

# CPBFI Report

Course: Certificate Programme in Banking, Finance and Insurance (CPBFI)

Venue: St. Xavier's College Mapusa Goa

Duration: 6 February – 14 March

Program Coordinator: Prof. Oscar Braganca de melo

Student Coordinators: Aarna Singh, Biswajit Mohanty

The Certificate Programme in Banking, Finance and Insurance (CPBFI) was conducted at St. Xavier's College Mapusa from 6 February to 14 March. The main aim of this program was to give students practical knowledge about the banking, finance, and insurance sectors and to prepare them for future career opportunities.

During the training period, students were introduced to subjects like Banking, Managing Self, CAWS (Communication and Workplace Skills), and Insurance. The sessions were very interactive and informative. The trainers used different methods like activities, discussions, and role plays which made the learning process interesting and easy to understand.

## Banking

The Banking subject was taught by Sir Trevor Fernandes. In this module, students learned about different aspects of the banking sector. Some of the topics covered were corporate banking, customer relationships, cheque handling, inclusive banking, and other important banking services. The trainer explained all the concepts in a very simple and understandable way. His teaching style was interactive, which helped students stay engaged during the sessions. Students were encouraged to ask questions and participate in discussions.



Group activities and role-play sessions were also conducted during the classes. These activities helped students understand how bank employees communicate with customers and solve problems in real-life situations. Overall, the banking sessions were very informative and helped students gain a better understanding of how banks work.

## Managing Self

The trainer for managing self was Dr. Amit Yalgi. The module focused on personal development and self-improvement. This subject helped students understand themselves better and how their mindset and habits affect their success. One of the most valuable topics discussed in this module was about the challenges and obstacles between a person and their successful version. Students learned how to evaluate themselves and understand their strengths and weaknesses. Another interesting concept discussed was the core patterns of people and how behaviour and thinking patterns influence personal growth. These sessions gave students many new insights and knowledge that they had not come across before. The trainer encouraged students to reflect on their personal goals and think about how they can improve themselves in both personal and professional life.

## CAWS (Communication and Workplace Skills)

The CAWS module focused on improving communication and workplace skills. It was taught by Dr. Amit Yalgi. In this module, students learned about the elements of communication, goals of communication, questioning, and presentation skills. The trainer conducted various activities that helped students practice their communication skills. Students were also given opportunities to give presentations and participate in group discussions. Interview practice sessions were conducted, which helped students understand how interviews are conducted and how to answer questions confidently. The trainer was very knowledgeable and gave helpful feedback that helped students improve their communication and presentation skills.



## Insurance

Lastly, The Insurance module introduced students to the basic concepts of insurance and its importance in financial security by Miss Aarti Jahagirdar. She explained each concept thoroughly and made sure that students clearly understood the topics. Some important topics covered in this module were insurance documents, grace period in insurance policies, life insurance, and different insurance products. Even though insurance can sometimes be a complex subject, the trainer made it easier to understand by explaining the concepts in a simple way. Role-play activities and interactive discussions were also conducted during the sessions. These activities helped students understand how insurance agents explain policies to customers and how they communicate with clients. The trainer was approachable and always ready to clarify students' doubts.



The course was a very useful and enriching experience for the students. The program provided both theoretical knowledge and practical learning through activities and interactive sessions. The trainers were knowledgeable, friendly, and supportive, which made the learning process enjoyable. The program helped students improve their communication skills, confidence, and understanding of the banking, finance, and insurance sectors. Overall, the CPBFI training program was a great learning experience and will definitely help students in their future careers.

