INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified Institute)

Professional Development Centre – Western Zone

“Physical Training Program on Sign Language for Banks, NBFCs & FIs”

from 19th to 21st August 2026

Open to Members & Non-Members

Individual participants can also register at their own cost.

Program coordinators: Mr. Kuldeep Jindal & Mr. Shijoy Joseph

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Website: www.iibf.org.in

BRIEF BACKGROUND

Indian Institute of Banking & Finance (IIBF), a non-profit organization, established on 30th April 1928, formerly known as the Indian Institute of Bankers (IIB) is the apex professional body for India's banking and financial services sector and its employees.

It is managed by a Governing Council comprising representatives from RBI, SBI, IBA, major public and private sector banks, cooperative banks, small finance banks, and academia. ***The governing council is headed by its President - Chairman, State Bank of India (SBI) and Indian Banks' Association (IBA).***

Over its 98 years of service, IIBF has been actively engaged in examinations, training, and academic initiatives, emerging as a premier institute in banking and finance education.

With over 11 lakh members, IIBF is the largest institute of its kind globally and has been instrumental in shaping industry-ready competencies. It is recognised as a centre of excellence, offering flagship qualifications such as JAIIB, CAIIB, diplomas, and specialised certifications aligned with evolving industry needs.

IIBF is also representing India in The Asian-Pacific Association of Banking Institutes (APABI), strengthening its global engagement and collaboration in banking education and professional standards.

Its integrated framework spans education, training, examinations, consultancy, and continuous professional development. Through its Leadership Centre in Mumbai and Professional Development Centres in Mumbai, Delhi, Chennai, Kolkata, Guwahati, Lucknow and Bengaluru, IIBF delivers high-impact learning nationwide, fostering future-ready, competent, and resilient finance professionals.

ABOUT THE PROGRAMME

The Sign Language Training Programme is a focused initiative to strengthen accessibility and inclusivity in financial services, particularly at customer touchpoints.

In line with the guidance of the Department of Financial Services (DFS) & Reserve Bank of India (RBI) on basic sensitization of customer-facing staff, Indian Banks' Association (IBA), in collaboration with IIBF, has developed this programme to equip frontline personnel with essential communication skills to effectively serve Deaf and Hard-of-Hearing customers.

The programme provides practical exposure to Indian Sign Language (ISL), banking-related interactions, and customer service etiquette. Through interactive sessions, demonstrations, and real-life simulations, participants will gain the confidence to handle routine banking communication using sign-based methods.

PROGRAMME OBJECTIVES

- Enable bank employees to communicate effectively with Deaf and Hard-of-Hearing customers
- Develop a basic understanding of Indian Sign Language (ISL) and its practical application in banking
- Promote inclusive banking practices aligned with accessibility guidelines and regulatory expectations
- Build confidence in handling customer interactions, transactions, and queries using sign language
- Enhance sensitivity towards differently abled and reduce communication barriers in service delivery

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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

- Understanding Deaf culture, communication barriers, and accessibility laws
- ISL alphabet (A–Z), finger spelling, and numbers
- Basic greetings, introductions, and everyday expressions
- Conversational practice through guided role plays

Day 2: Banking Vocabulary & Transaction Communication

- Banking terminology in ISL (accounts, deposits, loans, etc.)
- Currency handling, numbers, and financial communication
- Account opening communication (KYC details, forms, etc.)
- Transaction handling through mock counter role-plays

Day 3: Digital Banking, Service Etiquette & Assessment

- ISL for digital banking (UPI, OTP, ATM, mobile banking, etc.)
- Customer service etiquette: body language, facial expressions, patience
- Emergency and complaint handling (lost cards, fraud alerts, etc.)
- Final practical assessment to evaluate participant competency

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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)
- Guided practice and drill exercises for skill building
- 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

In line with the directives of the Department of Financial Services (DFS), Reserve Bank of India (RBI) and the Indian Banks' Association (IBA) on inclusive and accessible financial services:

- Frontline staff of Banks, Financial Institutions (FIs), and NBFCs interacting with customers
- Customer service, grievance redressal, and helpdesk personnel
- Staff handling retail operations, account servicing, and transaction processing
- Employees identified to support Persons with Disabilities (PwDs), especially Deaf and Hard-of-Hearing customers
- Personnel designated at Head Office / Zonal / Regional levels for centralized customer support and accessibility initiatives

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DURATION

3 Days - from 19th to 21st August 2026
Timings: 09.30 A.M. to 05.00 P.M.

TRAINING VENUE

Indian Institute of Banking & Finance
Professional Development Center – Westen Zone
192-193, Maker Tower, F Wing, 19th Floor, Cuffe Parade Mumbai – 400005.

Kindly note this is a non-residential training program.
For assistance with accommodation, kindly contact the program coordinators.

FEES

₹ 12,000/- plus GST @18% (₹ 2160/-) aggregating to ₹ 14,160/- per participant
(In case of TDS deduction, please send us TDS certificate).
(Discounts are available for institutions sending bulk nominations.)

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

Beneficiary Name	:	Indian Institute of Banking and Finance
Name of the Bank Branch	:	State Bank of India, Vidyavihar (West), Mumbai.
SB Account No	:	42895503864
IFSC Code	:	SBIN0011710
PAN No.: AAATT3309D		GSTN No.: 27AAATT3309D1ZS

In case of any quires, kindly contact

(Program Co-ordinators)	
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Zonal Head	Junior Executive
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**** Last Date of Registration is 14th August 2026 ****

To register kindly email, the following details

Sr. No.	Name (as required on certificate)	Institution Name	Branch/ Office/ Department	Designation	Mobile No. (WhatsApp)	E-mail Id	Food Preference (Jain / Veg / Non-Veg)
1	Ms.						
2	Mr.						
Add additional rows as required							

Institution Details		
Name of Bank / FI	:	
GST No./ ISD No. (For Invoice)	:	
PAN No.	:	
Details of Nominating Authority		
Name	:	
Designation	:	
Mobile No.	:	
E-Mail Id	:	