



Certified Branch Manager (CBM) Certification Course

Overview

The Certified Branch Manager Program launched by National Banking Institute Ltd (NBI), is a comprehensive professional development initiative tailored for current and aspiring branch managers across financial institutions. This program is thoughtfully designed to blend global best practices with local banking needs, aiming to enhance leadership skills, strategic thinking, and operational efficiency at the branch level.

By completing this course, participants will gain a competitive edge, enhance their career prospects, and contribute significantly to their organization's growth. The course is ideal for aspiring branch managers, current branch managers seeking professional development, and banking professionals looking to transition into leadership roles within their organizations.

Objectives

Build well rounded and strategic branch leaders

Enhance leadership and operational management skills

Strengthen risk management and regulatory compliance

Promote customer-centric approaches

Drive branch performance, profitability, and growth

Course Contents

The Certified Branch Manager Certification Course has two modules as follows:

Module I

A three-day physical classroom or On-Line training.

Session 1: Roles of a Branch Manager - Expectation and Challenges
Session 2 : Productivity and Profitability Management
Session 3: Branch Budgeting and Business Positioning
Session 4: Preparing for Business Development
Session 5: Business Development and Managing Sales Process
Session 6: Customer Service Excellence
Session 7 and 8: People Management Excellence
Session 9: Branch Operations Excellence
Session 10 and 11: Credit Management Excellence
Session 12: Compliance Excellence
Session 13: Digital Banking, Cyber Security

Module II

Self-study of “Retail Banking” book which has already been launched by NBI for Retail Banking Certification course.

Session 1: Roles of a Branch Manager - Expectation and Challenges
Session 2 : Productivity and Profitability Management
Session 3: Branch Budgeting and Business Positioning
Session 4: Preparing for Business Development
Session 5: Business Development and Managing Sales Process
Session 6: Customer Service Excellence
Session 7 and 8: People Management Excellence
Session 9: Branch Operations Excellence
Session 10 and 11: Credit Management Excellence
Session 12: Compliance Excellence
Session 13: Digital Banking, Cyber Security

Passing Criteria

Candidate/s must score at least 50% in each module (i.e. Physical/Online training and Retail Banking Certification) with 60% or above in aggregate to be awarded a certification.



Eligibility Criteria and Course Validity

- The course is targeted to employees working in branches of BFIs which includes Branch Managers, Operation In-charges, Head Tellers and any staff aspiring to lead the branch in future.
- The course remains valid for six months, which encompasses the completion of two examination attempts. This period commences from the date of the commencement of batch and remains valid for six months.



Prerequisites for Candidates

- Candidates will be required to pass the examination within the validity period.
- Candidates will have additional one attempt of examination beyond validity period of the program within additional 6 months by paying additional fee. Candidate/s failing in such extra attempts also will have to re-enroll all over again as a fresher.
- Any failed or absent (after registering for the exam) examination would lead to the reduction in the number of attempts available within the validity period
- If the candidate has already passed certification course on Retail Banking within last 2 years at the time of enrollment in CBM course, then he/she will have to attend exam on questions from Module I (physical training sessions only), i.e. 50 MCQs. If the time elapsed after passing the Retail Banking Certification is more than two years, the candidate should enroll for the complete package (i.e. Physical/Online training and Retail Banking Certification). Marks obtained in Retail Bank Certification course shall be added to the total marks of CBM exams



Examination

- There will be four quarterly exams (February, May, August & November). There may be changes in exam schedules based on batch enrollment dates. There will be 100 Questions in MCQ format, of which 50 questions will be from physical/online training sessions (Module I) and 50 questions will be from Retail Banking Book (Module II). Duration of examination is of 1 hour 45 minutes in total for both the module I & II.



Course Fee

- Total investment NPR 22,000/- (exclusive of VAT) For those candidates who have already passed Retail Banking Certification Course separately within last 2 years at the time of enrollment in CBM course, the course fee shall be NPR 17,000/-(exclusive of VAT)
 - ❖ This fee includes two-time examination fees, study materials, mark sheet and certificate.
 - ❖ For additional examination attempts, if permissible, additional fee of NPR. 2,000.00 + VAT will be charged. Please also refer to prerequisites for candidates



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