

# CIBA

CERTIFICATE IN BANKING

## Syllabus

### 1. Introduction

- Indian Economy
- Indian Financial Services Sector
- Indian Banking System
- Banking Regulations

### 2. Products

- CASA
- Deposits
- Wealth Products
- Credit & Lending Products
- Insurance Products
- Custodial Product
- Forex
- Payment Wallets & Gateways

### 3. Banking Operations

- Operations
- Treasury
- Human Resource Management
- Credit Analysis
- Technology
- Performance Management
- Capital Management
- Compliance

### 4. Risk Management

- Financial Risk Management
- Operation Risk Management
- Governance
- Insolvency & Bankruptcy Code
- National Company Law Tribunal
- Post-Disbursement Monitoring

### 5. Client Segmentation

- Retail Client
- Premier Client
- Private Banking
- SME
- Large Institutions
- Family Offices

- NRIs

#### **5. Relationship Management**

- Client On-boarding
- Communication
- Crisis Management
- Importance of KYC
- Continuing Client Engagement
- Grievance Redressal
- Engagement with Credit Ratings Agencies

#### **6. Advisory**

- Financial Planning
- Wealth Management
- Succession Planning
- Tax Planning
- Insurance Planning
- Value-added Services
- Etiquettes & Ethics

#### **7. Case Studies**

- Successful Public Sector Banks
- Successful Private Sector Banks
- Successful International Banks
- Banks Which Failed Big
- Mergers & Acquisitions among Banks