

## Behavioral Banking Supervision

### General objectives:

This course aims to give participants the knowledge and skills to enable know this important banking supervision component and emerge from a programmatic point of view the prudential concept and thus provide an overview of this increasingly important function of central banks around the world.

### Specific objectives:

At the end of this course the participants will know:

- Know in detail the various components of this supervision function and draw conclusions from its necessity in today's world.

### Target Audience:

This course is intended for all external and internal auditors, consultants, senior and middle of Credit Institutions.

### Hours:

12 hours.

### Program Contents:

#### **Module I - Behavioural Supervision**

- Definition

- Importance
- Applicability

## **Module II - Creation of Advisory Bodies**

- Need
- Interest
- Advantages of this process

## **Module III - Supervision of Markets Retail**

- The Why this need
- Importance of life savings

## **Module IV - Central Banks and Banking Customer**

- Concept Analysis
- Customer Importance Banking

## **Module V - Institutional Cooperation**

- What is and its validity
- Benefits for Central Banks

## **Module VI -Dissemination of supervision information**

- How and why?
- Importance

## **Module VII - Prudential Supervision**

- Definition
- Importance
- description of some actions

## **Module VIII - Quality of Service**

# HS

HIGH SKILLS

Formação e Consultoria

## Training content

- Services Supervision and Quality Connection Provided by Bank