

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

21 November 2022

To  
The Principal and CPBFI Coordinator,  
Divekar College of Commerce, Karwar,  
Karwar, Karnataka.

We are pleased to share the Batch Performance Report in respect of Batch Number 2 (CPBFI Batch Number 534) conducted at your college/institute from 02 Aug 2022.

Our official training partner for the batch was **CIEL**.

### OVERALL RESULT:

**Number of students eligible for certificates – 27;**

**Passing Ratio – 65.85 %.**

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

Particulars	Number of students
Gross Enrolment	44
Of which: First Generation Graduates	30
Of which: Socially weaker Categories	37

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	44	Pre-assessment	42
<b>Cancellation</b>	1	Post-assessment	36
<b>Drop-outs</b>	2	HR Workshop	21
Regular Students	41	Feedback Survey	17
Drop-out Ratio %	04.65	<b>Certified</b>	<b>27</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.

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

### 3. Attendance Details

Course	Attendance %	Attendance Slab	% of students
Overview of Retail Banking	82.32	Below 65%	4.88
Overview of Insurance	90.98	65 – 75%	19.51
Communication and Workplace skills	81.22	75 – 85%	26.83
		Above 85%	48.78
<b>Total</b>	84.68	<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	45.07	56.25	11.18
Overview of Insurance	34.34	45.00	10.66
Communication and Workplace skills	37.94	51.03	13.09
<b>Total</b>	39.35	50.71	11.35

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	21	10	47.62

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.

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

### 6. Student endorsement

Voice of students	% strongly agree
My confidence has improved (Attitude Development)	47.06
My communication has improved (Skill Development)	29.41
My industry knowledge has improved (Knowledge Development)	11.76
CPBFI was the right decision for my career (Overall satisfaction)	41.18

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	64.71
Not Likely – Detractors – Score of 0 to 6	11.76
Net Promoter Score = Promoters – Detractors	52.94
<b>Overall Rating – Good (&gt;0), Excellent (&gt;50%), Exceptional (&gt;70%)</b>	<b>Excellent</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#
Mumtaz Shaikh	Banking	58.82
Santoshi Shalapurkar	Insurance	47.06
Poonam Ekawde Shirsat	CAWS	58.82

# % 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.

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

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

#### What could have been better –

- Many students did not appear for the HR Workshop despite being regular in the classes. They would have learnt a lot from the experience.

-----

We place on record our appreciation for the efforts put in by the coordinator Shri Shubham Talekar, 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**

6<sup>th</sup> Floor, Bajaj Finserv Corporate Office,  
Off Pune-Ahmednagar Road, Viman Nagar, Pune – 411014,

LinkedIn: [www.linkedin.com/company/finservcpbfi](http://www.linkedin.com/company/finservcpbfi)