

# BANKING AND FINANCE

## COURSE OVERVIEW

This comprehensive course covers the essential aspects of modern banking and finance, providing participants with a solid understanding of how large banks operate on a global scale. The course delves into the core banking knowledge, operational processes, and a wide array of products and services offered by major financial institutions. Participants will gain insights into the regulatory environment, risk management strategies, and technological advancements shaping the banking industry today. Designed for both newcomers and experienced professionals, this course aims to equip participants with the skills and knowledge needed to thrive in the dynamic world of banking and finance.

## TARGET COMPETENCIES

- Banking Operations
- Financial Products
- Risk Management
- Regulatory Compliance
- Customer Service
- Technological Proficiency.

## TARGET AUDIENCE

- Aspiring Bankers
- Financial Analysts
- Bank Managers
- Regulatory Professionals
- Business Students.

## COURSE OBJECTIVES

By completely attending this course, participants will be able to:

- Understand the structure and functions of modern banks.
- Identify key banking products and services.
- Analyze the operational processes in banking.
- Apply risk management techniques in banking operations.
- Navigate the regulatory environment of global banking.
- Implement customer service best practices.
- Explore technological advancements in banking.
- Develop strategies for banking innovation and growth.

To register or for complete course information

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# **COURSE METHODOLOGY**

The course employs a mix of lectures, interactive discussions, case studies, and hands-on exercises. Participants will engage in real-world scenarios to apply theoretical knowledge and develop practical skills. This blended approach ensures a thorough understanding of modern banking practices and prepares participants for real-life challenges.

## **COURSE OUTLINE**

### **INTRODUCTION TO MODERN BANKING**

- Overview of Banking.
- Bank Structure and Functions.
- Banking Terminology.
  - Essential Terms and Definitions.
  - Common Banking Acronyms.

### **BANKING OPERATIONS**

- Operational Processes.
  - Transaction Processing.
  - Clearing and Settlement Systems.
- Payment Systems.
  - Domestic and International Payments.
  - SWIFT, ACH, and Real-Time Payments.
- Branch Management.
- Back Office Functions

### **BANKING PRODUCTS AND SERVICES**

- Deposit Products.
- Loan Products.
- Investment Services.
  - Wealth Management.
  - Mutual Funds.
- Specialized Banking Services.
  - Trade Finance.
  - Treasury Services

### **RISK MANAGEMENT IN BANKING**

- Types of Risks.
- Risk Assessment Techniques.
- Mitigating Risks.
- Regulatory Requirements.
  - Basel III Framework.
  - Capital Adequacy Standards.

### **REGULATORY ENVIRONMENT**

- Key Regulatory Bodies.
- Regulatory Compliance.
  - Anti-Money Laundering (AML).
- Legal Considerations.
  - Banking Laws and Regulations.
  - Consumer Protection Laws.
- Impact of Regulations.

### **CUSTOMER SERVICE IN BANKING**

- Importance of Customer Service.
- Service Quality Standards.
- Handling Complaints.
- Digital Customer Service.
  - Online and Mobile Banking.
  - Social Media Engagement