OBJECTIVES

- To develop a cadre of professional faculty to function in training establishments of banks, bank training institutes and financial institutions.
- To inculcate advanced skills for handling training in emerging areas in banking & finance.

OUTCOME FROM THE COURSE

1. Identify the characteristics of an exceptional trainer.
2. Understand / identify different learning styles
3. Become a successful trainer
4. Deliver training effectively.

METHODOLOGY :

Course will have two components viz.,

- a) **Online examination in 2 subjects for 100 marks each based on specially designed courseware**
- b) **Classroom Learning for 5 days in Mumbai or at pre-announced centres.**

For details of Classroom Learning, Course Structure & Delivery, refer page 4.

ELIGIBILITY

Members of the Institute who are :

- Existing faculty at training institutes of banks and financial institutions.
- Officers identified to function as faculty in banks and financial institutions.
- Officers aspiring to become faculty at training institutes of banks and financial institutions.

SUBJECTS OF EXAMINATION

1. Human Resource Management
2. Training

EXAMINATION FEES

	For Members
First two attempts	₹6,000/-*

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

MEDIUM OF EXAMINATION

Examination will be conducted in English only

PATTERN OF EXAMINATION

- (i) Question Paper will contain approximately 120 objective type multiple choice questions
- (ii) Examination will be of 2 hours duration
- (iii) The examination will be held in Online Mode only

PERIODICITY AND EXAMINATION CENTRES

The Examination will be conducted normally twice a year in June and December on Sundays.

List of Centres available on the web site.

PASSING CRITERIA

- (i) Pass : Minimum marks for pass in every subject - 50 out of 100 marks.
- (ii) Candidate securing at least 45 marks in each subject with an aggregate of 50% marks in all subjects of examination in a single attempt will also be declared as Pass.
- (iii) Candidates will be allowed to retain credits for the subject they have passed in a attempt till the expiry of the time limit for passing the examination as mentioned below :

TIME LIMIT FOR PASSING THE EXAMINATION

- (i) Candidates will be required to pass the examination within a time limit of 1 year (i.e. 2 consecutive attempts). Candidate will have to pay examination fee for a block of one year i.e. for two attempts.
- (ii) Candidates not able to pass examination within stipulated time period of one year are required to re-enroll themselves afresh by submitting a fresh Examination Application Form. Such candidates will not be granted credit for subject passed, if any, earlier.
- (iii) Attempts will be counted from the date of application irrespective of whether a candidate makes a physical appearance at any examination or otherwise.

"CLASS OF PASS" CRITERIA

- (i) The Institute will consider the FIRST PHYSICAL ATTEMPT of the candidate at the online examination and Classroom Learning as first attempt for awarding class. In other words, the candidate should not have attempted any of the subject/s pertaining to the concerned examination and classroom learning any time in the past and has to pass all the subjects as per the passing criteria and secure prescribed marks for awarding class. Candidate re-enrolling for the examination after exhausting all permissible attempts as per the time limit rule will not be considered for awarding class.
- (ii) First Class : 60% or more marks in aggregate and pass in all the subjects including Classroom Learning in the FIRST PHYSICAL ATTEMPT.
- (iii) First Class with Distinction : 70% or more marks in aggregate and 60% or more marks in each subject including Classroom Learning in the FIRST PHYSICAL ATTEMPT.

PROCEDURE FOR APPLYING FOR EXAMINATION

Application for examination should be made through online from the Institute's website www.iibf.org.in. Online Application will be activated on the Institute's web site before last date for applying which is normally 3 to 4 months before the date of examination. For details visit web site of the Institute.

STUDY MATERIAL / COURSEWARE

The Institute has developed a courseware to cover the syllabus. Candidates are advised to make full use of the courseware and also the updates put on the IIBF website from time to time. However, as banking and finance fields are dynamic, rules and regulations witness rapid changes. Hence, candidates should keep themselves updated on latest developments by going through Master Circulars issued by RBI, visiting the websites of organizations like RBI, IBA etc. The Institute has published a study books entitled Trainers' Handbook to facilitate study and that book 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 M/s. Taxmann Publication Pvt. Ltd. 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 books. The Demand Draft should be drawn in favour of M/s. Taxmann Publication Pvt. Ltd. **(Cheques will not 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
Trainers' Handbook	₹425/-

(Covering both the papers for the examination viz. 1. Human Resource Management and 2. Training)

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

M/s. Taxmann Publication Pvt. Ltd.

35, Bodke Building, M.G. Road,
Opp. Mulund Railway Station,
Mulund (West), Mumbai - 400 080
Tel. : 022-25934807/32516684/25644807
E-mail: Nileshbhanushali@taxmann.com

M/s. Taxmann Publication Pvt. Ltd.

59/32, New Rohtak Road, New Delhi - 110 005
Tel. : 011-45562222
E-mail: sales@taxmann.com

M/s. Taxmann Publication Pvt. Ltd.

7, Abhinav Arcade, Ground Floor,
Nr. Bank of Baroda, Pritam Nagar,
Paldi, Ahmedabad - 380 007
Cell : 9909984900
E-mail: bdurgaprasad@taxmann.com

SYLLABUS

The details of the prescribed syllabus which is indicative are furnished in the booklet. 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 for online examination

Paper - 1 : Human Resource Management

- 1) Concepts, Policies and Practices : Fundamentals of HRM; Importance of Human Capital, Management of transformation, New insights into HR Management and contemporary issues, Relationship between HRM and HRD; Structure and Functions, Policies and Practices, Role of HRD professional, Development of HRM in India.
- 2) Behavioural Dynamics in organizations : Person - Job Fit, Group Dynamics, Group Problem Solving and effectiveness, Leadership and Team building, Change Management, Human Response - Implications of benchmarking; TQM, BPR, ISO 9000 Series and other techniques for Organizational improvement and Management of Service Industry; Quality Circles. Six Sigma and its implication in organizational development. Organizational Change and Development; Responsibility Charting, Conditions for Optimal Success, Role of Change Agent and Managing Change.
- 3) HRM in Banks : Traditional Role of Human Resource Department in Banks, Expectations from HR Department, Conflict of new initiatives with work culture and capacity, HRM challenges, Core Banking and HR challenges, Knowledge management in Banks; Need for Knowledge Management, HRM and Information Technology, Information and Database Management, Preparation / updation of Manuals and job cards, Linkage with Educational Institutions.
- 4) Organizational Communication : Barriers to Communications, Steps for effective communication in the organization.

Paper - 2 : Training

- 1) Human implications for Organisations : Learning and instructions, Learning Processes, Employee Behaviour, Theories of Motivation and their practical implications, Motivational strategies, Reward and Incentive schemes, job enrichment, job rotation. Employee Development strategies and Techniques. Psychometric Assessments for skill enhancement and effective performance.
- 2) Training and Development : Attitude development, Pedagogy vis-à-vis Androgogy, Role and impact of training, Career Path Planning and Counseling, Changing face of Banking, Future of Bank Education.
- 3) Training Need Assessment, Training requirements, Consultancies, Training projects.
- 4) Training Methodology; subject matters of Training, Training infrastructure in Banks, Development of soft skills and communications. Techniques, methods, tools, Classroom management.
- 5) Training impact evaluation; sessions recap, real time informal feedback, measurement and impact evaluation of training over short horizon and medium term horizon.
- 6) Electronic enabled training systems and techniques; e-learning, virtual learning and self directed learning.

COURSE STRUCTURE AND DELIVERY

Certified Bank Trainer course has two parts viz. written examination and class room learning. To be declared successful, a candidate has to secure a minimum of 50% marks each in both the parts. The steps in completing the course are as under :

1. Study :

A minimum 2 months study of the stipulated courseware is envisaged. Institute will accept application up to a certain period before the dates of announced exams so as to ensure that the study period is adhered to.

2. Examination :

Candidates will have to appear first for the online examination conducted by IIBF (Multiple Choice Objective Type Questions) and pass the examination.

3. Classroom Learning :

- Candidates who have passed the written examination have to undergo class room learning. This will be offered both in IIBF and NIBM campus. For this purpose, the candidate, after passing the examination will log on to IIBF website - www.iibf.org.in and select his / her convenient slot for class room learning (5 days) from the pre-determined dates and venue (IIBF or NIBM) put-up on the website by paying the fees prescribed for class room learning to the respective organization where he / she seeks to undergo class room learning.
- During the class room learning, candidates will be assessed (Internal assessment) for class room performance for a total of 50 marks covering presentation ability, classroom management skills, communication, faculty qualities. Candidates who obtain 25 or above marks will be declared as successful.

4. Time Limit for Classroom Learning :

Classroom learning is required to be completed within 15 months from the date of declaration of the online examination results in which the candidate passes.

In case a candidate fails to complete the Class Room Learning either on account of not able to successfully complete the Class Room Learning or by not attending the training for Class Room Learning within the stipulated period of 15 months, the candidate would be required to RE-ENROLL himself for the Online examination foregoing credit for the subject/s passed in the Online examination earlier in case he wants to complete the course.

CLASSROOM LEARNING FEE

Class room learning at IIBF, Leadership centre, Mumbai (Non-residential)	₹22,800/-* (₹20,000 + ₹2,800)
<i>* Inclusive of 14% Service Tax (IIBF - S.T.Reg. No. AAATT3309DSD002)</i>	
Class room learning at NIBM, Pune (Residential)	₹33,000/-*
<i>* Final fee to be checked with NIBM</i>	

REFUND OF FEE

Examination fee is not refundable. Class room learning fee will not be normally refunded. In case, the refund is effected 25% will be deducted towards administrative charges.

For Registration of Classroom Learning visit www.iibf.org.in or Contact

Dr. Rekha Rani Singh

e-mail : training@iibf.org.in

Joint Director (Training)

Indian Institute of Banking & Finance,

Kohinoor City, Kurla (West), Mumbai-400 070

Tel: 022-25039746 / 25039604 / 25039907

Venue for class room learning

Leadership Center,
Indian Institute of Banking & Finance
Kohinoor City, Commercial-II, Tower-I,
3rd Floor, Kirod Road,
Kurla (West) Mumbai - 400 070

National Institute of Bank Management
Kondhwe Khurd
Pune - 411 048
(Details of training will be given
separately by NIBM)

AWARD OF CERTIFICATE :

Candidates, who are successful in the online examinations and the class room learning, will be eligible for the Course Completion Certificate and they will be awarded 'Certified Bank Trainer' citation jointly by IIBF and NIBM.

NATIONAL INSTITUTE OF BANK MANAGEMENT (NIBM)

The Institute was set up in 1969 by the Reserve Bank of India in consultation with the Government of India, and has since graduated to a major centre of advanced learning, Research (on policy and operations), Education and Training / skills development, especially for senior level officers and executives of banks and financial institutions. Its mandate is to be a think tank of the banking system and assist the Banks to develop capabilities for world class, competitive, financial services.

The Institute has a faculty strength of 28 (full time) academicians from a wide range of disciplines, viz., Economics, Finance, Commerce, Business Management, Information Technology, Computer Science, Agricultural Science, Human Resource Management, Psychology, Sociology, etc., who are specialized in and organized into six functional areas, i.e. Finance; Human Resource Management; Information Technology; Money, International Banking and Finance; Rural Finance and Development; and Strategic Planning, Marketing and Control.

Besides training senior personnel from Banks and Financial Institutions, the Institute has been providing Research and Consulting support to the banks to address issues concerning Organizational structure, Business strategies, HRM, Regulatory Compliance and leveraging technology for efficiency and excellence.

The two-year residential Post Graduate Programme in Banking and Finance (PGPBF) is designed and conducted by qualified and competent Faculty to ensure that PGPBF students not only possess sound analytical foundation and innovative outlook in banking and finance, but also, have a strong flair and practical orientation to the nuances of banking and finance.

NIBM is recognized by the University of Pune as an approved centre for Post-Graduate Research. The Department of Scientific and Industrial Research, Ministry of Science & Technology, Government of India has recognized it as a Scientific and Industrial Research Organization. Web Site : **www.nibmindia.org**.

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.

ADDRESSES FOR CONTACT

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 Fax : 022-2503 7332
E-mail : iibfgen@bom5.vsnl.net.in

Northern Zonal Office :

Indian Institute of Banking & Finance
109-113, Vikrant Towers, 1st Floor,
4, Rajendra Place, New Delhi - 110 008
Tel. : 91-011-2575 2191/92
Fax : 91-011-2575 2193
E-mail : iibfnz@iibf.org.in

Southern Zonal Office :

Indian Institute of Banking & Finance
No.94, Jawaharlal Nehru Road,
(100 Feet Road), Opp. Hotel Ambica
Empire, Vadapalani, Chennai - 600 026
Tel. : 044-2472 2990/2472 7961
Fax : 044-2472 6966
E-mail : iibfsz@iibf.org.in

Western Zonal Office :

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor,
Cuffe Parade, Mumbai - 400 005
Tel. : 022-2218 3302 / 2218 5134
Fax : 022-2218 0845
E-mail : iibfwz@iibf.org.in

Eastern Zonal Office :

Indian Institute of Banking & Finance
408, 'Anandlok', 'A' Block, 4th Floor,
227, Acharya J. C. Bose Road,
Kolkata - 700 020
Tel. : 033-2280 9681/82/83
Fax : 033-2280 9680
E-mail : iibfez@iibf.org.in