

**St. Joseph's College of Commerce (Autonomous)
#163, Brigade Road, Bangalore – 560 025**

PREPARATION OF LESSON PLAN

UG DEPARTMENT

Subject Name: BANKING FOR Business Process Service

Lecture hours: 60

Objective: To impart knowledge and learning in the Banking industry concepts, product and offering in current practice.

Module Number	UNIT & OBJECTIVES	No. of Lecture Hours	Methodology/ Instructional techniques	Evaluation / learning confirmation
I	Overview of Banking	12	Questioner	---
	Functions and Products of Bank-Liabilities-Deposits-Assets-Loans and Advances	2	Discussion	
	Risk Management, Customer Service, Data and Voice Cover	2	Discussion	Assignment
	Customer disputes and complaints, pricing methodology	2	Discussion	
	AML and KYC	2	Discussion	
	Account organization and Account Service	2	Discussion	
	Issue cheque book, pin, card	1	Discussion	
	Payments, Wealth Management, Bonds	1	Discussion	
II	Credit, Debit and ATM Cards	12		
	Basic of card-Types of card-transaction overview, components of card.	2	PPT/Discussion	
	Entities involved, overview of association, Organization policy	2	Discussion	
	Card maintenance-Payments-concept application	2	Discussion	Assignment
	Statement validation, product and cards reward points.	2	Discussion	
	Bank account reconciliation	3	Case study	
	Settlement life cycle	1	PPT/Discussion	
III	Consumer loan and Mortgage	10		

	Lead Generation-Regulation and Requirements	2	Discussion	
	Mortgage origination	1	PPT/Discussion	
	Support and Settlement service	2	Discussion	Assignment
	Pre underwriting and Underwriting	2	PPT/Discussion	
	Verification and Closing	1	Discussion	
	Payment Process	1	Discussion	
	Quality assurance, Regulatory agencies	1	Discussion	
IV	Cash Management	14		
	Cash Management Overview, products,	2	PPT/Discussion	
	Payment life cycle, Payment organization,	2	PPT/Discussion	Assignment
	Introduction of fund transfer, Various type of fund transfer	3	PPT/Discussion	
	Pre fund account opening and maintenance	1	PPT/Discussion	
	Instruction, acceptance- security	2	PPT/Discussion	
	Accounting entries- settlement and Payments	1	Case study	
	Structuring various clearing system	1	Discussion	
	Amendments and collections	1	Discussion	
	Risk Management around payments	1	Discussion	
V	Trade Finance	12		
	Introduction to trade-parties and terminology used in International trade, risk associates and mitigates	2	Discussion	
	Role of banks and documentation	1	Case study explanation	Assignment
	Letter of credit-parties and Procedure	2	PPT/Discussion	Assignment
	Amendments, Confirmation, document checking	2	PPT/Discussion	
	Collection-types, parties	1	PPT/Discussion	
	Method of Payments, types of payment,	2	PPT/Discussion	
	Loans and Finance, syndication loan Corporate advances, Receivable finance	2	PPT/Discussion	

Books for Reference:

TCS MATERIAL

**Prepared by
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Approved by