

# **CURRICULUM**

## **Business Correspondent**

### **(BSC / Q 0301)**

This programme is aimed at training candidates for the job of “Business Correspondent” in the BFSI Sector and by the end of the programme aims at building the following key competencies amongst the learner:

1. Collecting required information	2. Spreading awareness among customers.
3. Understanding customer requirement	4. Facilitating new account opening
5. Document collection and verification	6. Carry out banking transactions for customers
7. Resolution of customer queries	8. Assistance in account closure

This course encompasses 4 out of 4 National Occupation Standard (NOS) of “Business Correspondent” Qualification Pack No “BSC/ Q 0301” issued by “BFSI Sector Skill Council”.

Sl. No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
1)	Source new customers	20	<ul style="list-style-type: none"> <li>Spreading awareness about banking and the bank's products</li> <li>Understand the prospective customer's requirements and suggest appropriate product (savings account, loan account etc.)</li> <li>Inform the prospective customer regarding application process, product terms and conditions etc.</li> </ul>	BSC/N0301

Sl. No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
2)	Assist with application process	30	<ul style="list-style-type: none"> <li>Conduct basic/preliminary verifications of primary information/data about the customer</li> <li>Collect all requisite documents</li> <li>Confirm account opening approval and deliver related documents</li> </ul>	BSC/N0302
3)	Facilitate/ Execute Transactions	20	<ul style="list-style-type: none"> <li>Carry out regular banking transactions for customers</li> <li>Collect loan repayment</li> <li>Resolve customer complaints and queries</li> <li>Assist in termination of account</li> </ul>	BSC/N0303
4)	Provide on-going services	20	<ul style="list-style-type: none"> <li>Schedule and execute follow-up sessions and provide support services</li> <li>Advise customers on services and other products</li> <li>Assist with recovery</li> </ul>	BSC/N0304
5)	Communication & Soft Skills	30	<ul style="list-style-type: none"> <li>Communication- verbal&amp; non-verbal communication skills and effective communication</li> <li>Telephone etiquettes Personal etiquettes</li> <li>Time and money Management.</li> <li>Interpersonal/ Negotiation/Persuasive skills</li> <li>Analytical Ability</li> </ul>	General Module

**Total Programme Duration : 120 hours**

*(This syllabus/curriculum has approved by BFSI Sector Skill Council)*