



Model Curriculum

QP Name: Microfinance Executive

QP Code: BSC/Q2401

QP Version: 7.0

NSQF Level: 3

Model Curriculum Version: 7.0

Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India
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Training Parameters

Sector	BFSI
Sub-Sector	Lending
Occupation	Microfinance Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3312.0100
Minimum Educational Qualification and Experience	<p>11th grade pass + No Experience required OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required OR 10th grade pass plus 1-year NTC/ NAC + No Experience required OR 8th grade pass plus 2-year NTC plus 1 Year NAC + No Experience required OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS + No Experience required OR 10th grade pass and pursuing continuous schooling + No Experience required OR 10th Grade Pass + 2 year relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed on	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
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Model Curriculum Creation Date	25/11/2021
Model Curriculum Valid Up to Date	25/11/2024
Model Curriculum Version	7.0
Minimum Duration of the Course	420 Hours, 0 Minutes
Maximum Duration of the Course	420 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate practices to source the customers
- Explain the cross-selling methods
- Prepare sample target and customer status report
- Employ suitable practices to assist the customers with the microfinance application process
- Describe the procedure of collecting the receivables
- Employ suitable practices to maintain data integrity and data privacy
- Employ suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply health, hygiene, and safety practices at the workplace
- Use resources at the workplace optimally

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
BSC/N2401 – Source Customers for Microfinance Products NOS Version No. 2.0 NSQF Level 3	56:00	64:00	60:00	00:00	180:00
Module 1: Introduction to Banking Sector and Job Role of Microfinance Executive.	05:00	0:00	0:00	0:00	05:00
Module 2: Perform Activities to Source New Customers and Cross-sell the Products	35:00	49:00	45:00	00:00	129:00
Module 3: Perform Administrative Activities	16:00	15:00	15:00	00:00	46:00
BSC/N2402 – Assist Customers with Microfinance Application Process NOS Version No. 2.0 NSQF Level 3	30:00	50:00	40:00	00:00	120:00

Module 4: Assist the Customers in Processing and Verifying the Documents	10:00	30:00	20:00	00:00	60:00
Module 5: Facilitate Loan Disbursement Process	10:00	10:00	10:00	00:00	30:00
Module 6: Perform Records Maintenance and Administrative Activities	10:00	10:00	10:00	00:00	30:00
BSC/N2403 – Collect and Follow up for Receivables NOS Version No. 2.0 NSQF Level 3	10:00	30:00	20:00	00:00	60:00
Module 7: Perform activities to collect receivables	10:00	30:00	20:00	00:00	60:00
DGT/VSQ/N0102 NOS Version No. 1.0 NSQF Level 4	24:00	36:00	00:00	00:00	60:00
Module 8: Employability Skills	24:00	36:00	00:00	00:00	60:00
Total Duration	120:00	180:00	120:00	00:00	420:00

Module Details

Module 1: Introduction to the Banking Sector and Job Role of ‘Microfinance Executive’

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Discuss the Banking, Financial Services and Insurance in detail
- Define the roles and responsibilities of a Microfinance Executive
- Explain the scope of work for a Microfinance Executive

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Banking, Financial Service, and Insurance industry and its sub-sectors • Explain basic terminologies used in Microfinance sub-sectors • Elaborate standard business etiquette in the BFSI Industry • Discuss the workflow and departmental hierarchy in Microfinance organizations • Elaborate the job role and job opportunities as a Microfinance Executive in the BFSI Industry 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Perform Activities to Source New Customers and Cross-sell the Products

Mapped to BSC/N2401, v 2.0

Terminal Outcomes:

- Apply appropriate practices to source the customers
- Describe the procedure to resolve customer queries related to microfinance
- Dramatize cross selling activities

Duration: 35:00	Duration: 49:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard organizational structure, operating environment, and procedures to perform micro-finance functions and importance of the role of microfinance executive in the organization • Discuss common pricing and discount policies in microfinance • Discuss about various microfinance regulations, standard code of conduct, and self-regulatory associations such as Microfinance Institutions Network (MFIN) and Sa-Dhan (The Association of Community Development Finance Institutions) • Discuss the types, features, and risks associated with the products and services offered to the customers in the microfinance industry • Elucidate various types of customer segments and their suitability to products offered • Outline the concept of group dynamics, income, health, and age profiling of the customers • State the significance and procedure of identifying the customer by economic or livelihood activities of the associated markets and the factors impacting the credit-worthiness of the customers • Elaborate the marketing techniques to be used to host group meetings • State the significance of arranging the marketing brochures, pamphlets, etc. before any meeting • Discuss the basic economic, accounting, and financial concepts such as interest rates, profit & loss, etc. 	<ul style="list-style-type: none"> • Apply appropriate practices to conduct a survey to assess business potential in the purview of target customer’s eligibility • Roleplay on how to organize group meetings in association with local panchayats or local government bodies • Prepare a sample route plan and schedule for visiting assigned field areas • Calculate how to estimate the loan amounts, tenure, and propensity to pay • Dramatize a situation on how to maintain gender-neutral behaviour while conducting initial discussions with potential customers • Apply appropriate practices to create small borrower groups based on the economic activity or common borrowing needs • Role play a situation on how to explain the microfinance process, loan amount and repayment as well as group responsibilities to the customers • Dramatize a situation on how to educate the customers on the benefits of micro-finance, interest rates, fees, and charges • Role play a situation on how to ensure that customer queries related to microfinance and other related products are resolved on time • Dramatize a situation to sell other relevant products to the customers, such as private and public schemes for insurance and pension

Classroom Aids

Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook

Tools, Equipment and Other Requirements

Sample marketing brochures and pamphlets, Sample route plan and schedule format, Related Standard Operating Procedures (as a part of Participant Handbook), etc.

Module 3: Perform Administrative Activities

Mapped to BSC/N2401, v 2.0

Terminal Outcomes:

- Perform the steps involved in updating details of acquired customers
- Prepare sample customer status report and target achieved report

Duration: 16:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the procedure for digitally updating details of acquired customers • Explain the maintenance and operating procedure of equipment • Discuss the standard methods to set revenue or account targets 	<ul style="list-style-type: none"> • Demonstrate how to update details of customers sourced and their status into the information systems or records • Draft sample reports on the status of sourced customers, and target achieved • Apply appropriate practices to submit periodic reports on the status of sourced customers to the supervisor or manager • Roleplay a situation on how to coordinate with supervisor and set revenue or account targets as per standards • Apply appropriate procedure to review future target
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	
Tools, Equipment and Other Requirements	
Sample target report, Sample customer status report, Related Standard Operating Procedures (as a part of PH), etc.	

Module 4: Process and Verify Customers' Documents for Microfinance Loan

Mapped to BSC/N2402, v 2.0

Terminal Outcomes:

- Apply appropriate practices to obtain and process requisite documents
- Apply appropriate procedure to verify all documents required for microfinance

Duration: 10:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the documents required for microfinance applications • Discuss the standard operating procedure of biometric machines • Discuss the layout and components of the microfinance loan application form • State the importance of obtaining any missing information or document from the customer • Explain the concept of credit rating and factors affecting credit-worthiness of the customers • Explain the verification procedure of credit check report • State the significance of handling customer information safely • List the verification criteria for KYC documents • State the importance of ensuring that customers' documents are rechecked at the NBFC/microfinance institution • Discuss the methods to cross verify the record of the customers 	<ul style="list-style-type: none"> • Apply appropriate practices to obtain all KYC related documents from the customers as per SOP • Show how to record the biometric inputs of customers into the IT systems • Demonstrate how to assist customers with filling the application form • Apply appropriate practices to obtain the credit rating of the customers • Employ appropriate practices to verify the validity of all KYC documents • Apply appropriate procedures to verify the credit check report prepared by the field team • Dramatize a situation on how to inquire the referrals about the records or business of the customer to ensure the safety of dealing with customers
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	
Tools, Equipment and Other Requirements	
Sample KYC form, Sample application form, Biometric machine, Sample credit check report, Related Standard Operating Procedures (as a part of PH), etc.	

Module 5 : Facilitate Loan Disbursement Process

Mapped to BSC/N2402, v 2.0

Terminal Outcomes:

- Employ appropriate procedure to assist the customers in loan disbursement

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the loan sanctioning and disbursement process • State the importance of ensuring the disbursement of loan within a stipulated time 	<ul style="list-style-type: none"> • Roleplay a situation on how to coordinate with the credit team to check the status of the loan application • Roleplay on how to inform the customer if the loan has been approved and assist customers in completing the loan formalities
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	
Tools, Equipment and Other Requirements	
Sample loan disbursement form and Related Standard Operating Procedures (as a part of PH)	

Module 6: Perform Record Maintenance and Administrative Activities

Mapped to BSC/N2402, v 2.0

Terminal Outcomes:

- Prepare a record of the details related to acquired customers

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the types and format of reports, that a microfinance executive works with • Discuss the procedure to digitally update the details of the acquired customers • Explain the procedure to set and review revenue or accounts target • Describe the standard documentation and reporting procedures 	<ul style="list-style-type: none"> • Demonstrate how to input data into the system for verification and approval/ handover of application to credit-check team • Show how to update details of accounts opened and their status into information system or records • Draft sample reports on the status of acquired customers, and targets achieved • Roleplay a situation to coordinate with supervisor to submit reports and set revenue or account targets as per organization's policy • Employ appropriate practices to maintain confidentiality while handling customer's information
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	
Tools, Equipment and Other Requirements	
Sample status report on customers acquired, Sample report on target achieved, and Related Standard Operating Procedures (as a part of PH)	

Module 7: Perform Receivables Collection Activities

Mapped to BSC/N2403, v 2.0

Terminal Outcomes:

- Employ appropriate practices to collect and follow-up on the receivables
- Describe the reporting procedure of theft or other fraudulent activities

Duration: 10:00	Duration: 30:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss standard procedures and legal guidelines for the collection of receivables and the importance of adherence to the same • Discuss the basics of accounting • Discuss the procedure to follow-up and recover overdue from the defaulter or debtors • Elaborate the standard format and process to update settlement details • Discuss the standard procedure of reporting payment frauds to the manager • List various techniques for detecting and preventing fraud • Describe the procedure to coordinate with the legal cell for status update of non-recoverable(s) • State the importance of liaising with the legal cell for any legal actions taken on non-recoverable(s) 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Apply appropriate procedure to report to branch about the collected loan repayments, fees, and charges as per standards • Show how to deposit all amount collected in branch or bank and get the receipt as per standards • Perform the steps to complete accounting formalities for the collected amount • Roleplay on how to coordinate with different teams at appropriate verticals and engage them in the collection process • Apply appropriate practices to follow-up and recover overdue from the defaulter or debtors • Employ appropriate practices to update settlement details towards regularization or closure of loan • Dramatize a situation on how to coordinate with the credit department about writing off overdue cases • Employ appropriate procedure to report the event of theft, loss of cash, and other fraudulent activity • Apply appropriate practices to advocate new policy initiatives to minimize fraudulent cases • Dramatize a situation on liaising with the legal cell for any legal actions taken on non-recoverable(s)
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Sample collection receipt, Sample settlement details, Related Standard Operating Procedures (as a part of PH), Related Standard Operating Procedures (as a part of PH), etc.</p>	

Module 8: Employability Skills Mapped to DGT/VSQ/N0102 , V1.0

Terminal Outcomes:

- Introduction to employability skills
- Constitutional values - citizenship
- Becoming a professional in the 21st century
- Basic English skills
- Career development & goal setting
- Communication skills
- Diversity & inclusion
- Financial and legal literacy
- Essential digital skills
- Entrepreneurship
- Customer service
- Getting ready for apprenticeship & jobs

Duration: 24:00	Duration: 36:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss employability skills required for jobs in various industries • Explain ways to explore learning and employability portals • Discuss the significance of legal values, including civic rights and duties, citizenship, responsibility towards society etc. And personal values and ethics such as honesty, integrity, caring and respecting others, etc. • Explain the significance of 21st century skills for employment • Describe the benefits of the continuous learning • Explain how to read and understand routine information, notes, instructions, mails, letters etc. Written in english • List the difference between job and career • Communicate and behave appropriately with all genders and pwd • Discuss how to escalate any issues related to sexual harassment at workplace according to poish act • List common components of salary and compute income, expenses, taxes, investments etc • Discuss relevant rights and laws and use legal aids to fight against legal exploitation 	<ul style="list-style-type: none"> • Demonstrate how to follow environmentally sustainable practices • Role play the 21st century skills such as self-awareness, behaviour skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. In personal and professional life • Practice the use basic english for everyday conversation in different contexts, in person and over the telephone • Write short messages, notes, letters, e-mails etc. In english • Prepare a sample career development plan with short- and long-term goals, based on aptitude • Practice following verbal and non-verbal communication etiquette and active listening techniques in various settings • Roleplay how to work collaboratively with others in a team

<ul style="list-style-type: none"> • Identify and list different types of entrepreneurship and enterprises and assess opportunities for potential business through research • Identify and list sources of funding, anticipate, and mitigate any financial/legal hurdles for the potential business opportunity • Explain how to identify different types of customers • Identify and list apprenticeship opportunities and register for it as per guidelines and requirements 	<ul style="list-style-type: none"> • Roleplay how to escalate any issues related to sexual harassment at workplace according to posh act • Show how to select financial institutions, products and services as per requirement • Practice how to carry out offline and online financial transactions, safely and securely • Operate digital devices and carry out basic internet operations securely and safely • Demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively • Practice the of use basic features of word processor, spreadsheets, and presentations • Develop a sample business plan and a work model, considering the 4ps of marketing product, price, place and promotion • Role play how to respond to customer requests and needs in a professional manner • Show how to follow appropriate hygiene and grooming standards • Create a sample professional curriculum vitae (résumé) • Practice how to search for suitable jobs using reliable offline and online sources such as employment exchange, recruitment agencies, newspapers etc. And job portals, respectively • Show how to apply to identified job openings using offline /online methods as per requirement • Demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection
<p>Classroom Aids:</p>	
<p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>PPE, Basic Stationary, digital devices as per the requirement.</p>	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Banking, Financial Services, and Insurance/ Microfinance	3	Banking, Financial Services, and Insurance/ Microfinance	1	Banking, Financial Services, and Insurance/ Microfinance	

Trainer Certification	
Domain Certification	Platform Certification
"Microfinance Executive", "BSC/Q2401, v7.0", minimum accepted score is 80%	"Trainer(VET and Skills)", mapped to Qualification Pack: "MEP/Q2601, v2.0" .The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Banking, Financial Services, and Insurance/ Microfinance	3	Banking, Financial Services, and Insurance/ Microfinance	1	Banking, Financial Services, and Insurance/ Microfinance	

Assessor Certification	
Domain Certification	Platform Certification
"Microfinance Executive", "BSC/Q2401, v7.0", minimum accepted score is 80%	"Assessor(VET and Skills)", mapped to Qualification Pack: "MEP/Q2701,v2.0" .The minimum accepted score is 80%.

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other Subject Matter Experts along with the approval required from SSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location



- Random audit of the batch



- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
Qf	Qualification
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
KYC	Know Your Customer