

# PUBLICATIONS 2015



INDIAN INSTITUTE OF BANKING & FINANCE



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## INDIAN INSTITUTE OF BANKING & FINANCE



INDIAN INSTITUTE OF BANKING & FINANCE

Indian Institute of Banking & Finance (formerly The Indian Institute of Bankers) established in 1928, is a professional body of banks, financial institutions and their employees in India. During its 86 years of service, IIBF has emerged as a premier Institute in banking and finance education for those employed in the sector, aiming for professional excellence. Since its inception, the Institute has awarded over 8.47 lakh banking and finance qualification, viz. JAIIB, CAIIB, Diploma, Certificates and Advanced Certificates in specialised areas. The pedagogy of Distance learning offered by the Institute comprises (i) publishing specific courseware for each paper/examination; (ii) holding classroom learning through accredited institutions; (iii) organising contact classes; (iv) offering video lectures; (v) offering e-learning through portal; (vi) organising campus training for selected courses etc.

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## CERTIFIED CREDIT OFFICER COURSE

### BANKER'S HANDBOOK ON CREDIT MANAGEMENT

#### MODULE A : INTRODUCTION & OVERVIEW OF CREDIT

- Unit 1: Principles of Lending
- Unit 2 : Credit Policy
- Unit 3 : Type of Borrowers & Types of Credit Facilities
- Unit 4 : Credit Delivery
- Unit 5 : Credit Appraisal
- Unit 6 : Credit Rating

#### MODULE B : ANALYSIS OF FINANCIAL STATEMENTS

- Unit 7 : Analysis of Financial Statements
- Unit 8 : Project Appraisal/Term Loan Appraisal

#### MODULE C : WORKING CAPITAL MANAGEMENT

- Unit 9 : Working Capital Assessment
- Unit 10 : Quasi - Credit Facilities

#### MODULE D : OTHER CREDITS

- Unit 11 : Export Finance

- Unit 12 : Priority Sector Lending/Government Sponsored Schemes
- Unit 13 : Retail Loans

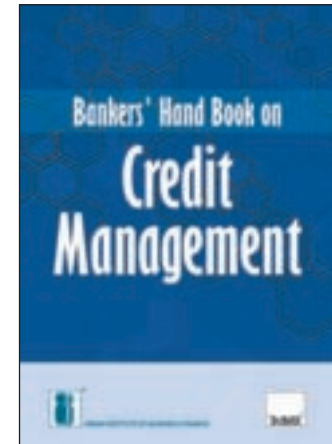
#### MODULE E : MONITORING, SUPERVISION/ FOLLOW UP & MANAGEMENT OF IMPAIRED ASSETS

- Unit 14 : Documentation
- Unit 15 : Types of Charges
- Unit 16 : Credit Monitoring, Supervision & Follow-Up
- Unit 17 : Management of Impaired Assets
- Unit 18 : Fair Practices code on Lender's Liability

#### APPENDICES

- Framework for Revitalising Distressed Assets
- Exposure Norms
- Guidelines on Guarantees and Co-acceptances
- Examples & Problems
- Glossary

#### REFERENCES



2014 EDITION
PAGES : 696
ISBN : 978-93-5071-503-1
PRICE : ₹ 745

## CERTIFICATE EXAMINATION IN CUSTOMER SERVICE & BANKING CODES AND STANDARDS

### CUSTOMER SERVICE & BANKING CODES AND STANDARDS

#### MODULE A

- Unit 1 : Definition of A Customer & Banker-Customer Relationship
- Unit 2 : Types of Customers and Their Accounts
- Unit 3 : Importance of Customer Service in Banks
- Unit 4 : Changing Expectations and Perceptions

**Annexure** Banks' Key Commitments to Customers And Customers' Rights and Duties

#### MODULE B

- Unit 5 : Features of Modern Day Banking
- Unit 6 : Banking Products
- Unit 7 : Negotiable Instruments & Related Matters
- Unit 8 : How the Business is Sourced
- Unit 9 : Use of it in Improving Customer Service In Banks

#### MODULE C

- Unit 10 : Measures taken to improve customer service

**Unit 11** : Know Your Customer (KYC)

**Unit 12** : General Areas of Grievances of Small Bank Customers

**Unit 13** : Customer Grievances Redressal Policy and Mechanism in Banks

**Unit 14** : Customer Grievances Redressal Mechanism (Outside the Banks)

**Unit 15** : Interpersonal Skills in Customer Relations - Their Importance in Developing Skills and Attitudes

#### MODULE D

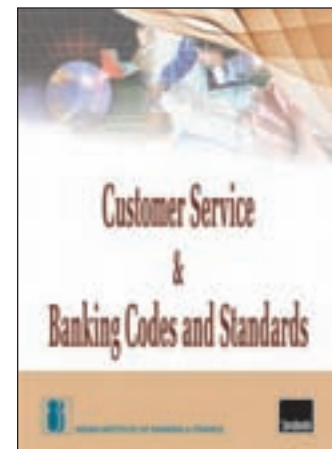
**Unit 16** : Banking Codes and Standards Board of India (BCSBI)

**Unit 17** : Important issues and Salient Features of the Codes

**Annexure I** : Code of Bank's Commitment to Customers

**Annexure II** : Code of Bank's Commitment to Micro and Small Enterprises

**Annexure III** : Model Policy Documents of IBA



2010 EDITION
PAGES : 508
ISBN : 978-81-7194-794-2
PRICE : ₹ 400



## CERTIFICATE EXAMINATION IN TRADE FINANCE (CTF)

### PRACTITIONERS' BOOK ON TRADE FINANCE

#### SECTION 1 : MACRO PERSPECTIVE

- ↳ Theories of International Trade
- ↳ International Trade Policy Framework
- ↳ International Chamber of Commerce

#### SECTION 2 : TRADE TRANSACTIONS

- ↳ Components of Trade
- ↳ Modes of International Trade
- ↳ Clean Payment Transactions
- ↳ Documentary Collections
- ↳ Documentary Credit
- ↳ Important Trade Documents

#### SECTION 3 : TRADE FINANCE

- ↳ Importance of Trade Finance
- ↳ Pre-shipment Trade Finance
- ↳ Post-shipment Trade Finance
- ↳ Forfaiting and Factoring
- ↳ Bank Guarantees
- ↳ Domestic Trade Finance

#### SECTION 4 : RISK MANAGEMENT

- ↳ Risk Elements
- ↳ Transport Risk
- ↳ Contract and Credit Risk

- ↳ Country and Political Risk
- ↳ Currency Risk
- ↳ When things go wrong

#### SECTION 5 : REGULATORY FRAMEWORK

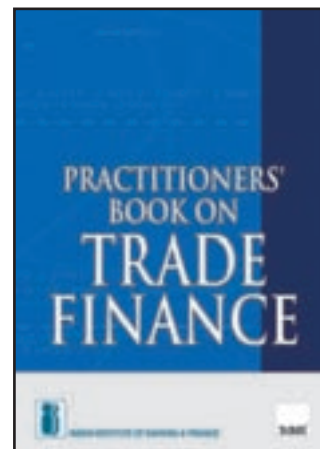
- ↳ Regulatory Framework
- ↳ DGFT Regulations
- ↳ Exim Policy
- ↳ Foreign Exchange Management Act
- ↳ ICC - UCPDC Guidelines
- ↳ FEDAI Guidelines

#### SECTION 6 : FACILITATION BODIES

- ↳ Export-import Bank of India
- ↳ Export Credit Guarantee Corporation of India

#### EPILOGUE : THE THIRD WAVE

- ↳ The Third Wave
- ↳ Important Trade Terms
- ↳ List of Canalized Items
- ↳ Deemed Exports
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- ↳ Exim Bank's Operative Lines of Credit
- ↳ Case Studies
- ↳ Trade Finance Test



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## CERTIFICATE EXAMINATION IN SME FINANCE FOR BANKERS

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- ↳ Setting up of SME
- ↳ SME Policy, Regulatory and Legal Framework
- ↳ Institutional Framework
- ↳ Financing Options and Modes
- ↳ SME Development Business Development Service Providers

- ↳ Clusters & Cluster Development
- ↳ SME Rehabilitation
- ↳ Future of SMEs
- ↳ Summary

#### ANNEXURES



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## THEORY AND PRACTICE OF TREASURY AND RISK MANAGEMENT IN BANKS

### PAPER I : FINANCIAL MARKETS : AN OVERVIEW

- Financial Markets
- Money Market
- Interest Rate Quotations and Market Terminology
- Fixed Income Securities
- Other Capital Market Instruments
- Foreign Exchange (FX) Markets
- Derivatives - An Overview
- Futures
- Forward Rate Agreement (FRA)
- Swaps
- Options
- Back Office operations in forex & Domestic treasury
- Price Calculations - Treasury Bills
- Price Calculations - Forex Treasury
- Market Practices

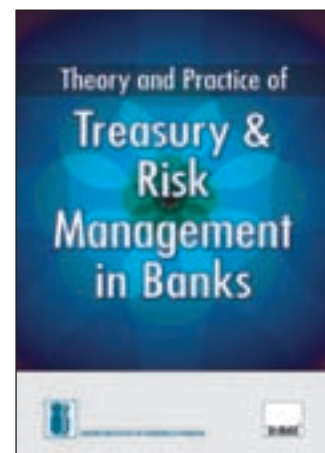
### PAPER II : TREASURY MANAGEMENT

- Introduction
- Treasury Operations : The Global Scenario

- Scope and Functions of Treasury Management
- Integrated Treasury : Cost Centre and Profit Centre
- Risk Analysis and Control
- Liquidity Management
- Exchange Rate Mechanism
- Forex Valuation
- Regulations, Supervision and Compliance of Treasury Operations
- Bond Dynamics
- Accounting/Valuation
- Role of Information Technology in Treasury Management
- Treasury Terminology

### PAPER III : RISK MANAGEMENT

- Introduction to Risk Management
- Risk Management Process
- Setting up a Risk Organization
- Assets/Liabilities Management (ALM)
- Some Important Concepts
- Understanding Basel Accord and its Implications



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## COMPLIANCE IN BANKS

- Module I - Regulation and Regulatory Framework
- Module II - Compliance Programme
- Module III - Regulatory Compliances
- Module IV - Statutory, Regulatory Restrictions and Guidelines on Loans and Advances
- Module V - Foreign currency operations under FEMA and other regulations
- Module VI - Guidelines on Customer Service and other Facilities
- Module VII
- Annexures



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# ADVANCED WEALTH MANAGEMENT COURSE (FORMERLY KNOWN AS PGDFA)

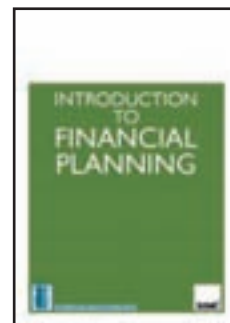
## INTRODUCTION TO FINANCIAL PLANNING

### PART I : INTRODUCTION TO FINANCIAL PLANNING

- ↳ Basics of Indian Financial Markets
- ↳ Participants in the Indian Financial System
- ↳ Indian Economic Environment
- ↳ Indian Social Environment & Financial Planning
- ↳ Effective Communication in Financial Counselling
- ↳ Introduction to Investments
- ↳ Meeting Client's needs through Financial Planning
- ↳ Recommending Financial Planning Strategies to Investors
- ↳ Regulation of the Indian Financial System

### PART II : PLANNING AND WEALTH CREATION

- ↳ Introduction to Financial Planning
- ↳ Risk Management and Insurance Products
- ↳ Fundamental Investment Concepts
- ↳ The Economic Environment
- ↳ Asset classes
- ↳ Investment Products
- ↳ Taxation Part 1
- ↳ Taxation Part 2
- ↳ Estate Planning
- ↳ Towards A Financial Plan



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## SECURITIES MARKETS AND PRODUCTS

### PART I : SECURITIES MARKET

- ↳ Investment concepts & asset classes
- ↳ Financial investment products
- ↳ Statistical and Mathematical Tools
- ↳ Risk and Return
- ↳ Portfolio analysis & selection - Part 1
- ↳ Portfolio analysis & selection - Part 2
- ↳ Efficient markets
- ↳ Securities markets
- ↳ Depository & investment process
- ↳ Regulatory framework

- ↳ Ready forward contracts or repos
- ↳ Bond Market Indices and Benchmarks
- ↳ Secondary Markets and Trading in Government Securities
- ↳ Regulatory and Procedural Aspects
- ↳ Bond Valuation
- ↳ The Yield Curve
- ↳ Duration
- ↳ Fixed Income Derivatives

### PART III : TECHNICAL AND FUNDAMENTAL ANALYSIS

### PART II : MONEY MARKET

- ↳ Debt instruments - Basic concepts
- ↳ Indian Debt Markets
- ↳ Central Government Securities
- ↳ Treasury Bills
- ↳ State Government Bonds
- ↳ Call money markets
- ↳ Corporate Bonds
- ↳ Commercial Paper and Certificates of Deposit

- ↳ Investment Decision Making Process
- ↳ Introduction to Efficient Market Hypothesis
- ↳ Introduction to Fundamental and Technical Analysis
- ↳ Economic analysis
- ↳ Industry Analysis
- ↳ Company Analysis
- ↳ Valuation
- ↳ Technical Analysis



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# INSURANCE PRODUCTS (INCLUDING PENSION PRODUCTS)

## PART I : INSURANCE PRODUCTS

- ↳ Introduction to Insurance and its Fundamental Principles
- ↳ Insurance Organization, Structure and Functions
- ↳ Regulation and Legislation Applicable to Insurance
- ↳ Life Insurance and its Practice in India
- ↳ Group Life Products
- ↳ Rural/Social Insurance
- ↳ General Insurance
- ↳ The Theory and Practice of Rating
- ↳ Fire Insurance

- ↳ Marine Insurance
- ↳ Motor Insurance
- ↳ Health Insurance
- ↳ Miscellaneous Insurance
- ↳ Liability Insurance

## PART II : PENSION PRODUCTS

- ↳ Need for Retirement Planning
- ↳ Measuring Needs
- ↳ Pension Schemes in India
- ↳ Investing your Savings
- ↳ Taxation
- ↳ Conclusion

# MUTUAL FUNDS - PRODUCTS AND SERVICES

- ↳ Concept and Role of Mutual Fund
- ↳ Mutual fund industry
- ↳ Organisational Structure of Mutual Funds
- ↳ Mutual Fund as an Investment
- ↳ Portfolio Management - Managing Unitholders' Money

- ↳ Performance Measurement and Evaluation of Mutual Fund Schemes
- ↳ Developing model portfolio for the investors
- ↳ Unitholders' Protection

# BANKING PRODUCTS AND SERVICES

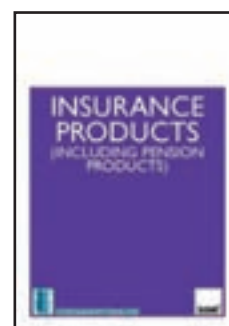
- ↳ Introduction
- ↳ Types of Deposit Accounts
- ↳ Loan Products and Modes of Creating Charge on Secured Advances

- ↳ Ancillary Services and Retail Banking
- ↳ Risk-return-liquidity of various Financial Products
- ↳ Wealth Management Services of Banks
- ↳ Case Studies

# MANAGING AND MARKETING OF FINANCIAL SERVICES

- ↳ Strategic Business Planning
- ↳ Marketing - The Starting Point
- ↳ Marketing - Segmentation and product development
- ↳ Marketing - Communications
- ↳ Marketing - Distribution and Pricing

- ↳ Organisational Behaviour and Human Resource Management
- ↳ Communication
- ↳ Conflict Resolution
- ↳ Team Leadership
- ↳ Case Study



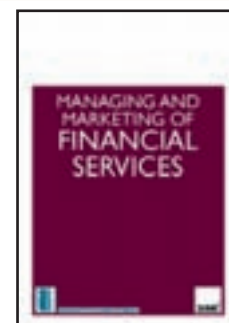
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# DIPLOMA IN HOME LOAN ADVISING

## HOME LOAN COUNSELLING

### PART ONE

- Chapter 1 : Introduction and overview of Housing Finance
- Chapter 2 : Basics of housing finance
- Chapter 3 : Essentials of a home loan proposal
- Chapter 4 : Processing Home Loans
- Chapter 5 : Lender's Appraisal Procedure
- Chapter 6 : Other Lending Schemes
- Chapter 7 : Housing Finance in Metro Branches
- Chapter 8 : Rural Housing Finance
- Chapter 9 : Securitisation - Mortgage Backed Securities
- Chapter 10 : Appendices

### PART TWO

- Chapter 11 : Communication
- Chapter 12 : Housing Finance & Tax planning
- Chapter 13 : Mortgage Advice
- Chapter 14 : Consumer Behaviour
- Chapter 15 : Buyer of property - His expectations
- Chapter 16 : Mortgages
- Chapter 17 : Home buying process - Various participants
- Chapter 18 : Title of property
- Chapter 19 : Conveyance of property
- Chapter 20 : Consumer protection and education on issues relating to housing finance
- Chapter 21 : Valuation of Real Property
- Chapter 22 : Essentials of civil work



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## CERTIFICATE EXAMINATION IN CREDIT CARDS FOR BANKERS

### CREDIT CARDS

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- ↳ Credit Card Organization
- ↳ Credit Card Process
- ↳ Back End Operations
- ↳ Recovery and Follow up
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- ↳ EMV : Global Framework for Smart Card payments



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### INFORMATION SYSTEM FOR BANKS

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- ↳ Banking Environment and Technology
- ↳ Overview of Processing Infrastructure
- ↳ Accounting Information System (AIS)
- ↳ Information Organisation and Management
- ↳ Risks associated with Technology in Banking
- ↳ Audit Function and Technology

#### MODULE II : TECHNOLOGY - SYSTEM; DEVELOPMENT, PROCESS, IMPLEMENTATION

- ↳ Hardware Architecture
- ↳ Software Platforms

- ↳ System Development Life Cycle
- ↳ Computer Networks

#### MODULE III : CONTINUITY OF BUSINESS

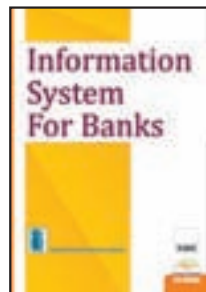
- ↳ Business Continuity and Disaster Recovery Planning

#### MODULE IV : OVERVIEW OF LEGAL FRAMEWORK

- ↳ Online Transactions - Concepts, Emerging Trends and Legal Implications

#### MODULE V : SECURITY AND CONTROLS, STANDARDS IN BANKING

- ↳ Security
- ↳ Controls



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#### MODULE VI : SECURITY POLICIES, PROCEDURES AND CONTROLS

- ↳ Development and review of Security Policies and Control Standards
- ↳ Compliance and Incident handling
- ↳ Network Security

#### MODULE VII : INFORMATION SECURITY AND IS AUDIT

- ↳ Information Security
- ↳ IS Audit

## CERTIFICATE EXAMINATION IN ANTI MONEY LAUNDERING (AML)

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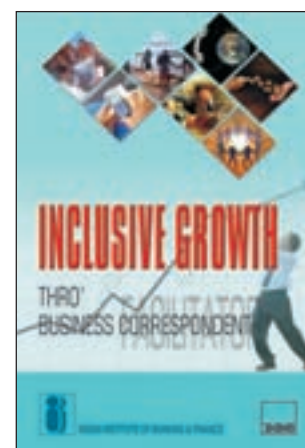
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## CERTIFICATE COURSE FOR BUSINESS CORRESPONDENTS/ BUSINESS FACILITATORS

### INCLUSIVE GROWTH THRO' BUSINESS CORRESPONDENT

- ↳ Banking : Basic Information
- ↳ Banker Customer Relationships
- ↳ Anti-Money Laundering and Know Your Customer
- ↳ Principles of Lending & Priority Sector Finance in Banks
- ↳ Retail Loans
- ↳ Credit Cards
- ↳ Asset Classification
- ↳ Securities and Modes of Charging them
- ↳ Documentation
- ↳ Microfinance and Self-help Groups (SHGs)
- ↳ Financial inclusion and Rural Development : Banking for the unbanked
- ↳ Business Facilitator and Business Correspondent (BF/BC) Model : A vehicle for financial inclusion
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- ↳ Credit and Savings Products



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# CERTIFICATE COURSE FOR BUSINESS CORRESPONDENTS AGENTS (WITH PMJDY)

## INCLUSIVE BANKING THRO' BUSINESS CORRESPONDENT - A TOOL FOR PRADHAN MANTRI JAN DHAN YOJANA (PMJDY)

### Part 1 : Basics of Banking

- ↳ Banking - Basic Information
- ↳ Banker - Customer Relationships
- ↳ Bank Loans & Advances
- ↳ Financial Inclusion and Rural Development : Banking for The Unbanked
- ↳ Business Facilitator and Business Correspondent (BF/BC) Model : A Vehicle for Financial Inclusion
- ↳ Communication and Financial Counselling (Including Financial Literacy and Financial Education)
- ↳ Cash Flows

### Part 2 : PMJDY

- ↳ An Overview of Pradhan Mantri Jan Dhan Yojana

- ↳ Facility of Overdraft under PMJDY
- ↳ Scheme of Life Insurance Cover under PMJDY
- ↳ Rupay Debit Cards
- ↳ Activities for Implementation of PMJDY
- ↳ Role of Business Correspondent/Bank Mitra in PMJDY
- ↳ Role of Technology in PMJDY
- ↳ The New Pension System
- ↳ Micro-Insurance
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# CERTIFICATE EXAMINATION IN IT SECURITY

## IT SECURITY

### A Module - IT Security Overview

- ↳ Introduction to Information Security
- ↳ Corporate IT Security
- ↳ Organisational Security and Risk Management
- ↳ Security Governance
- ↳ Physical and Environmental Security
- ↳ Hardware and Software Security
- ↳ Operational Security
- ↳ Security Standards and Best Practices

### B Module - IT Security Controls

- ↳ Asset Classification and Controls
- ↳ Physical & Environmental Security Controls
- ↳ Software Security Control

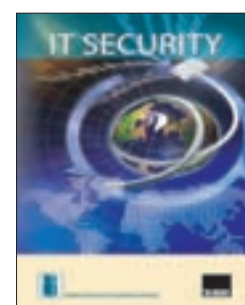
- ↳ Network Controls
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- ↳ IT Security Threats
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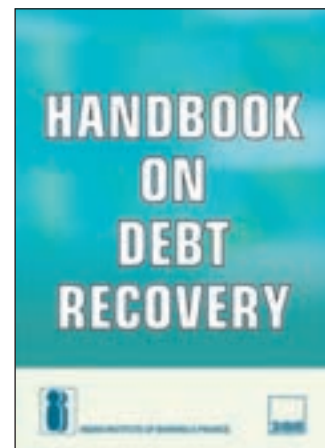
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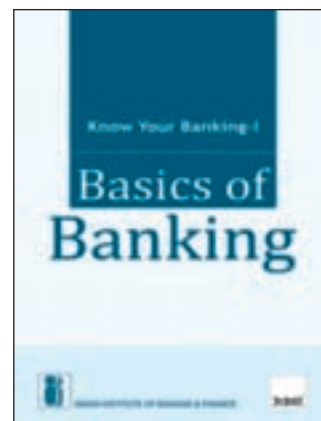
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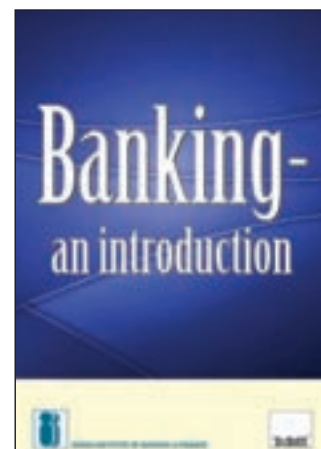
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