

MBA

Retail Banking Operations



Advanced
Certification
Program in Banking
& Finance from

your advantage

BANKEDGE
academy for banking and finance



FROM THE CHANCELLOR'S DESK



Dr. Chenraj Roychand,
Chancellor,
JAIN (Deemed-to-be University)

The key to building a successful career is by staying updated with the latest industry-relevant skills. Online learning is a perfect solution to gain these in-demand skills in a flexible learning format. At JAIN (Deemed-to-be University), we've been working towards empowering learners to reach their career goals, by delivering impactful and accessible education.

To address the changing needs of modern professionals, we've launched Jain Online, to make education accessible to all. Fusing competent academic experts and digital innovators, Jain Online seeks to make individuals gain global insights to challenge real-world problems and develop a global network to achieve long-term career goals.

This program is a result of all that work, where we reimagined the learning experience for working professionals. It has been designed to be rigorous enough to impart practical & relevant skills, while still offering the flexibility that professionals need to balance their work schedule. We are eager to see how learners will leverage this opportunity to build bright and rewarding careers.

RANKINGS AND RECOGNITIONS

- NAAC 'A' Graded University with Graded Autonomy
- Awarded ISO 9001: 2015 certification by TUV India
- Awarded 5 Stars by KSURF in the Young Universities category
- Ranked 6th Private University in India by India Today
- Awarded 'A' Grade at National Level and A+ at State Level Grading from CRISIL



Founded in
2008-2009



20,000+ Aspiring
Students



3735
Publications



11 Student
Support Cells



89 International &
National Collaborations



2500+
Recruiters



1000+ Faculty
Members



Students from
43+ Countries



ADVANTAGES OF MBA - Retail Banking Operations + Advanced Certification Program in Banking & Finance from Bankedge



Approved by
JAIN (Deemed-to-be University)



Over 4 decades of expertise in
conducting Management
education program



Technology enabled learning (TEL) - using
the latest learning and accessible
technology



Designed to accommodate
busy learner schedule



Embedded with e-learning
classes, videos and
assignments



Case Study Development & Business
Simulation games to build and
strengthen decision making and
analytical skills



Specializations to choose from including 4
new age specializations like Retail Banking,
Trade Finance, Wealth Management and
Credit & Risk Management



Special invites to attend
National level
seminars/summits



Student Support for
all academic &
operational queries



Live Industry Interactive
sessions



Eminent Faculties from
Academia & Industry



100% Placement
Assistance

Online Program Delivery

MBA - Retail Banking Operations + Advanced Certification Program in Banking & Finance from Bankedge will be delivered through 15 hours of e-learning content (per subject) on weekends which includes sessions by subject experts, Industry Interaction, Foundation Program etc.

Evaluation

Term end Examination will be conducted through online proctored mode and is conducted Pan India as per the examination schedule decided and declared by JAIN (Deemed-to-be University) .

Certification

Upon successful completion on each semester, the semester certification will be awarded.

JAIN online Eligibility Criteria

- ◆ Graduates with minimum 6 months of work experience.
- ◆ Fresh Graduates who wish to combine their study with work. Also the program can be pursued as an add-on in any other specialized stream of education.

Eligibility

- ◆ Any Graduate with minimum 50% marks
- ◆ Age below 30 years

DETAILED CURRICULUM

The Post Graduate Diploma in Management provides you with an end-to-end understanding of Retail Banking Processes, RBI Functions, Financial Products and Services, Core Banking Functions etc. You can also choose a dual specialization along-with Retail Banking in sectors like Trade Finance, Credit Administration and Wealth Management. We prepare you for some industry certifications like CFP (Certified Financial Planner), NCFM Certification, CCRA (Certified Credit Research Analyst Certification), Certification in Trade Finance by IIBF (Indian Institute of Banking and Finance) depending on the specialization that you choose. This MBA comes with a 100% Placement Assistance with a CTC of upto 4 Lac which makes it a Job-Ready Program.

1st SEMESTER

Principles of Economics & Markets
Managerial Effectiveness & Ethics
Accounting & Finance
Organizational Behaviour & Human Resources Management
Quantitative Techniques & Analytics

2nd SEMESTER

Entrepreneurship
Marketing Management & Research
Financial Markets & Institutions
Banking Operations
Investment Analysis and Portfolio Management

3rd SEMESTER

Business Environment & Strategy
Operations Management
Cyber Security, Risk Management & Compliances
Financial Services Marketing
Project Appraisal & Finance
Open Elective Course

4th SEMESTER

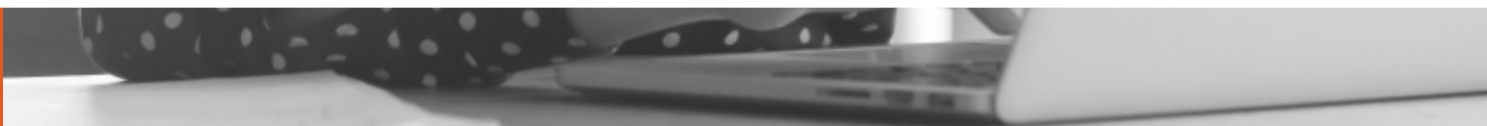
International Banking & Forex Management
Depositories and Payments
Wealth Management & Behavioral Finance
Credit Management for Banks
Cross Functional Elective Course - Fintech: Foundations & Applications
Master Thesis / Project *

ONLINE LEARNING

Never Miss a Class!



All your lectures and online classes are recorded and archived in our state-of-the-art learning management system. The lectures are then made available to our students to enable them to refer to the lectures and brush up on challenging concepts.



BENEFITS



Digitally enhanced
learning experience



High quality
HD smart
lecture recording system
(get access to recorded
lectures in HD quality)



Access recordings
anytime anywhere



PROGRAM HIGHLIGHTS

MBA is the most sought Program of JAIN (Deemed-to-be University) for Management Education. We have designed this program with the objective of nurturing the competencies of working professionals and fresh graduates aspiring to succeed in their career. The curriculum is aligned to cover all the management specializations in the most-flexi learning and interactive way as per the industry needs.



Duration

**2
YEARS**
(Online Mode)



Certified by

JAIN
(Deemed-to-be University)



Mode
of

DELIVERY
Online



Evening or
Weekend
Batches

**Online
Live**

Regulatory Status of the Programme

- The MBA programme is organised by JAIN (Deemed-to-be University) online.

Programme Features

- This programme allows students to balance the work life challenges and professional management commitments.
- MBA - Retail Banking Operations + Advanced Certification Program in Banking & Finance from Bankedge is a designed management programme meeting the need of flexibility and convenience through virtual classes, online library and high tech support along with conventional face to face teacher and student interaction.
- Provides participants an opportunity to experience latest management trends through interaction with industry leaders and academia at various conventions, business summits and forums organised by JAIN (Deemed-to-be University)

TRAINING METHODOLOGY

INSTRUCTION

Live Online Lectures
with
Instructor Videos

Live online classes with our expert faculty supplemented by engaging HD videos to deep dive into each topic.

Benefits:

- In-depth understanding of concepts
- Real-time interaction & query resolution
- Hands-on experience

Used for:

Live instruction by expert faculty and hands-on practice in our labs.

REINFORCEMENT

Practical
Hands-on
Learning

Hands on experience with real financial software used in the industry.

Benefits:

- Develop competency in using core banking software used in the industry
- Solve real-world business challenge

Used for:

Learning real-world applications of key tools and frameworks used in the industry.

ASSESSMENTS

Quizzes,
Assignments
and Exams

Work on quizzes and assignments to test your knowledge through the LMS, along with mock interviews and exams.

Benefits:

- Gauge your progress throughout the program
- Identify areas of improvement and learning gaps
- Build confidence for the program's placement phase

Used for:

Ensuring consistent progress over the course of the program and preparing for placements.

MENTORSHIP

A dedicated student engagement manager and an industry mentor with over a decade of experience will guide you on the most suitable career path based on your skills and interests and resolve your career-related queries throughout your learning journey with BANKEDGE.

They will help you with:

Academic Assistance

Provide unparalleled 1:1 support and guidance

Help execute assignments and case studies

Discuss and identify learning gaps and offer solutions such as refresher sessions and one-on-one project feedback

Career Assistance

Maintain close interaction with students during the career assistance and placements phase of the program

Take you through industry insights and best practices

Provide you with interview tips and job search advice

Monitor Progress

Set learning goals

Discuss your progress status with trainers and other industry mentors on a regular basis to ensure consistent advancement

RESEARCH SHOWS THAT THROUGH MENTORSHIP YOU ARE:

20%
more likely to get a raise

5x
more likely to get promoted

Source: **Forbes**

BANKEDGE CONCLAVE

Bankedge Conclave is an industry-driven networking event that we organize for our students to provide them with an opportunity to:



**Network with
industry veterans**



**Gain valuable
insights from
industry speakers**



**Connect with
Bankedge's
alumni group**



**Participate in the
batch convocation
ceremony**

PLACEMENT SERVICES

The PICK-UP Placement team works hand in hand with you from the first placement session during the program launch right until the final mock interviews on course completion. We thoroughly prepare you to be interview-ready and ensure you land in your dream job.

PICKUP BANKEDGE PLACEMENT CELL



**1:1 Career
Mentorship by
Industry Expert**



**Resume Building
Sessions by
Hiring Experts**



**Mock Interviews
by Domain
Experts**



**Placement Portal
Access for Job
Opportunities**



**Placement
Drives with
Hiring Partners**

DIVERSE JOB ROLES

Students will receive placement opportunities across diverse job roles at leading Global & Domestic banks, broking firms and Fintech firms with an average salary of 3 – 4.5 lakhs per annum.

RETAIL BANKING PROFESSIONAL



Assistant Acquisition Manager

Focuses on profiling and acquiring customers for bank's asset & liability products. Also includes targeting new & existing customers for various third-party products sold by the bank.



Account Manager

In charge of development and maintaining new account relationships at the bank. Responsible for a variety of functions associated with the account servicing (Sales, customer support, accounting etc)



Transactions Operations Executive

Handling customer collection & payment transactions from a centralized location using various payment methods. Could include additional scope of handling IPO Related Transactions and Merchant Acquisition

RM-Cross Sell

Lead generation and sales through marketing and distribution activities. Acquisition of new clients developing and cross-selling to existing clientele based on their needs.



Relationship Officer

Interact and advice individual retail customers on various banking & financial products. Conduct activities and lead generation campus maintain and enhance relationship with new & existing clients.



Customer Service Officer

First point of contact for customer complaints, questions, feedback, or any other needs. This profile focuses on managing relations between the customer and the bank.



Retail Operations Executive/Customer Service Executive

Handling back-end operations, working closely with multiple processes revolving around account servicing and account maintenance.

Voice Call Officer, Retail Operations

Assist customers over the phone with their queries on various banking products and resolve the same



Teller Service Executive

Focuses on profiling and acquiring customers for bank's asset & liability products. Also includes targeting new & existing customers for various third-party products sold by the bank.

TRADE FINANCE PROFESSIONAL



Trade Finance Officer

Conducting trade finance operations in the back office viz processing of documents, verifying processes against regulatory framework, finding and resolving exceptions.



Trade Finance Executive

Handle trade finance transactions and remittances. Coordinating and liaising with clients, banks and other regulatory bodies on a regular basis.



Forex Transactions Executive

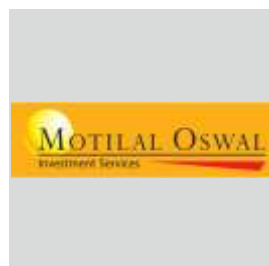
Processing of trade finance transactions (for both domestic & foreign trade). Facilitating Forex transactions and complying with legal and statutory requirements for the same.

WEALTH MANAGEMENT PROFESSIONAL



Executive (Wealth Management)

Achieving goals and targets by cross selling bank's products. Increase bank's revenue by creating additional business opportunities. Individually monitor and co-ordinate high net worth client's investment and portfolio movements.



Fraud Detection and Vigilance Officer

Prompt and effective investigation of escalated cases. Initiate preventive measures to detect and restrict any fraudulent activities. Complete investigation and resolution of reported frauds. Routine liaisoning with law enforcement agencies.



Relationship Manager - Wealth Management

Provide specialized financial services that would focus on ensuring long-term growth to the client's portfolio. Assist and advise client on profit maximizing deals and transactions. Help them create diversity in their existing portfolio.



Wealth Manager

Providing Banking and investment advisory services to the bank's clientele. Acts as a single point of contact for the HNI (High Net worth) & UHNI (Ultra High Net Worth) clients. Requires engagement with clients on a regular basis to understand their investment goals and work proactively towards achieving the same.

CREDIT AND RISK PROFESSIONAL

Credit Relationship Manager/Customer Care Executive

Evaluating credit proposals to understanding financial, business and industrial risk. Process loan documents for approval and disbursement. Also includes monitoring outstanding accounts and their follow up.



Fraud Management Officer

Work towards preventing fraud and investigate any fraudulent activities in the bank. Identify areas of potential risk, misuse and operational lapses to prevent any incidents of frauds.



Credit Manager

Responsible for the entire credit granting process, understanding and evaluating the risk involved, periodic review of existing customers. Undertake required financial accounting procedures to cover the above functions.



Fraud Detection and Vigilance Officer

Prompt and effective investigation of escalated cases. Initiate preventive measures to detect and restrict any fraudulent activities. Complete investigation and resolution of reported frauds. Routine liaisoning with law enforcement agencies.



Team Member: Vigilance Dept

Ensure that regular monitoring systems are in place for identifying potential data loss. Evaluating and identifying critical data for various lines of business in a bank. Identifying ways to prevent data loss from these business streams.



Fraud and Surveillance Officer

Focus on working towards detection and prevention of fraud such that financial losses are restricted. Understand banking processes and requirements such that regular monitoring can lead to timely intervention. Initiate preliminary investigations and suggest suitable modifications in the process / system / tools. Regular liaisoning and reporting to regulatory bodies.



TOP BANKING & FINANCIAL
SERVICES FIRMS ARE

HIRING NOW!

Every student at BANKEDGE is equipped with theoretical knowledge combined with practical skills and empowered with soft skills necessary for competently dealing with the roles, responsibilities and demands of the workplace at some of India's leading financial services institutions.

CREDIT
AND RISK

WEALTH
MANAGEMENT

RETAIL
BANKING

TRADE
FINANCE



FACULTY

Our teaching staff comprises banking professionals and finance specialists from renowned Public and Private Banks in India such as SBI, PNB, IDBI, HDFC Bank, Kotak Mahindra Bank, ICICI Bank etc. and possess over 150 years of combined domain expertise that ensures your learning is industry-relevant and extremely job-specific.

4.7

Overall Rating

4.6

Experiential Learning
& Practicality

4.8

Presentation Skills &
Delivery

4.7

Enthusiasm for the
Subject

4.7

Course Preparation
& Organisation



Mr. Amit Sharma

Co-founder, BULWARK Investments Ltd.



Mr. Shankar Sundaresan

Sr. Management Professional, Bancassurance



Namita Shukla

Chief Manager, Forex, Manappuram Asset Finance Limited



Shikhi Pandey

Certified Trainer, National Institute of Banking Management (NIBM), Pune



Mr. Gururaj Math

(Retd.) Asst. General Manager State Bank of India



Mr. S. Venkatkrishna

Head, Learning & Development, BANKEDGE



Mr. Mandar Natu

Sr. Manager, Kotak Mahindra Bank



Ready to advance
your career in
Banking & Finance?

APPLY NOW



Tollfree: 1800 266 0777

Website: <https://www.bankedge.in/mba>