

Model Curriculum

Micro Finance Executive

Micro Finance Executive

SECTOR: **BFSI**
SUB-SECTOR: **Banking**
OCCUPATION: **Micro Finance Executive**
REFERENCE ID: **BSC / Q0801, Version No. 1.0**
NSQF LEVEL: **Level 2**



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Micro Finance Executive

CURRICULUM / SYLLABUS

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

| | | | |
|--|--|----------------------------|---------------|
| Program Name | Micro Finance Executive | | |
| Qualification Pack Name & Reference ID. | BSC / Q 0801 | | |
| Version No. | 1.0 | Version Update Date | 11- 01 – 2016 |
| Pre-requisites to Training | Minimum qualification – Class VIII Maximum qualification – 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"> • Provide financial service to financially underserved segments of the population. • Spread awareness related to company’s products, assisting the company in business generation activities and is permitted to carry out regular transactions for customers on behalf of the company. • Identify potential areas to develop the business, building awareness through financial literacy, sourcing potential or prospective customers. • Effectively guide them through the various processes like application, sanction disbursement, collection etc. that enable the customers to enjoy the benefits of micro-financial services that include, micro loans, micro-savings, micro-insurance, micro-pensions etc. | | |

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Micro Finance Executive” 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 | Financial Inclusion | 3 | 10 | <ul style="list-style-type: none"> • Describe Financial Inclusion/ Exclusion • Describe Role of Women in Economic up liftmen of families; Reasons for FI, Latest Schemes of Government like PMJDY, Atal Pension Yojana | N 0801 | White board, Marker, Overhead projector, Laptop, Internet access |
| 2 | RBI Guidelines | 4 | 10 | <ul style="list-style-type: none"> • Knowledge of latest RBI Guidelines- NBFC-MFI (RBI) Directives 2015. | N 0801 | White board, Marker, overhead |



| | | | | | | |
|----|--|---|----|---|--------|--|
| | | | | | | projector, laptop, internet access |
| 3 | Deposit and Credit Products | 4 | 10 | <ul style="list-style-type: none"> • Explain deposit products offered by MFIs, types of customers who can avail of these products, features, application process. • Explain retail loans, MSME loans, Agri Loans, micro loans, features of each type of loan. | N 0801 | White board, Marker, overhead projector, laptop, internet access, |
| 4 | KYC and Application | 3 | 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 0801 | White board, Marker, overhead projector, laptop, internet access, bank account opening forms, Sample KYC forms and documents |
| 5 | Reading, Writing & Analytical Skills - Form Filling | 3 | 10 | <ul style="list-style-type: none"> • Filling the Application Forms, legible, error free and accurate information. Skills to read, understand and write required information field by field in Application Forms. | N 0802 | White board, Marker, overhead projector, laptop, internet access, |
| 6 | Back Office Process for Sanctioning - As per Company Norms | 4 | 10 | <ul style="list-style-type: none"> • Knowledge of the process involved in Organization to appraise the proposal submitted. • Knowledge on reasons for Rejection. | N 0802 | White board, Marker, overhead projector, laptop, internet access |
| 7 | Loan Documentation and Disbursement | 3 | 20 | <ul style="list-style-type: none"> • Required Documents for loan sanction, terms and conditions. • Branch Confirmatory Meetings, Documents checking, obtaining signatures in relevant documents and disbursement of loan - process involved. | N 0803 | White board, Marker, overhead projector, laptop, internet access, |
| 9 | Accounting and Settlement | 3 | 10 | <ul style="list-style-type: none"> • Settlement process, updating of MIS records, accounting for loans, review and follow up | N 0804 | White board, Marker, overhead projector, laptop, internet access |
| 10 | Basics of Selling | 3 | 10 | <ul style="list-style-type: none"> • Need Creation | N 0801 | White board, Marker, overhead |



| | | | | | |
|--|--|--|--|--|------------------------------------|
| | | | <ul style="list-style-type: none"> • Importance of benefits on the customer and the sale • Various methods of probing • Distinguish the difference between doubts and objections • Various methods to handle doubts & objections | | projector, laptop, internet access |
|--|--|--|--|--|------------------------------------|

Grand Total Course Duration: 130 Hours00 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 | Micro Finance Executive |
| Qualification Pack | BSC / Q 0801 |
| 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 50. |

| ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION) | Assessment criteria (PC) | Total Marks | Out Of | MARKS ALLOCATION | |
|---|--------------------------|-------------|--------|------------------|------------------|
| | | | | Theory | Skills Practical |
| | | | | | |



| | | | | | |
|--|--|------------------------|-------------------|-------------------|-------------------|
| <p>1. BSC / N 0801 PREPARE FOR SOURCING CUSTOMERS</p> | <p>Assign an area for sourcing clients Acquire potential clients Discussion with clients about loan products Query resolution</p> | <p>100</p> | <p>100</p> | <p>30</p> | <p>70</p> |
| <p>2. BSC / N 0802 ASSISTING WITH APPLICATION PROCESS</p> | <p>Obtain requisite documents from customers (all KYC documents). Assist with filling in the application Obtain credit rating Maintain record of the data</p> | <p>100</p> | <p>100</p> | <p>25</p> | <p>75</p> |
| <p>3. BSC / N 0803 LOAN DISBURSEMENT</p> | <p>Check status of the loan application from credit check team. Ensure the disbursement of loan within the stipulated time period. Assist the customer to come to the branch to complete formalities.</p> | <p>100</p> | <p>100</p> | <p>25</p> | <p>75</p> |
| <p>4. BSC / N 0804 COLLECTION & FOLLOW-UP</p> | <p>Ensure that collection process and legal guidelines are adhered to. Perform all accounting formalities for cash collected Interact with different teams at appropriate verticals and if required engage them for collections. Follow-up and Recovery of overdue from the defaulter/debtors.</p> | <p>100</p> | <p>100</p> | <p>40</p> | <p>60</p> |
| | | <p>QP TOTAL</p> | <p>400</p> | <p>120</p> | <p>280</p> |



Annexure2: Trainer Prerequisites for Job role: “Micro Finance Executive” mapped to Qualification Pack: “BSC / Q 0801”

| 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 0801</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 | Class VIII |
| 4a | Domain Certification | Certified for Job Role: “ <u>Micro Finance Executive</u> ” mapped to QP: “ <u>BSC / Q 0801</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 | <ul style="list-style-type: none"> Minimum 3years’ 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: 'Micro Finance Executive' QP No. 'BSC / Qo80z NSQF Level 2'

Date of Issuance: January 11th, 2016

Valid up to: January 11th, 2017

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

Authorized Signatory
(BFSI Sector Skill Council of India)



BFSI Sector Skill Council of India

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