

 <p>Skill India सिखे नये - गुंन नये</p>	 <p>BFSI BFSI Sector Skills Council of India</p>	 <p>N-S-D-C National Skill Development Corporation Transforming the skill landscape</p>
<h1>Certificate</h1>		
<h2>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h2>		
is hereby issued by the		
BFSI SECTOR SKILLS COUNCIL OF INDIA		
for the		
MODEL CURRICULUM		
Complying to National Occupational Standards of Job Role/ Qualification Pack: 'Microfinance Executive' QP No. 'BSC/Q2401 NSQF Level 3'		
Date of Issuance:	September 26, 2018	 Authorised Signatory (Construction Skill Development Council)
Valid up to:	October 30, 2020	
* Valid up to the next review date of the Qualification Pack		

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Microfinance Executive

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Microfinance Executive”, in the “BFSI” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Microfinance Executive		
Qualification Pack Name & Reference ID. ID	BSC/ Q2401		
Version No.	1.0	Version Update Date	26-09-18
Pre-requisites to Training	10th pass		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Evaluate potential locations, identify and source potential customer groups. • Assist in application and loan disbursement process, and collect fees and installments. • Cross-sell other products of the organization. • Follow-up with the Microfinance customers whose repayment of dues have been delayed for their recovery. • Maintain various records in a systematic way for later retrieval. • Communicate in an effective manner with customers and colleagues in order to ensure high level of customer service. • Maintain integrity of transactions and ensure data security. • Demonstrate that high levels of ethics are exhibited at every stage of work. • Work in teams towards a common goal which is in line with the goal of the organizations. 		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Microfinance Executive” Qualification Pack issued by “BFSI Sector Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Basics of Microfinance</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code BSC/N2401</p>	<ul style="list-style-type: none"> Interpret the basic concept of Microfinance Comprehend the importance of Microfinance Asses the risks associated with Microfinance Evaluate the MSME segment Comprehend Priority sector lending Assess the criticality of priority sector lending to the country and the organization Describe Self-Help Group and Joint liability Group, their composition and their mission 	White board, Marker, Overhead projector, Laptop, Internet access
2	<p>Basics of lending</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code BSC/N2401</p>	<ul style="list-style-type: none"> Illustrate various loan products that are offered by banks and Micro Finance companies Illustrate various financial facilities offered by banks and Micro Finance companies Differentiate between secured and unsecured loans Compare different types of liens assigned to assets viz, Pledge, hypothecation, Mortgage and Assignment Comprehend basic concepts of loans like fixed, reducing and floating rate of interest, EMI, Drawing power and sanctioned limit Describe Kisan Credit card, its features and benefits Recognise the regulatory authorities like RBI and NABARD 	White board, Marker, Overhead projector, Laptop, Internet access
3	<p>Products that can be cross-sold to Microfinance customers</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code BSC/N2401</p>	<ul style="list-style-type: none"> Interpret the basic concepts of Mutual Funds Collect information about different aspects and features of MF List down various products and schemes available in Mutual Funds Formulate the process of approaching and marketing various mutual funds schemes to prospective customers based on their needs Interpret the basic concepts of Life Insurance and General Insurance Interpret the concept, Huma Life Value and Mortality List down different life and non-life products 	

Compulsory NOS					
Total Marks: 200			Marks Allocation		
Assessment Outcomes	Element	Assessment Criteria for Outcomes	Total Marks	Theory	Practical
BSC/N2401- Source new customers	Assigning an area for sourcing clients	PC1. know the territory assigned and identify customer groups by economic activity of the territory PC2. survey the given territory and assess business potential, keeping the requirements of eligibility of target customers as per company norms and the various statutory regulations in mind	30	20	10
	Acquiring potential clients	PC3. organise group meetings in association with local panchayats or local government bodies PC4. distribute pamphlets with product details PC5. conduct initial discussions with potential clients to understand their financial needs PC6. form small borrower groups by economic activity or common borrowing needs PC7. explain the micro-finance process, loan amounts and repayments as well as group responsibilities	30	20	10
	Resolving queries and cross selling	PC8. ensure that potential customers fully understand all aspects of the micro-finance process and responsibilities PC9. educate the customers on the benefits of micro-finance, interest rates, fees and charges PC10. sell other products such as insurance and pension schemes, both private and public, as per company's policy	20	10	10
	Performing general administrative work	PC11. update details of customers acquired and their status into the information systems/ records PC12. prepare and submit periodic reports on status of acquired customers to supervisor/ manager PC13. discuss and set revenue/ account targets with supervisor/ manager, as per company's policy PC14. prepare reports on targets achieved and review future target PC15. prepare status reports on defaults, insurance claims, etc.	20	10	10
		Total	100	60	40
BSC/N2402- Assist with micro-finance	Obtaining requisite documents	PC1. obtain all KYC related documents from client PC2. obtain all biometric inputs of customers into the designated IT systems	10	5	5

application process		PC3. assist with filling in the application form PC4. go back for any missing information or document, if required PC5. obtain credit rating, as per company's policy			
	Verifying documents	PC6. verify validity of all KYC documents PC7. perform documentation re-check at the NBFC/ micro-finance company PC8. read credit check conducted by team at the branch PC9. pursue referrals enquiring about the past records/ business of the customer to ensure safety of dealing with customer	10	5	5
	Maintaining records	PC10. input all data requirements into the system for verification and approval/ handover application to credit-check team	10	5	5
	Performing general administrative work	PC11. update details of accounts opened and their status into information system or records PC12. prepare and submit periodic reports on status of acquired customers to designated superior PC13. discuss and set revenue or account targets with superior, as per company's policy PC14. prepare reports on targets achieved and review future target PC15. follow proper procedures as laid down by the bank in handling sensitive and confidential customer information	10	5	5
		Total	40	20	20
BSC/N2403- Disburse microfinance loan	Checking status of loan application	PC1. check status of loan application from credit check team inform customer if loan has been approved	5	5	0
	Signing documents and disbursing loans	PC2. assist customers to come to the branch to complete formalities PC3. ensure the disbursement of loan within stipulated time period	5	5	0
		Total	10	10	0
BSC/N2404- Collect receivables and follow-up	Following-up and collecting any loan repayments, fees and charges	PC1. ensure that collection process and legal guidelines are adhered to PC2. conduct biometric verification of all those present to record attendance at group meetings PC3. report to branch, deposit all cash collected and sign-off on the drop PC4. perform all accounting formalities for cash collected PC5. interact with different teams at appropriate verticals and if required engage them collections	10	10	0

		PC6. follow-up and recovery of overdue from the defaulter/ debtors			
	Updating settlements	PC7. update settlement details, if any, for loan repayments collected PC8. recommend doubtful overdue cases for writing off in coordination with credit department	10	0	10
	Reporting frauds	PC9. seek proof of insurance in case of theft or loss of cash and report to senior management PC10. report any fraudulent activity in the field to vigilance PC11. recommend policy initiatives PC12. follow up with legal cell for any legal actions taken on non-recoverable(s)	10	10	0
		Total	30	20	10
BSC/N9902- Communicate effectively and maintain customer-centric service orientation	Communicating with BFSI customers and colleagues	PC1. practice good listening, speaking and personal presentation PC2. address escalated customer concerns with poise and educate colleagues on good practices in customer handling PC3. teach colleagues to be sensitive to: language, gender, cultural and social differences in addressing customers, superiors and colleagues PC4. clearly communicate work output requirements, targets, performance indicators, incentives and give feedback on work performance with positive attitude PC5. train staff to cooperate, coordinate, and collaborate to achieve shared goals	5	0	5
	Maintaining service orientation	PC6. organize regular feedback collection as per company's SOP PC7. address problems by quick decision making PC8. train staff to aim to gain customer loyalty and satisfaction PC9. promote clarity, honesty and transparency in dealing with customers and colleagues PC10. educate team on adverse consequences of avoid mis-selling and misinforming PC11. maintain focus on enhancing brand value of company through superior customer service	5	0	5
		Total	10	0	10
BSC/N9903- Maintain integrity and ethics	Maintaining integrity of transactions and ensuring data security	PC1. refrain from indulging in unfair trade and/or corrupt practices PC2. maintain records meticulously as per company's policy, follow	5	5	0

