

Model Curriculum

Debt Recovery Agent

Debt Recovery Agent

SECTOR: **BFSI**
SUB-SECTOR: **Banking**
OCCUPATION: **Debt Recovery Agent**
REFERENCE ID: **BSC / Q0701, Version No. 1.0**
NSQF LEVEL: **Level 4**



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Debt Recovery Agent

CURRICULUM / SYLLABUS

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

Program Name	Debt Recovery Agent		
Qualification Pack Name & Reference ID.	BSC / Q 0701		
Version No.	1.0	Version Update Date	22 – 12 – 2015
Pre-requisites to Training	Minimum qualification – Class 10+2 Maximum qualification – Any Graduate (Commerce graduate preferred)/Post-graduation		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Educate clients about various banking products and services • Help clients in the application process for various types of accounts on behalf of clients • Explain to clients the status of their loans • Conduct KYC verification and collect documents to support the verification • Follow up with the bank’s staff on processing of applications for various accounts and loans • Resolve queries that clients may have regarding various products, status of their applications / loans, interest computations and so on • Help clients with interest calculations and understanding terms in the loan documents • Interpret internal bank reports on collection of dues from clients • Interpret the classification of bank loan assets • Help clients in executing payments / transfers • Explain to clients the situation of collection / lapse in payment of dues at the right time • Persuade clients to pay their dues if they have exceeded the due date • Negotiate with clients on the due amount and timing of payment • Provide assistance to clients during the recovery process • Update the bank’s MIS with daily / weekly status reports 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Debt Recovery Agent” Qualification Pack issued by “The BFSI Sector Skill Council of India”.



Sr. No.	Module	Theory Duration (hh:mm)	Practical Duration (hh:mm)	Key Learning Outcomes	Corresponding NOS Code	Equipment Required
1	Introduction to Banking	5	15	<ul style="list-style-type: none"> Learn about basics of Banking Comprehend the Banking Structure Differentiate types of banking 	N 0701	White board, Marker, Overhead projector, Laptop, Internet access
2	Banking Products and Customers	5	20	<ul style="list-style-type: none"> Differentiate types of Customers Recognize Bank-Customer relationships Learn about Deposit Products Apply the Principles of Lending Learn about Lending Products Comprehend Codes of operation 	N 0701	White board, Marker, overhead projector, laptop, internet access, bank account opening forms, Sample KYC forms and documents
3	KYC and Application	2	10	<ul style="list-style-type: none"> Open client Accounts in banks Apply KYC norms in account opening process Learn nuances of PMLA, 2002 Perform the KYC process and verify requirements 	N 0701	White board, Marker, overhead projector, laptop, internet access, bank account opening forms, Sample KYC forms and documents
4	Transactional Tools	3	10	<ul style="list-style-type: none"> Describe Payment mechanisms Describe the working of Internet, Mobile banking Perform Interest calculation Learn about E wallets 	N 0701	White board, Marker, overhead projector, laptop, internet access, payment deposit slips, NEFT forms
5	Risk Management	5	5	<ul style="list-style-type: none"> Differentiate types of risks Classify assets as per risk Classify assets as NPA and take suitable action 	N 0701	White board, Marker, overhead projector, laptop, internet access



6	Regulatory aspects	5	5	<ul style="list-style-type: none"> Comprehend the Role and functions of RBI Learn Banking regulation act Learn RBI Act 	N 0701	White board, Marker, overhead projector, laptop, internet access
7	DRA basics	6	16	<ul style="list-style-type: none"> Describe the Role definition of DRA and need in current context Learn Eligibility criteria and personal attributes of a DRA Comprehend the Rights, duties and obligations of a DRA Recognize and apply Code of conduct, fair practices code Perform Credit counselling Device a Debt management plan 	N 0702	White board, Marker, overhead projector, laptop, internet access
8	Specific soft skills	2	12	<ul style="list-style-type: none"> Learn Basics of Communication Apply various forms of communication Make communication effective Perform client Negotiations Use appropriate Telephone etiquette and Meeting etiquette 	N 0703	White board, Marker, overhead projector, laptop, internet access, chart paper for activities
9	Case laws on recovery issues	2	2	<ul style="list-style-type: none"> Learn RBI guidelines on debt recovery Learn Asset reconstruction laws Describe Banking regulations relevant to consumer protection Describe Contract law – agent concepts Learn from International best practices 	N 0704	White board, Marker, overhead projector, laptop, internet access

Grand Total Course Duration: 120 Hours 00 Minutes

(This syllabus/ curriculum has been approved by BFSI Sector Skill Council of India (name of relevant Sector Skill Council or NSDC designated authority))



Annexure1: Assessment Criteria

Assessment Criteria for Business Correspondent	
Job Role	Debt Recovery Agent
Qualification Pack	BSC / Q 0701
Sector Skill Council	BFSI Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
2	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre.
3	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria
4	To pass the Qualification Pack, every trainee should score the minimum percentage assign to that job role, aggregate of theory and practical.
5	In each paper there will be 60 questions each though it's online or offline.
6	The assessor will be required to translate the questions from English to local language. And the VIVA also be conducted in English or local language as per their comfort.
7	VIVA will be conducted with Online as well as Offline exams.
8	Pass percentage for the course will be 60.

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Assessment criteria (PC)	Total Marks	Out Of	MARKS ALLOCATION	
				Theory	Skills Practical
1. BSC / N 0701 BANKING BASICS AND PRODUCTS	Banking basics with knowledge of various credit products Knowledge of Documentation and KYC requirements, customer grievance redressal, asset classification	100	100	30	70
2. BSC / N 0702 OPERATIONAL ASPECTS OF DEBT COLLECTION	Knowledge of operational aspects of debt collection to perform the task of collection / recovery lawfully Apply ethical debt collection practices	100	100	25	75



3. BSC / N 0703 SPECIFIC SOFT SKILLS	Communicate effectively with debtors Resolve debtor payment related queries and negotiate in a smart and effective way	100	100	25	75
4. BSC / N 0704 CASE LAWS AND INTERNATIONAL DEBT PRACTICES	Know about essential case laws on recovery issues and get help of effective international best practices to get help with non-compliant debtors	100	100	40	60
		QP TOTAL	400	120	280



Annexure2: Trainer Prerequisites for Job role: “Debt Recovery Agent” mapped to Qualification Pack: “BSC / Q 0701

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Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>BSC / Q 0701</u> ”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	B.Com JAIB / CAIB certification a plus
4a	Domain Certification	Certified for Job Role: “ <u>Debt Recovery Agent</u> ” mapped to QP: “ <u>BSC / Q 0701</u> ”. Minimum accepted score as per SSC guideline is 70%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum accepted score as per SSC guideline is 70%.
5	Experience	Minimum 3 years’ experience as a trainer in the BFSI domain Minimum 2 years’ experience as a trainer of Banking subjects Experience in banking / banking services a plus Experience in financial inclusion / microfinance sectors a plus



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

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: 'Debt Recovery Agent' QP No. 'BSC/Q0702 NSQF Level 4'

Date of Issuance: December 22nd, 2015

Valid up to: December 22nd, 2016

* Valid up to the next review date of the Qualification Pack

Authorized Signatory
(BFSI Sector Skill Council of India)



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