

<b>COURSE NAME:</b>	Banking & Back Office Operations
<b>TOTAL DURATION:</b>	45 Hrs
<b>MODE OF DELIVERY</b>	PHYSICAL CLASSROOM TRAINING AT RESPECTIVE COLLEGES
<b>TRAINER TO STUDENT RATIO:</b>	1:50
<b>TOTAL MARKS:</b>	75

**Table 1**

<b>OVERALL COURSE OBJECTIVE:</b>	<ol style="list-style-type: none"> <li>1. Evaluate regulatory frameworks and compliance protocols, equipping learners to manage KYC, AML, and CFT processes effectively.</li> <li>2. Develop practical expertise in managing primary and secondary market operations, including securities issuance, trading, and settlement.</li> <li>3. Construct efficient frameworks for depository operations, registrar responsibilities, and corporate actions, ensuring accuracy and regulatory adherence.</li> <li>4. Design investment strategies for mutual funds and ETFs, leveraging analytical tools and ensuring operational compliance.</li> <li>5. Create robust frameworks for handling foreign investments and mitigating fraud in financial operations through innovative strategies and tools.</li> </ol>
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<b>LEARNING OUTCOME:</b>	<ol style="list-style-type: none"> <li>1. Apply KYC, AML, and CFT procedures to ensure compliance with regulatory requirements during client onboarding and transaction monitoring.</li> <li>2. Execute primary and secondary market processes, such as IPOs, margin trading, and trade settlements, adhering to industry protocols.</li> <li>3. Manage depository functions and registrar operations, including securities transactions and shareholder record maintenance.</li> <li>4. Evaluate mutual fund and ETF performance to develop investment strategies aligned with market trends and investor goals.</li> <li>5. Develop comprehensive solutions for foreign investment management, integrating compliance measures and fraud prevention techniques.</li> </ol>
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<b>TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME</b>				
<b>SL.NO</b>	<b>MODULE NAME</b>	<b>MODULE CONTENT</b>	<b>MODULE LEARNING OUTCOME</b>	<b>DURATION (HRS)</b>
1	Regulations and Compliance	<ul style="list-style-type: none"> <li>- KYC, AML, and CFT principles</li> <li>- Client due diligence and customer acceptance policies</li> <li>- Suspicious transaction reporting (STR)</li> <li>- Roles of KYC Registration Agencies (KRAs)</li> <li>- Record-keeping and regulatory compliance</li> </ul>	Evaluate compliance procedures and develop processes to meet KYC, AML, and CFT regulations. Justify the role of KRAs in ensuring market transparency.	9
2	Primary and Secondary Market Operations	<ul style="list-style-type: none"> <li>- Securities offerings in the primary market (IPOs, rights issues, private placements)</li> <li>- Timeline and processes for public issues (ASBA, buybacks)</li> <li>- Trading systems in the secondary market (SBTS, margin trading, exchange margins)</li> </ul>	Design processes for securities issuance and propose efficient methods for managing trading operations, ensuring adherence to market protocols.	9
3	Depository and Registrar Operations	<ul style="list-style-type: none"> <li>- Depository participant roles and transactions</li> <li>- Dividend processing, transposition, and</li> </ul>	Develop frameworks for managing depository operations and justify the	9

		<p>pledging of securities</p> <ul style="list-style-type: none"> <li>- Registrar and Transfer Agent (RTA) responsibilities (shareholder records, physical shares, corporate actions)</li> </ul>	<p>importance of RTAs in maintaining shareholder records and handling corporate actions.</p>	
4	Mutual Fund and ETF Operations	<ul style="list-style-type: none"> <li>- Mutual fund transactions (NAV, expenses, cut-off times)</li> <li>- NSE MFSS and online platforms for transactions</li> <li>- ETF investment strategies and performance comparisons</li> <li>- Dividend mechanics and income distribution tax</li> </ul>	<p>Construct strategies for mutual fund and ETF investments, evaluate transaction mechanisms, and propose methods for optimizing investor returns.</p>	9
5	Foreign Investments and Back Office Operations	<ul style="list-style-type: none"> <li>- Qualified Foreign Investors (QFIs): transaction flows and investment limits</li> <li>- Back-office operations: trading and fund management processes</li> <li>- Fraud prevention in depository operations</li> <li>- Compliance audits and process improvement</li> </ul>	<p>Create frameworks for managing foreign investment flows, defend back-office practices through audits, and recommend strategies to mitigate fraud.</p>	9

**TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USE CASES**

<b>LEARNING OUTCOME</b>	<b>ASSESSMENT CRITERIA</b>	<b>Performance Criteria</b>	<b>USE CASES</b>
Evaluate compliance procedures and develop processes for KYC, AML, and CFT regulations	Assess understanding of KYC, AML, and CFT principles through practical application of policies and procedures.	Demonstrates ability to draft client acceptance policies, identify suspicious transactions, and ensure regulatory adherence.	Simulate a suspicious transaction reporting (STR) scenario, including client onboarding and compliance with AML regulations.
Design processes for securities issuance and propose methods for managing trading operations	Evaluate primary market processes (IPO, rights issues) and secondary market operations (trading and settlement systems).	Produces clear and accurate timelines for IPOs, executes trading strategies, and adheres to exchange protocols.	Simulate an IPO process for a fictional company, including ASBA application, timeline creation, and trade settlement.
Develop frameworks for managing depository operations and justify the role of RTAs	Assess understanding of depository participant roles, shareholder management, and corporate actions.	Effectively manages securities transactions, dividend distributions, and shareholder records with adherence to standards.	Create a scenario where dividend distributions and corporate actions like bonus issues are simulated for a fictional company.
Construct strategies for mutual fund and ETF investments and evaluate transaction	Judge mutual fund performance metrics (NAV, expense ratio) and ETF strategies, ensuring transaction	Designs effective mutual fund and ETF investment plans, processes transactions accurately, and adheres to cut-off	Compare mutual fund performance over six months and propose an investment strategy for an individual investor

mechanisms	accuracy and compliance.	times.	using NSE MFSS.
Create frameworks for managing foreign investments and recommend strategies to mitigate fraud	Evaluate investment limits and transaction flows for QFIs and assess back-office practices for fraud prevention.	Demonstrates ability to manage QFI transactions, audit back-office operations, and propose fraud prevention frameworks.	Simulate QFI transaction flows and draft an anti-fraud framework for a fictional depository participant.

<b>TABLE 4: LIST OF FINAL PROJECTS (PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME)</b>	
<b>SL.NO</b>	<b>FINAL PROJECT</b>
1	<b>KYC Policy Development:</b> Develop a comprehensive KYC policy and simulate suspicious transaction reporting.
2	<b>AML/CFT Risk Assessment:</b> Create a risk matrix for client due diligence and mitigation strategies.
3	<b>Public Issue Process:</b> Simulate the IPO process, including ASBA application and investor forms.
4	<b>Securities Buyback Proposal:</b> Draft a proposal for a company's securities buyback with strategic implications.
5	<b>Margin Trading Simulation:</b> Perform a simulated margin trade transaction with risk-reward analysis.
6	<b>Trading Account Setup:</b> Simulate the setup of a trading account using uniform documentation.
7	<b>Depository Participant Operations:</b> Simulate securities transactions, including transmission and pledging.

8	<b>Dividend Distribution Mechanism:</b> Simulate a company's dividend payment process and assess tax implications.
9	<b>Registrar Services Implementation:</b> Manage shareholder records, physical shares, and corporate actions in a mock scenario.
10	<b>Mutual Fund Performance Analysis:</b> Compare mutual fund performance and present investment recommendations.
11	<b>Mutual Fund Transaction Simulation:</b> Simulate mutual fund transactions through physical and NSE MFSS channels.
12	<b>ETF Investment Strategies:</b> Create an ETF investment plan and simulate transactions on a stock exchange platform.
13	<b>QFI Investment Guidelines:</b> Simulate QFI transactions and prepare compliance reports for investment restrictions.
14	<b>Online Trading Simulation:</b> Simulate share trading on an online platform and evaluate trade performance.
15	<b>Role of Clearing Members:</b> Simulate clearing and settlement processes and assess risk management.
16	<b>Fraud Prevention in Depository Operations:</b> Design an anti-fraud framework and simulate fraud detection.
17	<b>Foreign Currency Convertible Bonds (FCCBs):</b> Propose and simulate investor participation in FCCB offerings.
18	<b>Role of KRA in Financial Markets:</b> Simulate client onboarding through KRAs and present their market significance.
19	<b>Public Offering Compliance:</b> Design a compliance checklist for IPOs and simulate regulatory filings.
20	<b>Back Office Operations Audit:</b> Conduct a mock audit of trading and settlement processes and suggest improvements.

<b>TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)</b>					
<b>ASSESSMENT CRITERIA</b>	<b>Learning Outcome</b>	<b>Fair (1–5)</b>	<b>Good (6–10)</b>	<b>Excellent (11–15)</b>	<b>TOTAL MARKS</b>
Compliance and KYC Procedures	Evaluate compliance procedures and develop processes for KYC, AML, and CFT.	Limited understanding of KYC, AML, and compliance procedures ; minimal effort in application.	Demonstrates a clear understanding and applies compliance processes effectively.	Exemplifies comprehensive compliance implementation with accurate reporting and procedures.	15
Primary and Secondary Market Operations	Design processes for securities issuance and trading systems.	Basic understanding of securities issuance and trading with limited execution accuracy.	Executes primary and secondary market processes with moderate efficiency and accuracy.	Designs efficient and accurate processes, ensuring adherence to regulatory standards.	15
Depository and Registrar Operations	Develop frameworks for depository transactions and registrar responsibilities.	Limited execution of depository and registrar tasks; basic understanding of operations.	Manages depository operations and registrar tasks with good accuracy and adherence to standards.	Implements advanced frameworks for depository and registrar tasks, ensuring precision and compliance.	15
Mutual Fund and	Construct strategies	Basic mutual	Designs effective	Demonstrates advanced	15

ETF Operations	for mutual fund and ETF investments .	fund and ETF strategies with limited transaction accuracy and compliance .	mutual fund and ETF strategies with good compliance and transaction accuracy.	strategic planning and execution for mutual fund and ETF investments .	
Foreign Investments and Fraud Mitigation	Create frameworks for managing foreign investments and preventing fraud.	Limited understanding of foreign investments and fraud risks; basic framework design.	Creates effective foreign investment frameworks with moderate fraud prevention strategies.	Develops comprehensive foreign investment management plans and innovative anti-fraud measures.	15