

## Certificate Programme in Banking, Finance and Insurance (CPBFI) BATCH PERFORMANCE REPORT

25 January 2023

To  
The Principal and CPBFI Coordinator,  
Dayanand College of Commerce,  
Latur,  
Maharashtra.

We are pleased to share the Batch Performance Report in respect of Batch Number 2 (CPBFI Batch Number 562) conducted at your college/institute from 14 Sep 2022.

Our official training partner for the batch was **Center for Investment Education and Learning**.

### OVERALL RESULT:

**Number of students eligible for certificates – 16;**

**Passing Ratio – 36.36 %.**

### 1. Student Profile Details (Based on Gross Enrolment):

Particulars	Number of students
Gross Enrolment	65
Of which: First Generation Graduates	49
Of which: Socially weaker Categories	28

First generation graduates and graduates from socially weaker section are very important segments for this flagship CSR initiative of Bajaj Finserv.

### 2. Student Participation Details:

Enrolment Details	No. of students	Participation	No. of students
Enrolment	65	Pre-assessment	60
<b>Cancellation</b>	10	Post-assessment	40
<b>Drop-outs</b>	11	HR Workshop	37
Regular Students	44	Feedback Survey	12
Drop-out Ratio %	20.00	<b>Certified</b>	<b>16</b>

The student participation in the programme is driven by (a) the relevance of the programme in their individual career plans, (b) their understanding and conviction about the programme value and (c) their investment in the programme. A combination of all these factors leads to high participation.

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### 3. Attendance Details

Course	Attendance %	Attendance Slab	% of students
Overview of Retail Banking	71.40	Below 65%	36.36
Overview of Insurance	79.36	65 – 75%	6.82
Communication and Workplace skills	64.27	75 – 85%	29.55
		Above 85%	27.27
<b>Total</b>	<b>70.62</b>	<b>Total</b>	<b>100.00</b>

Attendance is driven by (1) certification eligibility criteria (CPBFI requires minimum 65% attendance), (2) training quality, which is a combination of trainer’s command over subject, the pedagogy used and students’ participation and (3) students’ willingness and ability to attend. Non-availability of infrastructure and mandatory college events or family events have a big influence on students’ ability to attend.

### 4. Performance in online Assessment Tests – Average Scores

Course Name	Scores before training	Scores after training	Improvement
Overview of Retail Banking	42.36	50.20	7.84
Overview of Insurance	34.93	39.39	4.46
Communication and Workplace skills	42.70	42.70	0.00
<b>Total</b>	<b>39.46</b>	<b>44.38</b>	<b>4.92</b>

Performance in online assessment tests is driven by the attendance and attentiveness of the students and by the training quality of CPBFI trainers. Students with higher attendance typically perform better than others.

### 5. Performance in HR Workshop Interviews

	Attended	Shortlisted	Success Rate %
Participation and success	37	12	32.43

A HR Workshop is conducted at the end of every batch, wherein recruiters from Bajaj Finserv and its subsidiaries, interview candidates for specific roles in BFSI industry. The recruiters shortlist candidates based on these interviews and provide us a list of candidates that they believe have a very high chance of being selected in a job interview. This independent assessment by professional recruiters is a good ‘lead’ indicator of employability.

### 6. Student endorsement

Voice of students	% strongly agree
My confidence has improved (Attitude Development)	41.67

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My communication has improved (Skill Development)	16.67
My industry knowledge has improved (Knowledge Development)	25.00
CPBFI was the right decision for my career (Overall satisfaction)	58.33

Students join CPBFI with different objectives, so, it is important to seek their confirmation about improvement in their own attitude, skills and knowledge. This confirmation along with HR Workshop performance are key performance indicators of CPBFI.

### 7. Net Promoter Score (NPS)

Voice of students	% of respondents
On a scale of 0-10 how likely are you to recommend CPBFI to others?	
Very Likely - Promoters – Score of 9 or 10	58.33
Not Likely – Detractors – Score of 0 to 6	16.67
Net Promoter Score = Promoters – Detractors	41.67
<b>Overall Rating – Good (&gt;0), Excellent (&gt;50%), Exceptional (&gt;70%)</b>	<b>Good</b>

Net Promoter Score or NPS is globally regarded as a strong indicator of customer experience and loyalty. For CPBFI also NPS is regarded as an important success indicator.

### 8. Feedback about faculty:

Faculty Name	Subject	% of students#
BURLA NITIN NIRANJAN	Banking	41.67
SONALI A TELANG	Insurance	41.67
RAMPRASAD MURTHY	CAWS	41.67

# % of students that have rated the respective faculty as “Excellent”.

Feedback about individual trainers help in assessment of the trainers and their delivery quality. These ratings are used to identify best trainers for each subject and to plan supporting interventions for trainers that are not at par.

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### 9. Comments from Bajaj Finserv CPBFI Team:

#### What worked well –

- We are pleased to note that more than half the students, that provided feedback, 'strongly' agree that joining CPBFI was a right decision.

#### What could have been better –

- The high number of drop-out suggests that the students might have enrolled with a very different expectation from the programme or might not have enrolled voluntarily. These students lost an excellent opportunity to enhance their capabilities.
- The passing ratio of the batch could have been better. Many students have failed because of low attendance.

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We place on record our appreciation for the efforts put in by the coordinator Prof. Shaikh Dagdu Jabbar, and other staff in making the batch successful. Overall, some of the students have sincerely completed the program and performed well and we are confident, every one of them has a successful career ahead!

Thank you!!

**Team BEYOND,**

**Bajaj Finserv Limited**

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