

BANKING PUBLICATIONS

2017



INDIAN INSTITUTE OF BANKING & FINANCE



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INDIAN INSTITUTE OF BANKING & FINANCE



INDIAN INSTITUTE OF BANKING & FINANCE

Indian Institute of Banking & Finance (formerly The Indian Institute of Bankers) established in 1928, is a professional body of banks, financial institutions and their employees in India. During its 88 years of service, IIBF has emerged as a premier Institute in banking and finance education for those employed in the sector, aiming for professional excellence. Since its inception, the Institute has awarded over 11.53 lakh banking and finance qualifications, viz. JAIIB, CAIIB, Diploma, Certificates and Advanced Certificates in specialised areas. The pedagogy of Distance learning offered by the Institute comprises (i) publishing specific courseware for each paper/examination; (ii) holding classroom learning through accredited institutions; (iii) organising contact classes; (iv) offering video lectures; (v) offering e-learning through portal; (vi) organizing campus training for selected courses etc.

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CERTIFIED CREDIT OFFICER COURSE

BANKER'S HANDBOOK ON CREDIT MANAGEMENT

MODULE A : INTRODUCTION & OVERVIEW OF CREDIT

- Unit 1 : Principles of Lending
- Unit 2 : Credit Policy
- Unit 3 : Type of Borrowers & Types of Credit Facilities
- Unit 4 : Credit Delivery
- Unit 5 : Credit Appraisal
- Unit 6 : Credit Rating

MODULE B : ANALYSIS OF FINANCIAL STATEMENTS

- Unit 7 : Analysis of Financial Statements
- Unit 8 : Project Appraisal/Term Loan Appraisal

MODULE C : WORKING CAPITAL MANAGEMENT

- Unit 9 : Working Capital Assessment
- Unit 10 : Quasi - Credit Facilities

MODULE D : OTHER CREDITS

- Unit 11 : Export Finance

- Unit 12 : Priority Sector Lending/Government Sponsored Schemes
- Unit 13 : Retail Loans

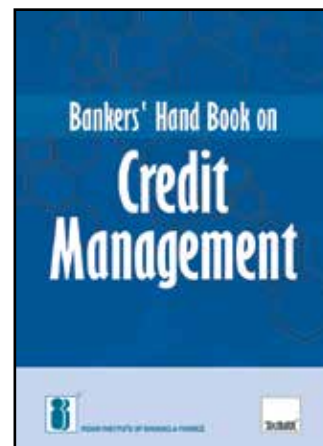
MODULE E : MONITORING, SUPERVISION/FOLLOW UP & MANAGEMENT OF IMPAIRED ASSETS

- Unit 14 : Documentation
- Unit 15 : Types of Charges
- Unit 16 : Credit Monitoring, Supervision & Follow-Up
- Unit 17 : Management of Impaired Assets
- Unit 18 : Fair Practices code on Lender's Liability

APPENDICES

- Framework for Revitalising Distressed Assets
- Exposure Norms
- Guidelines on Guarantees and Co-acceptances
- Examples & Problems
- Glossary

REFERENCES



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CERTIFICATE EXAMINATION IN CUSTOMER SERVICE & BANKING CODES AND STANDARDS

CUSTOMER SERVICE & BANKING CODES AND STANDARDS

MODULE A

- Unit 1 : Definition of a Customer & Banker-Customer Relationship
- Unit 2 : Types of Customers and Their Accounts
- Unit 3 : Importance of customer service in banks
- Unit 4 : Changing Expectations and Perceptions

MODULE B

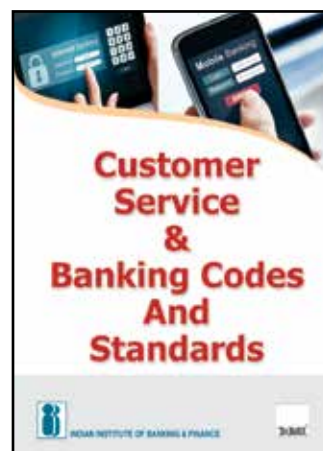
- Unit 5 : Features of Modern Day Banking
- Unit 6 : Banking Products
- Unit 7 : Negotiable Instruments & Related Matters
- Unit 8 : How the business is sourced
- Unit 9 : Use of IT in improving customer service in banks

MODULE C

- Unit 10 : Measures taken to improve Customer Service
- Unit 11 : Know your customer (KYC)
- Unit 12 : General areas of grievances of Small bank customers
- Unit 13 : Customer grievances redressal policy and mechanism in banks
- Unit 14 : Customer Grievances redressal mechanism (outside the banks)
- Unit 15 : Interpersonal Skills in Customer Relations - Their importance in developing skills and attitudes

MODULE D

- Unit 16 : Banking Codes and Standards Board of India (BCSBI)
- Unit 17 : Important Issues and Salient Features of the Codes



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Annexure I : Code of Bank's Commitment to Customers

Annexure III : Model Policy Documents of IBA

Annexure II : Code of Bank's Commitment to Micro and Small Enterprises

Annexure IV : Model customer rights policy

CERTIFICATE EXAMINATION IN INTERNATIONAL TRADE FINANCE

INTERNATIONAL TRADE FINANCE

SECTION 1 : MACRO PERSPECTIVE

- Theories of International Trade
- International Trade Policy Frame-Work
- International Chamber of Commerce

SECTION 2 : TRADE TRANSACTIONS

- Components of Trade
- Modes of International Trade
- Clean Payment Transactions
- Documentary Collections
- Documentary Credit
- Important Trade Documents

SECTION 3 : TRADE FINANCE

- Importance of Trade Finance
- Pre-shipment Trade Finance
- Post-shipment Trade Finance
- Forfeiting and Factoring
- Bank Guarantees
- Domestic Trade Finance

SECTION 4 : RISK MANAGEMENT

- Risk Elements

- Transport Risk
- Contract and Credit Risk
- Country and Political Risk
- Currency Risk
- When things go wrong
- Maritime Frauds

SECTION 5 : REGULATORY FRAMEWORK

- Regulatory Framework
- DGFT Regulations
- Foreign Trade Policy (Exim Policy)
- Foreign Exchange Management Act
- ICC - UCPDC Guidelines
- FEDAI Guidelines

SECTION 6 : FACILITATION BODIES

- Export-Import Bank of India
- Export Credit Guarantee Corporation of India
- Important Trade Terms
- Deemed Exports
- Exim Bank's Operative Lines of Credit
- Exim Bank's Pipeline LOCs
- Trade Finance Test



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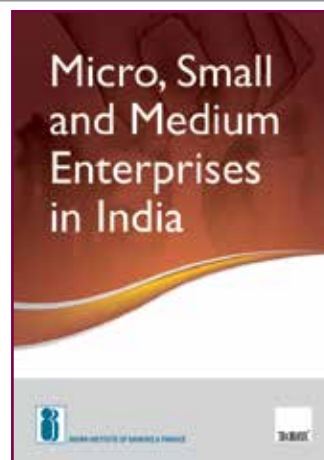
CERTIFICATE EXAMINATION IN MSME FINANCE FOR BANKERS

MICRO, SMALL AND MEDIUM ENTERPRISES IN INDIA

- Setting up of MSME
- MSME Policy, Regulatory and Legal Framework
- Institutional Framework
- Financing Options & Modes
- MSME Development Business Development Service Providers
- Clusters & Cluster Development
- MSME Rehabilitation
- Future of MSMEs

ANNEXURES

- Clearances required for setting-up of an industrial unit
- List of laws
- List of inspectors from State and Government departments
- Main features of the single window system in selected States
- The Gazette of India
- The Micro, Small and Medium Enterprises Development (Amendment) Bill, 2015
- Investment in Plant and Machinery - Definition



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DIGITAL BANKING

MODULE A : DIGITAL BANKING PRODUCTS

- ↳ Unit 1 : Digital Banking
- ↳ Unit 2 : CARDS
- ↳ Unit 3 : Automated Teller Machines (ATMs)
- ↳ Unit 4 : Mobile Banking
- ↳ Unit 5 : Internet or Online Banking
- ↳ Unit 6 : POS Terminals

MODULE B : BRANCHLESS BANKING

- ↳ Unit 7 : Digital Banking & Financial Inclusion (FI)

MODULE C : MARKETING OF DIGITAL BANKING PRODUCTS

- ↳ Unit 8 : Marketing of Digital Banking Products
- ↳ Unit 9 : Developments in Payment Systems in India, and Digital Banking
- ↳ Annexure



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DIPLOMA IN TREASURY, INVESTMENT & RISK MANAGEMENT

TREASURY, INVESTMENT & RISK MANAGEMENT

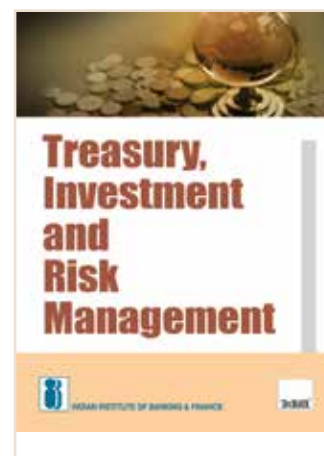
PAPER I : TREASURY & INVESTMENT MANAGEMENT

- ↳ Financial Markets
- ↳ Money Market
- ↳ Capital Market
- ↳ Foreign Exchange (Fx) Markets
- ↳ Debt Markets And Fixed Income Securities
- ↳ Interest rate quotations and market terminology
- ↳ Derivatives - an Overview
- ↳ Treasury Management
- ↳ Liquidity Management
- ↳ Risk analysis and control
- ↳ Front office/mid office/back office
- ↳ Regulations, Supervision and Compliance of treasury operations

- ↳ Role of Information Technology in Treasury Management
- ↳ Price Calculations - Treasury Bills
- ↳ Price Calculations - Forex Treasury
- ↳ Market Practices - General Principles
- ↳ Treasury Terminology

PAPER II : RISK MANAGEMENT

- ↳ Introduction to Risk Management
- ↳ Risk Management Process
- ↳ Setting up a Risk Organization
- ↳ Assets/Liabilities Management (ALM)
- ↳ Some Important Concepts
- ↳ Understanding Basel Accord and its Implications



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COMPLIANCE IN BANKS

- Module I - Regulation And Regulatory Framework
- Module II - Compliance Programme
- Module III - Regulatory Compliances
- Module IV - Statutory, Regulatory Restrictions and Guidelines on Loans And Advances
- Module V - Foreign Currency Operations under FEMA and Other Regulations
- Module VI - Guidelines on Customer Service and other Facilities
- Module VII
- List of Abbreviations



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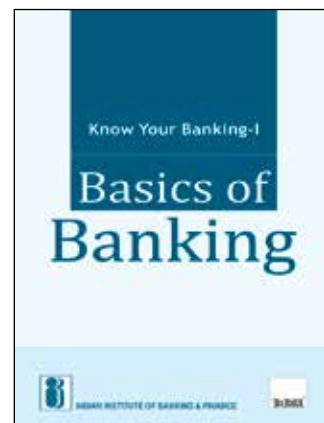
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CERTIFICATION IN CARD OPERATIONS/FUNCTIONS OF BANKS/ BASICS OF BANKING (FOR EMPLOYEES OF I.T. AND BPO COMPANIES)

BASICS OF BANKING

- Unit 1 - Introduction to Banking
- Unit 2 - Banking regulation
- Unit 3 - Bank-customer relationship
- Unit 4 - Types of customers and their accounts
- Unit 5 - Deposit accounts
- Unit 6 - Negotiable instruments and related matters
- Unit 7 - Loans/advances
- Unit 8 - Fee-based banking services
- Unit 9 - Electronic banking
- Unit 10 - Basics of accounting
- Unit 11 - Marketing of bank products
- Unit 12 - Know your customer (KYC)
- Unit 13 - Role of DSA/DMA in marketing bank products



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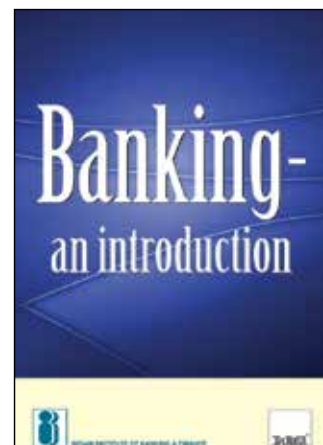
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CERTIFICATE COURSE FOR BANKING SUB-STAFF

BANKING - AN INTRODUCTION

- ↳ Banking : Basic Information
- ↳ Banker-Customer Relationship
- ↳ Deposits-General/Deposit Accounts
- ↳ Advances-General
- ↳ Retail Loans
- ↳ Credit Cards
- ↳ Fee-Based Banking Services
- ↳ Information Technology and Electronic Banking
- ↳ Financial Inclusion including Microfinance and SHGs
- ↳ Security Measures Including System Security
- ↳ Marketing of Bank Products and Customer Service
- ↳ Communication and Financial Counselling (Including Financial Literacy and Education)
- ↳ NPA Management

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ADVANCED WEALTH MANAGEMENT COURSE (FORMERLY KNOWN AS PGDFA)

INTRODUCTION TO FINANCIAL PLANNING

- ↳ Unit 1 : Indian Economic Environment
- ↳ Unit 2 : Overview of Indian Financial Markets
- ↳ Unit 3 : Participants, Intermediaries & Regulators of The Indian Financial System : Institutional & Non-Institutional
- ↳ Unit 4 : Basics of Financial Planning
- ↳ Unit 5 : Financial Planning Process
- ↳ Unit 6 : Recommending Financial Planning Strategies to Investors
- ↳ Unit 7 : Towards A Financial Plan
- ↳ Unit 8 : Effective Communication in Financial Counselling



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INVESTMENT PLANNING, TAX PLANNING & ESTATE PLANNING

- ↳ Investment Concepts, Asset Classes and Investment Products
- ↳ Investment Planning, Measuring and Analysis of Returns
- ↳ Investment Strategies and Portfolio Management
- ↳ Technical Analysis
- ↳ Regulatory and Procedural Aspects of Financial Products and Services
- ↳ Taxation Aspects of Wealth
- ↳ Estate Planning
- ↳ Bond and Money Market Instruments
- ↳ Statistical and Mathematical Tools
- ↳ Risk and Return
- ↳ Portfolio Analysis & Selection



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RISK ANALYSIS, INSURANCE & RETIREMENT PLANNING

- ↳ Basic Concepts of Insurance and Risk Management
- ↳ Insurance Organization, Structure and Functions
- ↳ Regulations and Legislations Applicable To Insurance
- ↳ Life Insurance : Analysis of Life Cover, Strategies and Products
- ↳ General Insurance and its Practice in India
- ↳ Life Cycle Analysis, Retirement Needs and Factors in Planning
- ↳ Retirement Planning Process
- ↳ Employee Benefits and Superannuation
- ↳ Pension Products
- ↳ Regulatory Framework of Retirement Plans



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DIPLOMA IN HOME LOAN ADVISING

HOME LOAN COUNSELLING

PART ONE

- ↳ Chapter 1 : Introduction and overview of Housing Finance
- ↳ Chapter 2 : Basics of housing finance
- ↳ Chapter 3 : Essentials of a home loan proposal
- ↳ Chapter 4 : Processing Home Loans
- ↳ Chapter 5 : Lender's Appraisal Procedure
- ↳ Chapter 6 : Other Lending Schemes
- ↳ Chapter 7 : Housing Finance in Metro Branches
- ↳ Chapter 8 : Rural Housing Finance
- ↳ Chapter 9 : Securitisation - Mortgage Backed Securities
- ↳ Chapter 10 : Appendices
- ↳ Chapter 12 : Housing Finance & Tax planning
- ↳ Chapter 13 : Mortgage Advice
- ↳ Chapter 14 : Consumer Behaviour
- ↳ Chapter 15 : Buyer of property - His expectations
- ↳ Chapter 16 : Mortgages
- ↳ Chapter 17 : Home buying process - Various participants
- ↳ Chapter 18 : Title of property
- ↳ Chapter 19 : Conveyance of property
- ↳ Chapter 20 : Consumer protection and education on issues relating to housing finance
- ↳ Chapter 21 : Valuation of Real Property
- ↳ Chapter 22 : Essentials of civil work

PART TWO

- ↳ Chapter 11 : Communication



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CREDIT CARDS

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- ↳ Credit Card Organization
- ↳ Credit Card Process
- ↳ Back End Operations
- ↳ Recovery and Follow-up
- ↳ Cross Selling
- ↳ EMV : Global Framework for Smart Card payments



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INFORMATION SYSTEM FOR BANKS

MODULE I :

- ↳ Technology in bank
- ↳ Banking Environment and Technology
- ↳ Overview of Processing Infrastructure
- ↳ Accounting Information System
- ↳ Information Organization and Management
- ↳ Risk Associated with Technology in Banking
- ↳ Audit Function and Technology

MODULE II :

- ↳ Technology - System, Development, Process, Implementation
- ↳ Hardware Architecture
- ↳ Software Platforms
- ↳ System Development Life Cycle
- ↳ Computer Networks

MODULE III :

- ↳ Community of Business
- ↳ Business Continuity & Disaster Recovery Planning

MODULE IV :

- ↳ Overview of Legal Framework

- ↳ Online Transactions - Concepts, Emerging Trends and Legal Implications

MODULE V :

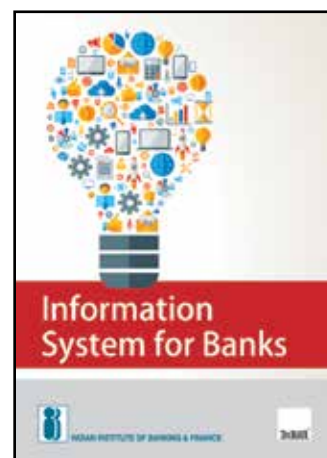
- ↳ Security & Control Standard in Banking
- ↳ Security
- ↳ Control

MODULE VI :

- ↳ Securities Policies, Procedure and Controls
- ↳ Development and Review of Security Policies and Control Standards
- ↳ Compliance and Incident Handling
- ↳ Network Security

MODULE VII :

- ↳ Information Security and IS Audit
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- ↳ IS Audit
- ↳ Information technology acts, standards & guidelines
- ↳ Glossary



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INCLUSIVE GROWTH THRO' BUSINESS CORRESPONDENT

- ↳ Banking : Basic Information
- ↳ Banker Customer Relationships
- ↳ Anti-Money Laundering and Know Your Customer
- ↳ Principles of Lending & Priority Sector Finance in Banks
- ↳ Retail Loans
- ↳ Credit Cards
- ↳ Asset Classification
- ↳ Securities and Modes of Charging them
- ↳ Documentation
- ↳ Microfinance and Self-help Groups (SHGs)
- ↳ Financial inclusion and Rural Development : Banking for the unbanked
- ↳ Business Facilitator and Business Correspondent (BF/BC) Model : A vehicle for financial inclusion
- ↳ Communication and Financial Counselling (including Financial Literacy and Financial Education)
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INCLUSIVE BANKING THRO' BUSINESS CORRESPONDENT - A TOOL FOR PRADHAN MANTRI JAN DHAN YOJANA (PMJDY)

PART 1 : BASICS OF BANKING

- Banking - Basic Information
- Banker - Customer Relationships
- Bank Loans & Advances
- Financial Inclusion and Rural Development : Banking for The Unbanked
- Business Facilitator and Business Correspondent (BF/BC) Model : A Vehicle for Financial Inclusion
- Communication and Financial Counselling (Including Financial Literacy and Financial Education)
- Cash Flows

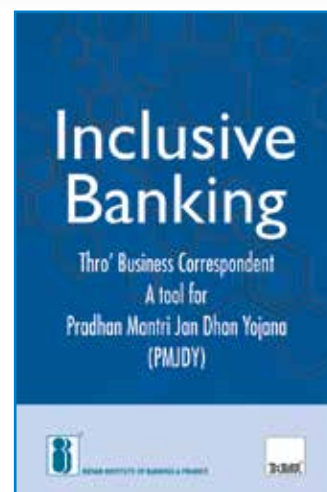
- Facility of Overdraft under PMJDY
- Scheme of Life Insurance Cover under PMJDY
- Rupay Debit Cards
- Activities for Implementation of PMJDY
- Role of Business Correspondent/Bank Mitra in PMJDY
- Role of Technology in PMJDY
- The New Pension System
- Micro-Insurance
- Implementation and Monitoring Performance of PMJDY Scheme
- PMJDY - Role of Govt. And Other Agencies
- Direct Benefit Transfer Scheme

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CERTIFICATE EXAMINATION IN IT SECURITY

IT SECURITY

A MODULE- IT SECURITY OVERVIEW

- Chapter 1: Introduction to Information Security
- Chapter 2: Corporate IT Security
- Chapter 3: Organisational Security and Risk Management
- Chapter 4: Security Governance
- Chapter 5: Physical and Environmental Security
- Chapter 6: Hardware Security
- Chapter 7: Software and Operational Security
- Chapter 8: Security Standards and Best Practices

- Chapter 13: Controls in Software Development & Maintenance

C MODULE - IT SECURITY THREATS

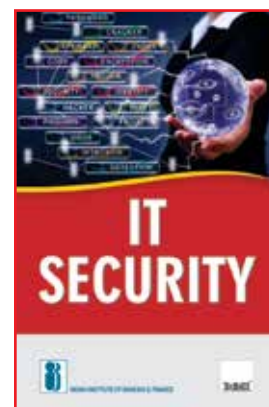
- Chapter 14: IT Security Threats
- Chapter 15: Software Attacks - Virus and Malwares
- Chapter 16: Incident Management
- Chapter 17: Fault Tolerant Systems
- Chapter 18: Business Continuity and Disaster Recovery Management

B MODULE - IT SECURITY CONTROLS

- Chapter 9: Asset Classification and Controls
- Chapter 10: Physical & Environmental Security Controls
- Chapter 11: Software Security Control
- Chapter 12: Network Controls

D MODULE - IS AUDIT & REGULATORY COMPLIANCE

- Chapter 19: Information Systems Audit
- Chapter 20: Regulatory Mechanism In Indian Banks



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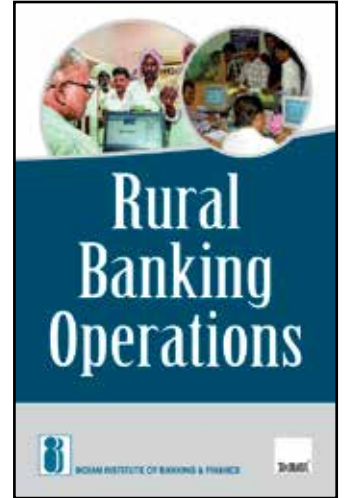
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CERTIFICATE EXAMINATION IN RURAL BANKING OPERATIONS FOR RRB STAFF

RURAL BANKING OPERATIONS

- Chapter 1 : Rural Economy and Banks
- Chapter 2 : Regional Rural Banks - An Introduction
- Chapter 3 : Performance of RRBs and Achievement of Social Objectives
- Chapter 4 : Management and Functioning of Regional Rural Banks
- Chapter 5 : Opening of Customer Account
- Chapter 6 : Rural economy and banks
- Chapter 7 : Legal Aspects of Banker-Customer Relationship
- Chapter 8 : Agricultural Advances - General
- Chapter 9 : Agricultural Advances for Cultivation of Crops
- Chapter 10 : Agricultural Term Loans and Kisan Credit Card Scheme
- Chapter 11 : Financing Minor Irrigation Schemes
- Chapter 12 : Financing of Large Projects in Agriculture
- Chapter 13 : Financing For Allied Agricultural Activities
- Chapter 14 : Credit to Micro and Small Enterprises in Rural Areas
- Chapter 15 : Finance under Government Sponsored Schemes and Differential Interest Rates Scheme
- Chapter 16 : Indirect Advances to Agriculture
- Chapter 17 : Micro Finance - Linking SHGs with Bank Credit
- Chapter 18 : Loan Documentation
- Chapter 19 : Management of Bank Branches
- Chapter 20 : Marketing Strategies in Banks
- Chapter 21 : Improving Profitability
- Chapter 22 : Recovery of Advances
- Chapter 23 : Financial Inclusion, Farmers' Club Program, Financial Literacy and Credit Counselling
- Chapter 24 : Business Correspondents and Business Facilitators



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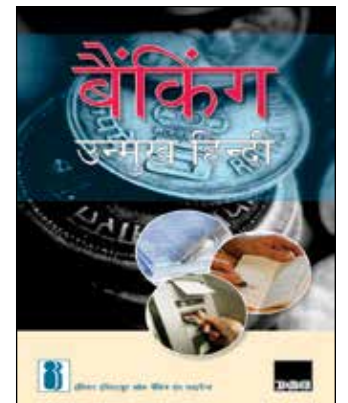
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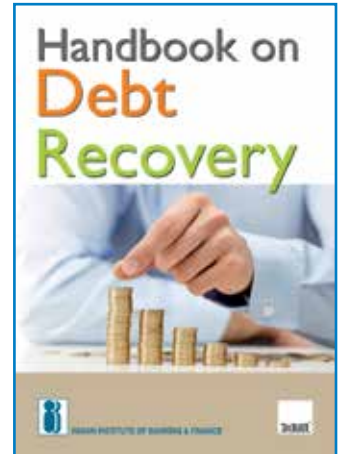
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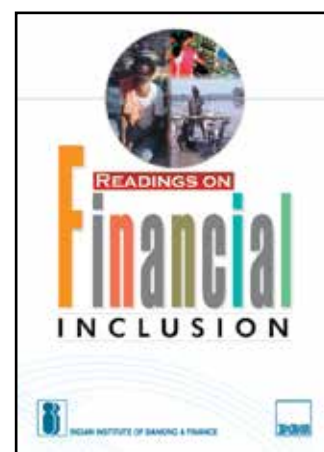
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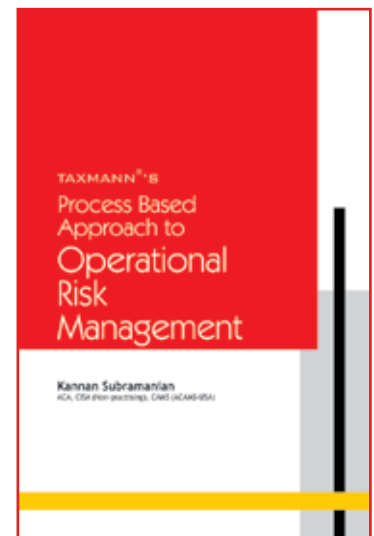
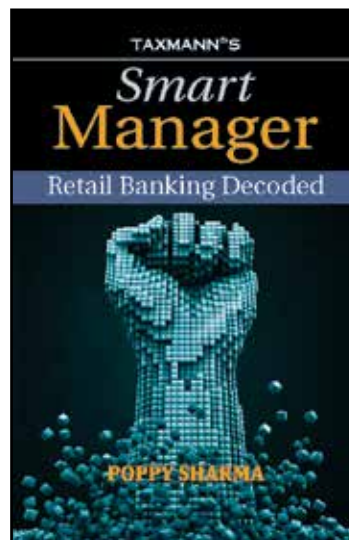
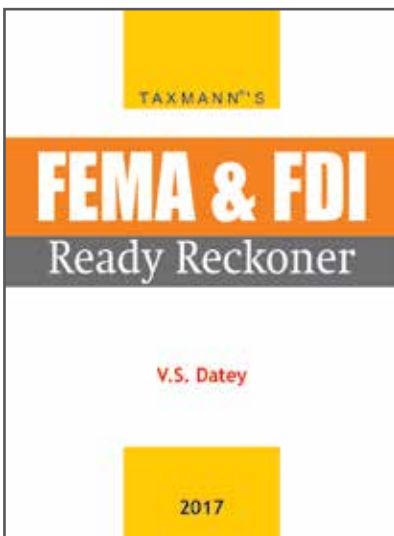
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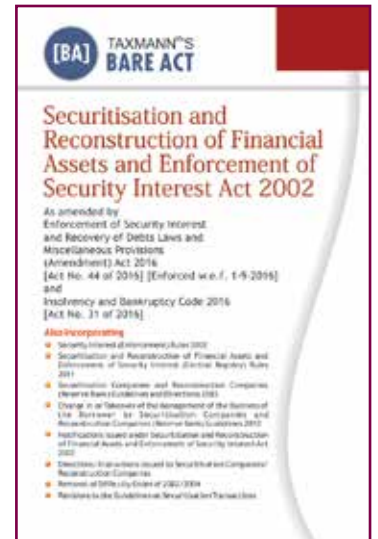
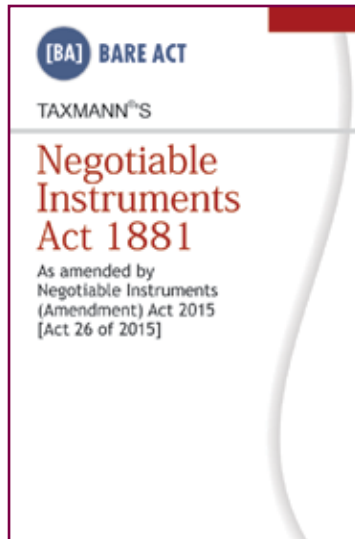
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