



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

PROFESSIONAL DEVELOPMENT CENTRE LUCKNOW

“TRAINING PROGRAMME ON SIGN LANGUAGE FOR BANKS, NBFCs & FIs”

MODE: PHYSICAL

Dates: 8th – 10th June 2026

Individual participant can also register for the programme at their own cost and submit details as per Annexure II

Programme Coordinator: Mr. Abhay Kumar, Mr. Udit Negi

PDC LUCKNOW, IIBF, Mob- 9340666010, 8077847373

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**Address: 3rd Floor, Bhavya Corporate Tower, Vibhuti Khand, Gomti Nagar
Lucknow- 226010**



“TRAINING PROGRAMME ON SIGN LANGUAGE FOR BANKS, NBFCs & FIs”

BACKGROUND

The Indian Institute of Banking & Finance (IIBF) is a professional body founded in 1928, now in its 97th year of service to the banking fraternity in India, has always strived to pursue its mission of developing professionally competent bankers and financial services professionals. The flagship courses of the Institute, JAIIB and CAIIB and RBI mandated capacity building courses in the specialized domains of Treasury, Credit Management, Risk Management, Foreign Exchange and Accounting & Audit are presently offered to Banking & Finance professionals. Indian Institute of Banking & Finance is an ISO 21001:2018 Certified Institute.

The Institute has also been focusing on developing customised Certifications for banks for upskilling and cross-skilling of Bankers, depending on the knowledge and skill-gap identified in consultation with the bank itself. Also Diploma and Certification courses are offered to upgrade the competencies of the Banking and Finance Professionals in specialized fields like Credit Management, MSME, Compliance, KYC/AML, Digital Banking, Cyber Security, Advance Wealth Management, Risk Management, NPA Management etc.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has six Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata, Mumbai, Guwahati & Lucknow conducting training sessions in virtual mode and physical training classes, covering all topics related to banking & Finance.

PURPOSE

The purpose of this three-day training programme is to equip bank staff with basic sign language skills and practical communication techniques to effectively interact with customers who are deaf or hard of hearing. The Sign Language Training Programme is designed to enhance accessibility and foster a more inclusive banking environment, especially at customer service points.

In keeping with the directions issued by the Department of Financial Services (DFS) and the Reserve Bank of India (RBI) regarding sensitization of frontline staff, the Indian Banks' Association (IBA), in partnership with the Indian Institute of Banking and Finance (IIBF), has introduced this programme to help customer-facing employees develop the skills needed to communicate effectively with Deaf and Hard-of-Hearing customers.

The programme aims to promote inclusive banking by enabling staff to provide respectful, accessible, and customer-friendly service, thereby ensuring that customers with hearing and speech impairments can independently access banking products and services with dignity and confidence.

OBJECTIVES

By the end of the programme the participants will be able to:

- Understand the needs of Deaf and Hard of Hearing customers.
- Learn basic sign language skills related to common banking terms and transactions such as account opening, deposits, withdrawals, loans, ATM, cheque book, etc.
- Handle real life banking scenarios through role plays and simulation.
- Promote compliance with accessibility and inclusion principles by aligning branch practices with the spirit of the Rights of Persons with Disability Act, 2016 and inclusive service standards in India.

CONTENT OVERVIEW

The programme is structured as a 3-day intensive training combining conceptual understanding with hands-on practice:

Day 1: Foundations of Deaf Culture & Basic ISL

Day 2: Banking Vocabulary & Transaction Communication

Day 3: Digital Banking, Service Etiquette & Assessment

METHODOLOGY

The programme follows a highly interactive and practical approach with emphasis on hands-on learning:

- Instructor-led sessions supported by audio-visual aids
- Demonstrations of Indian Sign Language (ISL)
- Role plays and simulations of real banking scenarios
- Case studies and interactive activities for better engagement
- Mock Counters & Scenario based sessions for transaction-based learning
- Final assessment with feedback for improvement

TARGET GROUP

- Frontline Staff in Banks, NBFCs and Financial Institutions interacting with customers,
- customer service, helpdesk and grievance redressal personnel,
- Employees identified to support Persons with Disabilities (PwDs)
- Personnel designated at Head Office / Zonal / Regional levels for centralized customer support and accessibility initiatives

DURATION

3 Days: 8th to 10th June 2026

Timings: 9:30 AM to 5:30 PM

FEES

Rs. 12,000/- per participant plus GST @ 18% (Rs. 2160/-) aggregating **to Rs. 14,160/- (Rs. Fourteen Thousand One Hundred Sixty Only)** (In case of TDS deduction, please send us TDS certificate). Accommodation if required may be provided at actual cost.

Programme fees may be remitted to the credit of Institute's account as given below:

- **Bank, Branch:** State Bank of India, Vidya Vihar (West), Mumbai
- Account No: 37067835430 IFSC code: SBIN0011710
- (PAN No: AAATT3309D and GST No. 09AAATT3309D1ZQ)

(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)

TRAINING VENUE

Indian Institute of Banking & Finance,
Professional Development Centre, Lucknow
3rd Floor, Bhavya Corporate Tower, Vibhuti Khand,
Gomti Nagar, Lucknow - 226010



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NOMINATION FORM FOR ORGANIZATION NOMINATING THE PARTICIPANTS

Programme title: “TRAINING PROGRAMME ON SIGN LANGUAGE FOR BANKS, NBFCs & FIs”

Date: 8th to 10th June 2026

Programme type: Physical Mode

Details of nominee(s):

Sr.	Name	Designation	Branch/Office	Contact	Email

Name of Bank/FI: _____

Address: _____

GST Details of nominating Bank/FI: _____

Name, Designation of nominating official: _____, _____ **Email:** _____

Phone No.: _____

For nominations, please email the above details to head-pdclko@iibf.org.in and se.pdclko1@iibf.org.in

Rs. 12,000/- per participant plus GST @ 18% (Rs. 2160/-) aggregating to Rs. 14,160/- (Rs. Fourteen Thousand One Hundred Sixty Only) (In case of TDS deduction, please send us TDS certificate). Accommodation if required may be provided at actual cost.

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For nominations/enquiries, please contact: Mr. Abhay Kumar, Mr. Udit Negi, Mobile: 9340666010, 8077847373

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NOMINATION FORM FOR SELF SPONSORED CANDIDATES

Programme title: “TRAINING PROGRAMME ON SIGN LANGUAGE FOR BANKS, NBFCs & FIs”

Date: 8th to 10th June 2026

Programme type: Physical Mode

Details of nomination:

Sr.	Name	Designation	Branch/Office	Contact	Email

Name of Bank/FI employed with: _____

Address of Bank/FI: _____

UTR No. with date of payment: _____

For nominations, please email the above details to head-pdclko@iibf.org.in and se.pdclko1@iibf.org.in

Rs. 12,000/- per participant plus GST @ 18% (Rs. 2160/-) aggregating to Rs. 14,160/- (Rs. Fourteen Thousand One Hundred Sixty Only) (In case of TDS deduction, please send us TDS certificate). Accommodation if required may be provided at actual cost.

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