



**IIIM**

## Certificate Programme in Banking, Finance & Insurance

The Certificate Programme in Banking, Finance & Insurance by Bajaj Finserv Limited and Bajaj Finance Limited is a 15-day intensive training designed for fresh graduates. It aims to equip participants with essential skills and knowledge for entry-level roles in the BFSI sector. The course balances technical expertise with soft skills to ensure comprehensive professional readiness.



# Programme Objectives and Outcomes

## Programme Objectives

- Enhance communication, interpersonal, and workplace skills
- Provide in-depth BFSI industry knowledge
- Bridge academic learning with real-world job expectations

## Learning Outcomes

- Apply communication and customer service skills
- Exhibit professionalism and collaboration
- Understand BFSI sector structure and products
- Perform confidently in interviews and roles



# Programme Duration and Delivery



## Total Duration

15 days with 90 hours of intensive training



## Daily Schedule

6 hours per day, delivered offline for immersive learning



## Training Mode

Expert-led sessions combining theory and practical application

# Curriculum Structure: Days 1 to 5

Day	Module	Topics Covered	Hours
1	Introduction to BFSI Sector	Overview, industry trends, roles of banks, NBFCs, insurance companies	6
2	Banking Fundamentals I	Types of banks, retail vs corporate banking, account types	6
3	Banking Fundamentals II	Loans, cards, digital banking, RBI regulations	6
4	NBFC Sector	Introduction, role in financial system, differences from banks	6
5	Financial Products	Investment instruments, personal finance, financial inclusion	6







# Curriculum Structure: Days 6 to 10

Day	Module	Topics Covered	Hours
6	Life Insurance	Principles, product types, claims and servicing	6
7	General Insurance	Types, risk assessment, underwriting, claims management	6
8	Sales & Customer Service	Customer lifecycle, cross-selling, objection handling	6
9	Regulations & Compliance	KYC, AML, data privacy, fraud prevention, consumer rights	6
10	Communication Skills I	Verbal communication, listening, clarity and confidence	6



## Curriculum Structure: Days 11 to 15

Day	Module	Topics Covered	Hours
11	Communication Skills II	Written communication, body language, telephone skills	6
12	Soft Skills I	Teamwork, time management, problem solving	6
13	Soft Skills II	Conflict resolution, adaptability, work ethics	6
14	Interview & Workplace Readiness	Resume building, mock interviews, workplace culture	6
15	Assessment & Feedback	Post-assessment, review, personalized feedback, recap	6



# Assessment and Certification



## Pre-Assessment

Evaluates participants' baseline knowledge before the course begins.



## Post-Assessment

Measures learning outcomes at the end of the programme.



## Certification

Participants with required attendance and satisfactory performance receive a Certificate of Completion issued by FINSERV.

# Key Features of the SKILLSERV Programme



## Expert-led Sessions

Combining theory with practical learning for effective skill building.



## Employability Focus

Emphasis on workplace readiness and professional skills.



## Industry-backed Certification

Certification supported by Bajaj Finserv, a leader in BFSI sector.



## Structured Learning

Daily engagement with assessments ensures consistent progress.

