



GUJARAT TECHNOLOGICAL UNIVERSITY

Syllabus for Bachelor of Vocation (B.Voc), 3rd Semester

Branch: BFSI

Subject Name: On-Job-Training: Financial Inclusion Officer

Subject Code: 1132107

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks				Total Marks
L	P	OJT		Theory		Tutorial/ Practical		
			C	ESE (E)	PA(M)	ESE (V)	PA (I)	
0	0	15	15	0	0	100	100	200

L- Lectures; P- Practical; OJT- On Job Training; C- Credit; ESE- End Semester Examination; PA- Progressive Assessment

Content:

Sr. No.	Content	Hrs.
1	Basic Role and duties of Financial Inclusion Officer : <ul style="list-style-type: none"> Organise and conduct literacy and inclusion of financial products and instruments. Educate people on basics of financial savings, products and investments. Contact authorities and schedule financial literacy session. 	40
2	Introduce business correspondence and follow up : <ul style="list-style-type: none"> Coordinate with bank branches and business correspondents. Enroll people for opening of account. Follow up with people. 	40
3	Communicate effectively and achieve customer satisfaction : <ul style="list-style-type: none"> Communicate with BFSI customers, superior and colleagues. Maintain service orientation. 	40
4	Maintain integrity and ethics : <ul style="list-style-type: none"> Maintain integrity of transactions and ensure data security. Practice ethical behavior. 	40
5	Focus on teamwork : <ul style="list-style-type: none"> Develop healthy team climate. Define roles for each members properly. Work for common goals. 	40
	Total	200

Course Outcomes:

After completing this course the students will be able to :

- Understand the role and duties of Financial Inclusion Officer. Also how to create awareness about financial saving, products and investment.
- Know how to solve problems of customers and to develop strong team which work for a common goal.