

## CAREER-ORIENTED PROFESSIONAL TRACK

*Build Career  
In BFSI*  
↳

# RETAIL BANKING PROGRAM

**Build a Successful Career in the BFSI Sector**Banking Fundamentals Financial Products Customer Relationship Digital Banking Operations

Step into the world of Banking, Financial Services & Insurance with Cross Learning's industry-aligned Retail Banking Program. Designed for aspiring BFSI professionals, this comprehensive program combines banking fundamentals, financial products, customer relationship management, digital banking and practical industry exposure to help learners become job-ready professionals.

**PROGRAM AT A GLANCE****Duration**  
**6 Months****Learning Mode**  
**Online + Live Sessions****Average Salary**  
**₹3 – 7 LPA****Certification**  
**Included****Program Fee**  
**₹79,999****Flexible EMI**  
**₹6,667/month****Career-Focused Learning**

Designed to bridge the gap between academic knowledge and real-world banking requirements. Learners gain practical exposure to:

- Core banking operations
- Financial solutions
- Digital platforms
- Real-world case studies
- Retail products & services
- Customer relationships
- Banking processes
- Workplace skills

**Why Retail Banking?**

The BFSI sector offers diverse career opportunities for graduates who possess the right combination of financial knowledge, customer-handling abilities and professional skills.

Cross Learning's Retail Banking Program is structured to help learners understand how modern banking works while developing practical skills for entry-level and growth-oriented roles.

**KEY PROGRAM BENEFITS**

- ✓ 100% Placement Assistance
- ✓ Industry Certification
- ✓ Lifetime Access to Resources
- ✓ Dedicated Career Mentor
- ✓ Online + Live Learning
- ✓ Real-World Case Studies
- ✓ Industry-Aligned Curriculum
- ✓ Practical Banking Exposure

**PROGRESSION PATHWAY**Fundamentals → Financial Products → Customer Relations → Digital Banking → Career Readiness

## STRUCTURED LEARNING JOURNEY

## From Banking Fundamentals to Career Readiness

Practical &amp; Industry-Oriented

The Retail Banking Program provides a structured learning journey that takes learners from fundamental banking concepts to practical applications used across modern financial institutions.

### Program Overview

This comprehensive program is designed to transform learners into job-ready professionals in the BFSI sector. Developed with an industry-oriented approach, the curriculum introduces learners to banking fundamentals, financial products and services, core banking operations, customer relationship management and digital banking platforms.

Online Learning

Live Interactive Sessions

Practical Learning

Real-World Case Studies

Industry-Oriented Knowledge

Career Mentoring

Placement Support

### PRACTICAL & INDUSTRY-ORIENTED LEARNING CURRICULUM

#### Banking Fundamentals

- Understanding the banking ecosystem
- Core banking concepts
- Retail banking operations
- Banking products and services
- Customer-focused banking

#### Financial Products & Services

- Retail financial products
- Banking services
- Credit-related products
- Financial solutions for customers
- Understanding customer requirements

#### Customer Relationship Management

- Understanding customer needs
- Customer interaction
- Relationship management
- Service-oriented approach
- Building long-term customer relationships

#### Digital Banking

- Digital banking platforms
- Modern banking services
- Technology-enabled customer services
- Digital financial transactions
- Changing trends in banking

#### Real-World Case Studies

Learners are exposed to real-world banking situations and case studies that help them understand how concepts are applied in professional environments.

#### Live Interactive Sessions

Live sessions provide learners with opportunities to interact, learn concepts, clarify doubts and understand practical banking scenarios firsthand.

#### Dedicated Career Mentoring

Dedicated career mentoring helps learners understand the professional expectations of the BFSI industry and prepare themselves for career opportunities.

## Build Your Career in BFSI

The Retail Banking Program prepares learners for a variety of roles across retail banking, financial services and related BFSI functions.

### CAREER OUTCOMES & TARGET JOB ROLES

#### 01. Retail Banking Officer

Work with retail banking customers and support banking products, services and day-to-day customer requirements.

#### 02. Relationship Manager

Develop and maintain customer relationships while understanding customer requirements and providing suitable financial solutions.

#### 03. Credit Analyst

Work with customer and financial information to support credit assessment and lending-related decisions.

#### 04. Loan Officer

Assist customers with loan-related processes, documentation, product information and lending requirements.

#### 05. Branch Operations Manager

Support and manage banking branch operations while ensuring efficient service delivery and smooth operational processes.

#### 06. Financial Advisor

Assist customers in understanding financial products and solutions according to their financial requirements.

### CAREER-ORIENTED SKILL DEVELOPMENT

#### Banking Knowledge

- ✓ Fundamentals
- ✓ Financial products
- ✓ Retail operations
- ✓ Customer banking

#### Professional Skills

- ✓ Communication
- ✓ Customer interaction
- ✓ Relationship mgmt
- ✓ Problem-solving
- ✓ Professional conduct

#### Digital Skills

- ✓ Digital banking
- ✓ Online platforms
- ✓ Tech financial services
- ✓ Modern practices

#### Career Skills

- ✓ Interview prep
- ✓ Industry awareness
- ✓ Career mentoring
- ✓ Professional readiness

### PROGRAM HIGHLIGHTS

#### 100% Placement Assistance

Learners receive placement assistance to support their transition from training to career opportunities.

#### Industry Certification

Successful learners receive an industry certification as part of the program.

#### Lifetime Access to Resources

Learners receive continued access to learning resources to support revision and future reference.

#### Dedicated Career Mentor

Career mentoring helps learners understand career pathways and professional expectations in the BFSI sector.

#### Online + Live Sessions

A flexible learning model combines online learning with live interactive sessions.

#### Industry-Aligned Education

The program focuses on skills and knowledge relevant to modern banking and BFSI careers.

# Your Journey from Learning to Career

LEARN → PRACTICE → DEVELOP → CERTIFY → BUILD YOUR CAREER

## THE 5-STEP CAREER PATH

1. Learn



2. Practice



3. Develop



4. Certify



5. Build Career

### Step 1 & 2: Learn & Practice

Build foundation in retail banking, products & digital platforms; apply via live sessions & case studies.

### Step 3 & 4: Develop & Certify

Strengthen professional, customer-service & industry skills; earn your verified industry certification.

### Step 5: Build Your Career

Leverage knowledge, skills, mentoring & placement assistance to secure growth-oriented BFSI roles.

### Who Is This Program For?

Suitable for learners who want to:

- Start a career in retail banking
- Understand banking operations
- Develop customer relationship skills
- Prepare for entry-level opportunities
- Build a career in the BFSI sector
- Learn about financial products
- Build professional banking skills
- Gain industry-oriented knowledge

### PROGRAM DETAILS

|                |                        |
|----------------|------------------------|
| Program        | Retail Banking Program |
| Duration       | 6 Months               |
| Mode           | Online + Live Sessions |
| Certification  | Included               |
| Average Salary | ₹3 – 7 LPA             |
| Program Fee    | ₹79,999                |
| EMI Option     | ₹6,667/month           |

### Placement & Career Support

Cross Learning provides 100% placement assistance along with dedicated career mentoring. The objective is to help learners become more confident and career-ready while preparing them for opportunities in the BFSI industry.

**Important Note:** Placement assistance does not mean a guaranteed job offer. Final selection depends on the learner's skills, performance, interview and the hiring requirements of the employer.

### READY TO TRANSFORM YOUR CAREER?

Build Knowledge. Develop Skills. Become Career-Ready.

[APPLY NOW](#)