



GUJARAT TECHNOLOGICAL UNIVERSITY

Syllabus for Bachelor of Vocation (B.Voc), 4th Semester

Branch: Banking Finance Services and Insurance

Subject Name: On-Job Training (Elective): Operations Executive – Lending

Subject Code: 1142107

With effective
from academic
year 2019-20

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks				Total Marks
L	T	P		Theory Marks		Practical Marks		
			ESE (E)	PA (M)	ESE (V)	PA (I)		
-	-	15	15	-	-	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	Job description of Operations Executive – Lending	40
2	Account opening, Service related to customer requests and queries	40
3	Process teller transactions : Accurately processing customer's bank transactions including disbursing cash against withdrawal requests, depositing money, and collecting loan payments	40
4	Communicate effectively and achieve customer satisfaction	40
5	Maintain integrity and ethics	40
	Total	200

Course Outcomes:

After learning the course the students should be able to:

1. Understand the role and duties of Operations Executive – Lending.
2. Know how to perform efficiently as Operations Executive – Lending.