



BANKING OPERATIONS : *Certification Program*

A modern banking professional for a modern banking sector!

Background

The objective of the Banking Operations is to build a pool of banking professionals in Bhutan, who can sustain the growing momentum of banks and help it achieve new levels of profitability and customer responsiveness.

To that end, technical partners have designed a comprehensive portfolio of training program and developed relevant course content that hones the soft and hard skills. Additionally, the program “re-skill” existing professionals through a continual learning process, thus creating first-day-first hour industry-ready entry level professionals for Banks. A modern banking professional for a modern banking sector!

Basic Course Information

Program Duration : 5 Days

Target Participants: Banking Officers, Cashiers,
Chief Tellers, Banking Assistants,
Branch Managers.

Study Methodology

- Class room sessions
- Case Studies presentations
- Projects and

Program Contents

- Financial Intermediaries
- Role of Banks
- Regulatory Environment
- Types of Customer
- Negotiable Instrument Acts
- Cash Handling
- Service channels

Program Objective

After this program, participants will be able to understand:

- Structure of a bank
- Various products and services of banks
- Prudent banking norms and practices
- Statutory rules and regulations of banking transactions
- Effective dealing with customers
- Understanding risk and mitigation
- Duties and responsibilities by developing confidence
- Work professionalism
- TEAM WORK

FOR COURSE DETAILS CONTACT: