COMPREHENSIVE BANKING COURSE

NBI Hall, Kathmandu

COMPREHENSIVE BANKING COURSE (OPEN PROGRAM)

30th July to 4th August 2026 | **9:30 AM to 4:45 PM**

TARGET AUDIENCE: New Recruits and Early-Career Professionals

Why Comprehensive Banking Course?

The banking industry in Nepal has experienced significant growth over the past decade, creating an increasing demand for professionals with strong knowledge and practical skills in banking operations, sales, service excellence, and regulatory compliance. As many institutions recruit fresh graduates and deploy them into operational roles with limited structured training, the need for a standardized foundation program has become more important than ever.

To address this industry-wide need, the National Banking Institute (NBI), following extensive consultations with banks, regulators, HR leaders, and industry experts, developed the **Comprehensive Banking Course (CBC)**.

CBC is a foundation-level course designed to equip newly recruited employees and banking professionals with with essential banking knowledge, practical operational skills, and customer-centric competencies. Developed in line with international best practices, Nepalese banking practices, and regulatory requirements, the course integrates core banking concepts with sales, service excellence, communication, and compliance, enabling participants to perform confidently and professionally from the very beginning of their banking careers.

1. BANKING OPERATIONS

A. Customer Service Desk

B. Teller's functions, duties and responsibilities

C. Others Non cash Transactions

D. Negotiable Instruments – Meaning/types, Different types of cheques

2. FRAUD MITIGATION & SIGNATURE VERIFICATION

3. CREDIT MANAGEMENT

- Corporate Credit
- SME
- Retail Credit
- NRB Directives on Credit

4. TRADE OPERATIONS

A. Trade Transactions

I. Modes of International Trade

II. Clean Payment Transactions

III. Documentary Collections

IV. Documentary Credit

· Incoterms

· Parties,

· Issuance,

· Payment,

· Types

· Regulatory requirement

B. Trade Finance

I. Pre Shipment Trade Finance

II. Post Shipment Trade Finance

III. Bank Guarantee

· Definition

· Parties in a Bank Guarantee

· Types of BG

· Regulatory Provisions

· BG Claim Procedure

5. INFORMATION TECHNOLOGY IN BANKING

- Importance of IT in Banking
- IT Based Services
  - ⇒ Digital Wallet Services
  - ⇒ Other Digital Payment Services
  - ⇒ Virtual Account opening and KYC Updating
- Different Aspect of IT Management
  - ⇒ Security of Data
  - ⇒ Management of Data Centre
  - ⇒ Connectivity Management
  - ⇒ DRS Management
  - ⇒ Preparedness for Crisis Management
- Cyber Security Threats
- Different Control Mechanisms
- User Awareness

Security Tips in IT Operation

6. RISK MANAGEMENT

- Operation Risk
- Credit Risk
- Market Risk

7. AML/CFT-KYC

- What is AML/CFT and why AML/CFT is so important?
- FATF Recommendations, Laws, Rules, andDirectives
- KYC Documents required for individuals anddifferent types of organizations
- STR, TTR and Go AML

8. DIGITAL BANKING & DELIVERY CHANNELS

1. Digital Banking
2. Retail Payment Instruments

- Cards
- Mobile Banking
- Internet Banking
- Electronic Cheque Clearing
- IPS and Connect IPS
- RTGS

3. Delivery Channels
4. Digital Sales & Support
5. Futuristic Banking

9. SALES & MARKETING TECHNIQUES

A. Retail Deposit Products

B. Product Marketing

· Branding

· Customer Segmentation

· Product variation/Innovation

· Product Tailoring

· Interest Rate and fees

· Marketing Media

· Print media

· Electronic media

· Social Media

C. Relationship Marketing

1. Developing Relationship
2. Excelling Service
3. Cross–Selling
4. Words of Mouth
5. Socialization

10. ETHICS IN BANKING

11. CONSUMER PROTECTION ACT

12. CUSTOMER SERVICE

Program Details

Note

- Once the nominations is confirmed program details along with trainers, timing & Itinerary etc. will be shared.
- There might be few changes in Course content as per the need, participant level and duration.

Testimonials:

- "The Comprehensive Banking Course of NBI was extremely effective! This course must be taken by every banker".
- "CBC is a very informative and beneficial course for bankers to minimize risks that may occur in our day-to day tasks".
- "I would like to recommend CBC to every banker in the country".

Program Fee

Solution Modalities: This program will be delivered face-to-face live in a workshop setting.

Investment Includes

- Trainer fee, training logistics
- Study materials
- NBI program coordinator
- Certificate.
- Lunch with 2 times tea/coffee and cookies.

Reminder* : Trainers are subject to placement based on their availability and the suitability of their expertise to the course content provided above.