

2023 E-Payment Training Programmes



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NIBSS

Overview



MISSION

The leading provider of **innovative services**



VISION

Providing Efficient Services For
Growth And Value Delivery Relying
On Competent And Motivated People.

CORE VALUES



Collaboration

Partner to
create value



Customer
Focus

Customer at
the centre



Innovation

Consistently
improving



Integrity

Trustworthy
and reliable

NIBSS Services

01 	02 	03 	04 
Inter-Bank Settlement Services	Nigeria Central Switch	Shared Services	Payments Gateway Services
05 	06 	07 	08 
Mobile Payments interconnectivity & interoperability	Payments Terminal Services Aggregation	Bank Verification Number (BVN)	Digital Identity Services
09 	10 	11 	12 
Digital Transformation & Digital Financial Services	Electronic Payments Analytics, Research, and Consulting	Electronic Payments Training (<i>Classroom & Virtual; Open and Implants</i>)	Electronic Fund Transfer (<i>Instant Payments, Bulk payments, Electronic Bill Payments</i>)

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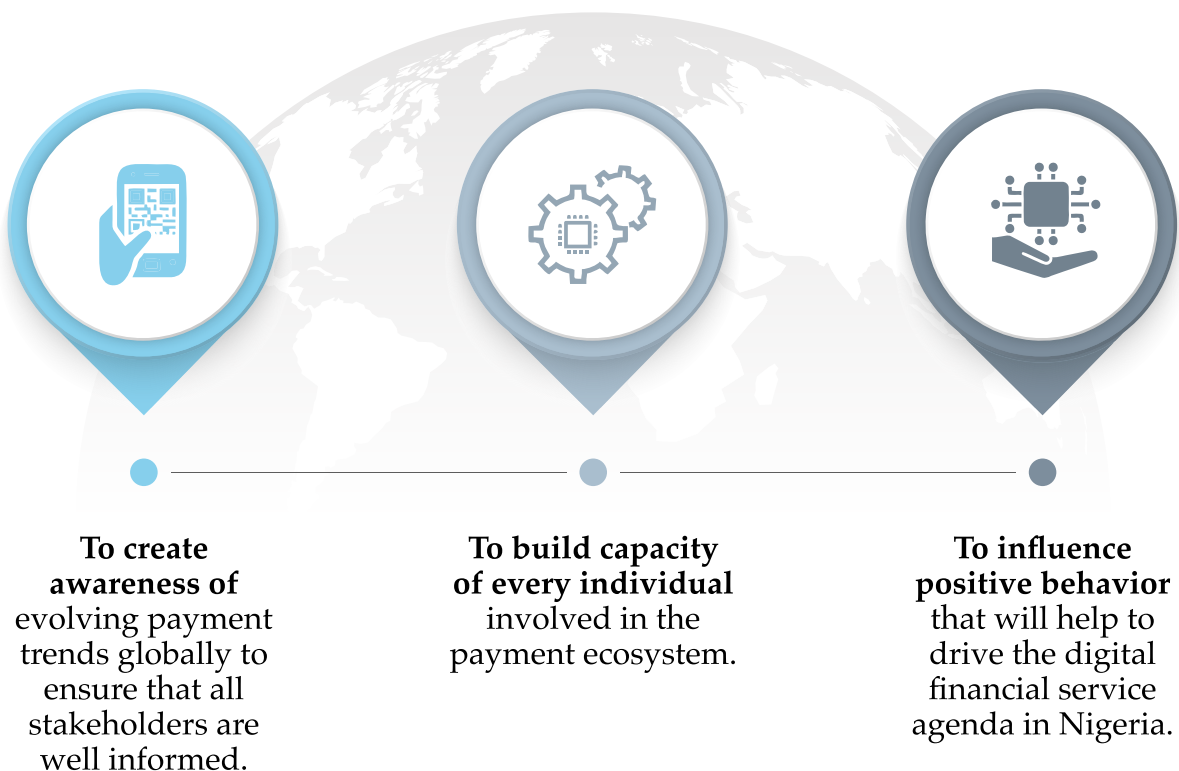
NIBSS

Learning & Development Philosophy

NIBSS position as a foremost shared infrastructure and enabler of innovation in the financial services industry gives us the much needed impetus to implement learning intervention programmes in electronic payments and digital financial services.

Our services are also provided to other key sectors of the economy where process optimization and digitalization are critical to the success of their operations. In a bid to exceed clients' expectations, we are always eager to customize our learning intervention programmes and implement them as implants to clients.

Our mandate are as follows:



S/N	Programme Title	Duration	Delivery Mode	Price(N)	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
1.	Consent & Identity Management Applications & Operations for Financial Service Ecosystem	3 Days	Virtual	120,000				19-21							28-30	
			Classroom	150,000								2-4				
2.	Essentials of E-Payment Systems: Emerging Trends, Platforms and Services	2 Days	Virtual	100,000		16-17									23-24	
			Classroom	120,000								29-30				
3.	Card Payments, Strategy & Operations	3 Days	Virtual	120,000		22-24						15-17				
			Classroom	150,000											15-17	
4.	Harnessing Data Analytics in Banking & Financial Services for Business Optimization	3 Days	Classroom	150,000			28-30				26-28					
5.	Payment & Settlement Systems Masterclass	5 Days	Virtual	180,000			20-24						11-15			
			Classroom	200,000						19-23					6-10	
6.	Back Office Operations, Settlement & Reconciliation	3 Days	Virtual	120,000				4-6								6-8
			Classroom	150,000							4-6					
7.	Forensic Science Investigation Masterclass (NIBSS/FSS)	3 Days	Classroom	250,000				12-14			19-21			25-27		
8.	Harnessing Digital Financial Services in Nigeria: Operations, Risk & Service Delivery	3 Days	Virtual	120,000										18-20		
			Classroom	150,000					16-18							
9.	Managing Risks & Fraud on Mobile Payment Platforms	2 Days	Virtual	100,000							11-12					
			Classroom	120,000				18-19							21-22	
10.	E-Payment Fraud Detection, Prevention & Control	3 Days	Virtual	120,000					3-5							
			Classroom	150,000									5-7			

TIME (DAILY)- 9AM - 4PM

S/N	Programme Title	Duration	Delivery Mode	Price(N)	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
11.	Customer Service Management in a Digital Environment	3 Days	Virtual	120,000								9-11				
			Classroom	150,000			8-10									
12.	E-Payment Operational Risks Management	3 Days	Virtual	120,000						6-8						
			Classroom	150,000			14-16							16-18		
13.	E-Business as a Competitive Advantage Masterclass: <i>Strategic Marketing, Industry Insights, and the Consumer's Paradigm</i>	3 Days	Virtual	120,000										3-5		
			Classroom	150,000					9-11							
14.	Agent Banking: <i>Model, Strategy, and Operations Management</i>	3 Days	Virtual	120,000					29-31							
			Classroom	150,000									19-21			
15.	Cybersecurity: <i>Enhancing the Safety of Your Organization Systems & Assets</i>	2 Days	Virtual	100,000							13-14					
			Classroom	120,000												
16.	Anti-Money Laundering & Counter Terrorism Financing	2 Days	Virtual	100,000				27-28					28-29			
			Classroom	120,000												
17.	Advanced Harnessing Data Analytics in Banking & Financial Services for Business Optimization	3 Days	Classroom	150,000						14-16				10-12		
18.	Legal & Regulatory Framework of Electronic Payment Systems	2 Days	Virtual	100,000			6-7									12-13
			Classroom	120,000						27-28						
19.	Data Visualization and Modelling with Microsoft Power BI for Banks and FinTechs	5 Days	Classroom	200,000					22-26			21-25				

TIME (DAILY)- 9AM - 4PM

February ▶

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Essentials of E-Payment Systems: Emerging Trends, Platforms and Services	February 16-17 2 Days	Virtual	₦100,000
Card Payments, Strategy & Operations	February 22-24 3 Days	Virtual	₦120,000

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March

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Legal & Regulatory Framework of Electronic Payment Systems	March 6-7 2 Days	Virtual	₦100,000
Customer Service Management in a Digital Environment	March 8-10 3 Days	Classroom	₦150,000
E-Payment Operational Risks Management	March 14-16 3 Days	Classroom	₦150,000
Payment & Settlement Systems Masterclass	March 20-24 5 Days	Virtual	₦180,000
Harnessing Data Analytics in Banking & Financial Services for Business Optimization	March 28-30 3 Days	Classroom	₦150,000

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April

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Back Office Operations, Settlement & Reconciliation	April 4-6 5 Days	Virtual	₦120,000
Forensic Science Investigation Masterclass (NIBSS/FSS)	April 12-14 3 Days	Classroom	₦250,000
Managing Risks & Fraud on Mobile Payment Platforms	April 18-19 2 Days	Classroom	₦120,000
Consent & Identity Management Applications & Operations for Financial Service Ecosystem	April 19-21 3 Days	Virtual	₦120,000
Anti-Money Laundering & Counter Terrorism Financing	April 27-28 2 Days	Virtual	₦100,000

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May

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
E-Payment Fraud Detection, Prevention & Control	May 3-5 3 Days	Virtual	₦120,000
E-Business as a Competitive Advantage Masterclass: <i>Strategic Marketing, Industry Insights, and the Consumer's Paradigm</i>	May 9-11 3 Days	Classroom	₦150,000
Harnessing Digital Financial Services in Nigeria: Operations, Risk & Service Delivery	May 16-18 3 Days	Classroom	₦150,000
Data Visualization and Modelling with Microsoft Power BI for Banks and FinTechs	May 22-26 5 Days	Classroom	₦200,000
Agent Banking: Model, Strategy, and Operations Management	May 29-31 3 Days	Virtual	₦120,000

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June

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
E-Payment Operational Risks Management	June 6-8 3 Days	Virtual	₦120,000
Advanced Harnessing Data Analytics in Banking & Financial Services for Business Optimization	June 14-16 3 Days	Classroom	₦150,000
Payment & Settlement Systems Masterclass	June 19-24 5 Days	Classroom	₦200,000
Legal & Regulatory Framework of Electronic Payment Systems	June 27-28 2 Days	Classroom	₦120,000

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July

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Back Office Operations, Settlement & Reconciliation	July 4-6 3 Days	Classroom	₦150,000
Managing Risks & Fraud on Mobile Payment Platforms	July 11-12 2 Days	Virtual	₦100,000
Forensic Science Investigation Masterclass (NIBSS/FSS)	July 19-21 3 Days	Classroom	₦250,000
Cybersecurity: Enhancing the Safety of Your Organization Systems & Assets	July 13-14 2 Days	Virtual	₦100,000
Harnessing Data Analytics in Banking & Financial Services for Business Optimization	July 26-28 3 Days	Classroom	₦150,000

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August

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Consent & Identity Management Applications & Operations for Financial Service Ecosystem	August 2-4 3 Days	Classroom	₦150,000
Managing Risks & Fraud on Mobile Payment Platforms	August 9-11 3 Days	Virtual	₦120,000
Card Payments, Strategy & Operations	August 15-17 3 Days	Virtual	₦120,000
Data Visualization and Modelling with Microsoft Power BI for Banks and FinTechs	August 21-25 5 Days	Classroom	₦200,000
Essentials of E-Payment Systems: <i>Emerging Trends, Platforms and Services</i>	August 29-30 2 Days	Classroom	₦120,000

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September ▶

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
E-Payment Fraud Detection, Prevention & Control	September 5-7 3 Days	Classroom	₦150,000
Payment & Settlement Systems Masterclass	September 11-15 5 Days	Virtual	₦180,000
Agent Banking: Model, Strategy, and Operations Management	September 19-21 3 Days	Classroom	₦150,000
Anti-Money Laundering & Counter Terrorism Financing	September 28-29 2 Days	Virtual	₦100,000

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October ▶

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
E-Business as a Competitive Advantage Masterclass: <i>Strategic Marketing, Industry Insights, and the Consumer's Paradigm</i>	October 3-5 3 Days	Virtual	₦120,000
Advanced Harnessing Data Analytics in Banking & Financial Services for Business Optimization	October 10-12 3 Days	Classroom	₦150,000
E-Payment Operational Risks Management	October 16-18 3 Days	Classroom	₦150,000
Harnessing Digital Financial Services in Nigeria: Operations, Risk & Service Delivery	October 18-20 3 Days	Virtual	₦120,000
Forensic Science Investigation Masterclass (NIBSS/FSS)	October 25-27 3 Days	Classroom	₦250,000

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November ▶

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Payment & Settlement Systems Masterclass	November 6-10 5 Days	Classroom	₦200,000
Card Payments, Strategy & Operations	November 15-17 3 Days	Classroom	₦150,000
Managing Risks & Fraud on Mobile Payment Platforms	November 21-22 2 Days	Classroom	₦120,000
Essentials of E-Payment Systems: Emerging Trends, Platforms and Services	November 23-24 2 Days	Virtual	₦100,000
Consent & Identity Management Applications & Operations for Financial Service Ecosystem	November 28-30 3 Days	Virtual	₦120,000

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December ▶

**Click on a Programme Title to learn more*

Programme Title	Date & Duration	Delivery Model	Price
Back Office Operations, Settlement & Reconciliation	December 6-8 3 Days	Virtual	₦120,000
Legal & Regulatory Framework of Electronic Payment Systems	December 12-13 2 Days	Virtual	₦100,000

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Consent & Identity Management Applications & Operations for Financial Service Ecosystem

Intity & Consent Management has become a fundamental aspect of the payment ecosystem which relies on the Bank Verification Number (BVN) as a unique ID issued to every Nigerian Bank customer and linked to every account that the customer has in ALL Nigerian Banks.

To comply with the Nigerian Data Protection Regulation (NDPR, 2019) and enhance general data security, Consent platforms have been designed to enable its partners (Service Providers) to retrieve the BVN biodata of individuals (Identity Owners) provided the subject individual (Identity Owner) has given an electronic consent for that request.

Course Modules

1. Introduction to Digital Identity & Access Management
2. Common Issues in Consent & Identity Management Practices
3. Scope management in Consent
4. The Consent Management Process Flow and Integration
5. Tools and Techniques for Managing Identity in the New Digital
6. Nigeria Financial Industry Identity and Access Management Operations
7. Risk Management in Consent Management
8. Review of Policies, Guidelines, and Regulations on Consent Management/Data Protection (NDPR)

Learning Objectives

- Explain the important concepts in Consent and Identity management
- Understand the onboarding requirement for consent and its process flow
- Know common issues in Consent & Identity Management practices and how to mitigate risks
- Identify new methodologies for quick customer identity and authentication
- Utilize the different mechanisms for proper customer identification and strong authentication for privacy and prevention of identity theft



Target Audience

Banking Operations, Platform Operators, IT, Risk Managers, Fintechs, PSSPs.



Back Office Operations, Settlement & Reconciliation

Course Modules

1. Introduction to Financial Services Back Office Operations
2. Back Office Processing & Settlement of Electronic Payment Services
3. Risk Management in Back Office Operations
4. Winning through a Differentiated Service Experience/Approach

Learning Objectives

- Appreciate the intricacies of managing challenges associated with card and other e-payment systems and back office operations in general
- Use learned tools to quickly, conveniently, and accurately settle and reconcile transactions across different channels
- Apply skills to analyze transaction discrepancies
- Identify risks involved in processing transactions across the various e-payment channels and acquire skills to mitigate them



Target Audience

Clearing & Settlement Officers in branch operations, head office operations, Product Managers, E-Channel Managers, I.T Officers, Domestic Operations, Transaction Support, Internal Audit, Service Representatives



Payment & Settlement Systems Masterclass

Given the drive of a cashless Nigeria and the pace at which payment technology is evolving, financial institutions must strive to provide payment solutions that will surpass the expectations of their customers. Key players in the financial industry must equip their staff with the requisite knowledge of the payment and settlement framework in Nigeria to ensure the highest standards of safety and reliability, improved customer relationship management, reduced fraudulent transactions, and also minimize attendant costs from regulatory sanctions, infractions, and operational lapses.

Course Modules

1. Global Overview of e-Payments: Evolution, Systems, and Trends
2. Nigeria's Fintech Ecosystem
3. NIBSS Shared Industry Infrastructure
4. Identity Management Services
5. Information Security Best Practices
6. Introduction to Clearing and Settlement
7. Acquiring Business in Nigeria (POS & ATM)
8. Managing Liquidity in Payment Systems
9. Legal Issues in E-Payments Systems
10. Risk Management in Payment and Settlement Systems
11. Managing Third-Party Risks in Deploying E-Payment Solutions
12. Global Fraud Trends
13. Fraud Detection Across Payment Channels (Online & Offline Transactions)
14. Combatting E-Payment Fraud
15. Evaluating & Building the Control Environment

Learning Objectives

- Gain better insight into the drivers of the evolving payment system landscape
- Utilize gained knowledge to detect early warning signs of failing financial institutions
- Explain the importance of identity and access management in the financial ecosystem
- Identify the risks associated with electronic payments and settlements systems and proffer measures to mitigate them
- Evaluate the electronic payment ecosystem to provide effective supervision and regulation



Target Audience

Junior and Middle Management Staff in e-Business, Operations, Marketing, and Control functions.



Forensic Science Investigation Masterclass

The continuous advancement in payment technologies, availability of large data sets, growing interoperability amongst financial service providers, and increasing entry of Fintechs into the Nigeria ecosystem has necessitated the proactiveness of security professionals to enhance the competence and needed skills in the area of forensic intelligence to resolve complex investigations, stay ahead of emerging trends of detecting crime, prevention, and control for the safeguard, sustainability and business continuity of its organization.

Course Modules

1. Cyber Security Investigation
2. Electronic Evidence
3. Legal Aspect of Cyber Investigation
4. Mobile Forensics Investigation
5. Computer Forensics Investigation
6. Open Source Intelligence (OSINT)
7. Expert Witness Testimony
8. Data Security

Learning Objectives

- Discover recent trends and dynamics of forensic science investigation
- Be exposed to the importance of forensic science and the role of electronic evidence
- Identify the shift from the traditional model of investigation to the science that can reveal links to related criminal activities
- Utilize cutting-edge tools for an enhanced forensic intelligence investigation in the payment space



Target Audience

Legal Practitioners, Law Enforcement Officers, Information Security Executives, Risk and Fraud Managers, Accountants, and Auditors.



Harnessing Digital Financial Services in Nigeria: Operations, Risk & Service Delivery

With the evolving e-payment channels in the Nigerian financial ecosystem, there has been a major rise in the provision of digitalized products and services to end users. Hence, organizations need to keep themselves abreast of the strategies and opportunities to harness the benefits of e-payment channels by ideating products and services that best suit their consumers.

Course Modules

1. Digital Transformation in Financial Services Industry
2. Impact of DFS on Consumer Behaviour
3. Crafting a Digital Finance Strategy for Market Penetration
4. Risks & Fraud in DFS
5. New Capabilities for Service Delivery in a Digital Environment

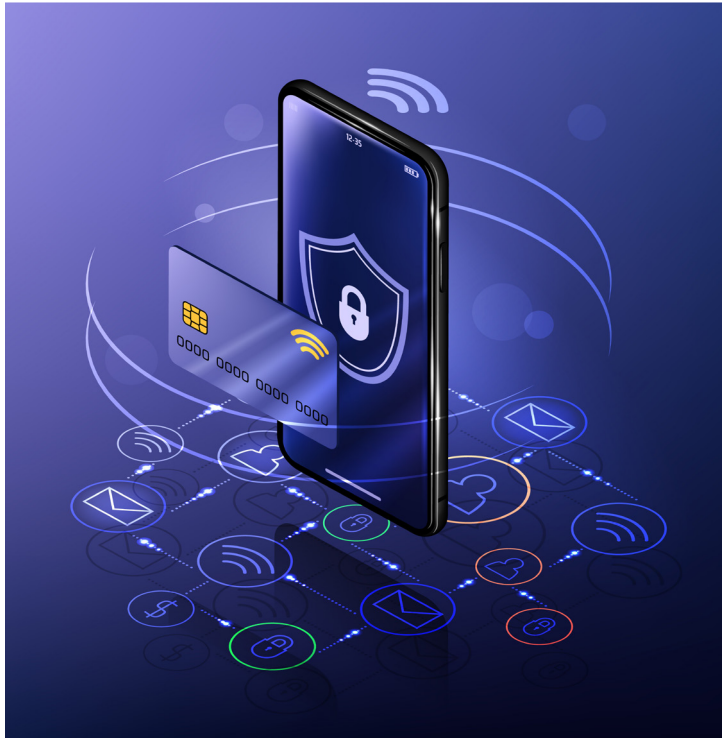
Learning Objectives

- Identify opportunities for digital finance
- Become conversant with emerging digital financial services
- Identify new DFS consumer risks and how to curb them
- Develop a successful digital finance business model



Target Audience

E-Business, Innovation & Strategy, Digital Services, Relationship Managers, Service Centre Agents



Managing Risks & Fraud on Mobile Payment Platforms

The increase in adoption of digital payment technology especially with mobile payment has made it pertinent for all stakeholders in the industry to become aware of the strategies to protect its revenue, and reputation and ensure the sustainability of their business, from the inherent risks and fraud through mobile payment platforms.

Course Modules

1. Introduction to Mobile Payment
2. Mobile Payment Platform Operations
3. Standards and Regulations of Mobile Payments
4. Emerging Risks and Digital Finance Fraud on Mobile Platforms

Learning Objectives

- Become conversant with the opportunities for mobile and attendant risks
- Identify vulnerabilities on mobile and measures to strengthen controls
- Be equipped with the requisite skills to combat fraud on mobile platforms
- Minimize and control risks emanating from third-parties



Target Audience

Mobile Payments, Digital Banking, PSBs, Channel Management, Fraud Investigation, I.T Audit, Internal Control, Sales/Relationship Management



E-Payment Fraud Detection, Prevention & Control

Fraudsters are now becoming more versatile in their mode of operations to breach security controls of financial service providers, thus the need for enhanced skill and competence in detecting and preventing fraud. Organizations must therefore equip staff with the right skills to identify controls based on their operations that can be implemented to secure data, prevent loss of funds and minimize the threat of data and identity theft.

Course Modules

1. Introduction to E-Payment Fraud
2. Emerging Fraud on E-Payment Channels
3. A Guide to Fraud Risk Assessment (FRA)
4. Fraud Detection Across Payment Channels (Online & Offline Transactions)
5. Combatting E-Payment Fraud
6. Evaluating & Building the Control Environment

Learning Objectives

- Identify common fraud schemes particular to financial institutions
- Gain technical skills needed to identify inherent risks and secure data
- Utilize anti-fraud initiatives, tools, and controls for the detection and prevention of fraud



Target Audience

Fraud Desk, Internal Control, I.T Audit, Compliance, Legal, E-Business, Branch Operations



Essentials of E-Payment Systems: Emerging Trends, Platforms, and Services

Over the years, payments have evolved into electronic payment systems which are now growing rapidly with more exposure to web or internet. Organizations and consumers are opting for these means of payment as it safe, fast, and convenient for financial transactions.

To this end, all players within and outside the financial service industry must equip themselves and their staff with the rudiments of the payment ecosystem, understand how electronic payment works, the role they play, and the key success factors for adoption and utilization.

Course Modules

1. Payment Systems and their Evolution
2. NIBSS Industry Shared Services
3. Acquiring Business in Nigeria (POS, ATM, USSD, Web, and Agent Banking)
4. Legal and Regulatory Framework of the Nigeria Payment System

Learning Objectives

- Identify the various e-payment channels in Nigeria, their features, and their benefits
- Ascertain major trends in the consumer adoption of mobile banking and payments
- Identify the potential risks and controls in an e- payment transaction
- Explain the CBN guidelines on the operation of the e- payment channels in Nigeria



Target Audience

Banking Operations, Channel Management, Federal Government Parastatals, State Ministries of Finance, Legal Officers, and Company



Customer Service Management in a Digital Environment

The importance of digitalization to the banking business is not only in the emergence of new technology but the shift in consumer behavior. Understanding this shift in the new digital customer is critical to business success. Therefore, all staff of the Customer Contact Centre must be fully equipped with a fresh customer service strategy to retain existing, and win new customers in today's evolving digital world.

Course Modules

1. Introduction to Customer Service
2. Digital Service Channels Transformation in Financial Services Industry
3. Customer Service Management Strategy in Financial Services
4. Challenges of Customer Service Delivery and Customer Satisfaction
5. Customer Engagement: Winning with Data
6. New Capabilities for Customer Service Delivery in a Digital Environment

Learning Objectives

- Be exposed to digital transformations in customer service delivery in the financial environment
- Acquire skills to effectively deliver a consistent omnichannel experience for customers
- Ensure consistency with every customer interaction
- Utilize exceptional service delivery strategies for customer acquisition and retention to enhance business growth.



Target Audience

Call Centre Staff, Customer Experience Management Staff, Relationship Managers, and e-Channel Managers



E-Payment Operational Risks Management

In the evolving e-payment ecosystem and the increasing sophistication of financial technology, e-payment risks are becoming more complex and technical. Financial institutions need to identify, manage, and control these risks using identified tools and techniques proactively to safeguard their organizations.

Course Modules

1. Introduction to Mobile Payment
2. Risk Management Regulatory Framework for Open Banking
3. Framework for Assessing Risk across Payment Channels
4. Operational Challenges & Managing Third-Party Risks in Deploying Payment Solutions
5. Cybercrime Risks & its' Impact on Financial Stability
6. Impact of disruptive technologies on ePayment Operations

Learning Objectives

- Describe the risks, mediations, and controls related to various payment types, payment channels, and systems
- Identify and record appropriate risk management strategies to reduce exposure.
- Build controls into payment operations to avoid pitfalls



Target Audience

Operations Managers, Risk Officers, Internal Auditors, Business Managers, and Account Managers



1. Overview of E-Business Financial Services Landscape
2. Comparative Analysis of Industry and Global Payment Services
3. Strategic Thinking for Decision Making
4. Developing E-Business Marketing Strategies
5. Brand Management
6. Demystifying Consumer Retention Tactics

- Appreciate the emerging benefits accompanying safe and secure e-business to an organization.
- Identify changes in consumer behavior for fast mover's business advantage
- Identify e-business opportunities for business growth
- Utilize e-business marketing models and methodologies for strategic network expansion and customer acquisition.
- Project your unique brand imagery amidst different e-banking products and services



E-Business, Technical/Support, Sales and Relationship Managers, Brand Management Officers.



Agent Banking – Model, Strategy, and Operations Management

The growth in innovative financial technology and increasing demand for financial services, has created the need for financial service providers to expand the reach of their services beyond branch banking. Agent or Agency Banking is a cost-effective way to provide digital financial services across different geographical regions through robust and reliable agent networks.

Course Modules

1. Introduction to Agency Banking
2. Strategies for Building Active Agent Network & Management
3. Impact of Financial Technology on Back Office Operations: Processing & Reconciliation (Agency Banking)
4. Risk Management & Money Laundering in Agency Banking
5. The Regulation of Agent Banking and Agent Banking Relationships in Nigeria
6. Emotional Intelligence for Customer Support

Learning Objectives

- Understand guidelines for the regulation of agent banking and agent banking relationships in Nigeria
- Learn principles that will enable successful deployments of agent networks
- Identify tools and technology to build, manage and grow a successful agency business
- Become conversant with the operational risks in agency banking and effective controls to mitigate eventualities.
- The development of a roadmap for the implementation of an agency banking model/structure
- Effectively build emotional connections with your customers for business growth



Target Audience

Start-up Agents, Mobile Network Operators, Operation Managers, Risk Officers, and Relationship Managers.



Cybersecurity: *Enhancing the Safety of Your Organization Systems & Assets*

With the exponential interconnectivity of systems in the financial service industry, cyber-attacks are growing in size and sophistication therefore cyber security should take precedence. A major factor in determining the agility of a cyber-threat environment of an organization is determined by how fast and effectively the organization can respond to mitigate the threat.

Course Modules

1. Fundamental Concepts of Cybersecurity
2. Securing Online Transactions in the Payment Industry
3. Information Security & Risk Management
4. Security Controls & Counter Measures

Learning Objectives

- Become conversant with global trends in cybersecurity
- Utilize the latest tools and techniques to mitigate cyber-attacks
- Acquire skills to respond effectively to cyber-attacks



Target Audience

I.T, Branch Operations, Internal Control, Audit, Compliance, Fraud Investigation, Legal



Anti-Money Laundering & Counter-Terrorism Financing

With the continuous advancement in payment technologies, growing interoperability amongst financial service providers, and increasing entry of FinTech into the Nigeria ecosystem, the Nigerian financial services industry has seen a steady increase in the varying categories of players in the financial service ecosystem as well as the number of people with access to financial services. This has resulted in financial institutions facilitating financial inclusion & intermediation in previously underrepresented populations around the country, especially from fintech disruptors, and the adoption of cutting-edge technology.

This has caused an increasing transaction volume which financial institutions must monitor to

maintain AML compliance. To this end, financial institutions must continuously upskill staff to gain insights into emerging trends, threats, and related activities on AML/CFT as the world of financial crimes change with the use of these advanced technologies.

Therefore, to prevent damage to business assets, and regulatory sanctions and protect brand reputation, organizations are encouraged to participate in our interactive and engaging training programme on Anti-Money Laundering & Counter-Terrorism Financing.

Course Modules

1. Introduction to Anti-Money Laundering/Counter-Terrorism Financing
2. Money Laundering /Terrorists Financing Risks
3. Essential Elements of Sound ML/FT Risk Management
4. Compliance and Effective Control Measures

Learning Objectives

- Recognize "red flags" pertinent to the financial services industry
- Become conversant with AML/CFT industry best practices, problems, and solutions
- Identify vulnerabilities of financial institutions to money laundering and terrorist financing



Target Audience

All staff of financial service providers



Harnessing Data Analytics in Banking & Financial Services for Business Optimization

Data analytics in the wave of technology adoption and utilization is enabling businesses to fine-tune their decision-making process with real data. To be a leading organization, there is an increasing need for staff to build competence and enhance data analysis skills using tools, methodologies, and tested/trusted techniques for better insights into available opportunities for business growth and expansion.

Course Modules

1. Introduction to Data Analytics
2. Application of Data Analytics for Financial Service Providers
3. Data Analytic Tools and Techniques (Practical/Hands-on using Power BI and Excel)
4. Data Visualization Techniques for Financial Institutions (DV)
5. Analytics Reporting & Business Insights for Decision Making

Learning Objectives

- Systematic utilization of data for improved business performance.
- Analyze data to generate strategic business insights
- Leverage transactional data to develop business ideas for innovative services



Target Audience

Data Analytics Officers, Product Managers, IT Professionals, Business Analysts, Sales, and Marketing Managers



Card Payments, Strategy & Operations

Card-based payments have fast become the easiest means of facilitating payments, especially in the retail space. Organizations who aim to provide payment flexibility for their customers through cards must therefore need to upskill staff on the evolving card payment ecosystem, technicalities involved in card payments, and opportunities available to thrive in the card payment space.

Course Modules

1. Introduction Electronic Payments Landscape: Card Schemes and Technology
2. Card Schemes and Technology
3. Development of Card Payment Business in Nigeria
4. Building a Competitive Advantage: Crafting a Market Strategy for Card Payments
5. Card Payments Fraud Management
6. Industry Best Practices: Certification & Compliance

Learning Objectives

- Establish the impact of card payments in the Nigerian financial services industry
- Recognize key stakeholders and players in the card ecosystem
- Identify participants in a card payment transaction and the payment stages
- Discuss the technology/technicalities involved in card payment



Target Audience

FinTechs, New Entrants to Card Payments, Digital Payment Officers/E-Business, I.T Officers.



Advanced Harnessing Data Analytics in Banking & Financial Services for Business Optimization

Course Modules

1. Get Quicker, Faster
2. Efficient Presentation Protocols
3. Building Flexible, Auditable Formulas in Excel
4. Data extraction, transformation, loading and Modelling
5. Logical statements, Data management and analysis within Excel
6. Lookup and reference and data validation
7. Working with text, dates, and auditing tools in Excel
8. Building Flexible Charts and conditional formatting in Excel
9. Analyzing the Output

Learning Objectives

- Develop data model for quick insight and solution
- Confidently use Excel's keyboard shortcuts to improve their speed and efficiency
- Quickly and consistently format presentation-quality spreadsheets
- Develop a "toolkit" of Excel tips and techniques
- Be smart with data extraction, transformation, and loading



Target Audience

Data Analytics Officers, Product Managers, IT Professionals, Business Analysts, Sales, and Marketing Managers



Legal and Regulatory Framework of Electronic Payment Systems

Since the global financial crisis of 2007, several banking regulatory reforms have been instituted in a bid to increase trust in the Nigerian banking sector and maintain stability in the financial industry. The Central Bank of Nigeria (CBN) has issued several guidelines & frameworks, which impact various aspects of the e-payment ecosystem. These regulations seek to improve the Payment System, and financial inclusion while allowing for continuous innovation.

Course Modules

1. Global Overview of E-Payment Systems Legal & Regulatory Landscape
2. Key Legal & Regulatory Issues in E-Payment Transactions (Online/Offline)
3. Impact of Emerging Technology on Regulation
4. Best Practices to Harness Opportunities of the E-Payment Regulatory Environment

Learning Objectives

- Gain a contextual understanding of the need for regulation
- Be abreast of the legal and regulatory framework guiding electronic payments.
- Be able to utilize the knowledge of laws and regulations governing e-payments for e-payment business advantage
- Be able to identify key legal issues that pose risks to the achievement of e-payment business objectives



Target Audience

Legal Practitioners, IT Professionals, Business Analysts, Sales, and Marketing Managers



Data Visualization and Modelling with Microsoft Power BI for Banks and FinTechs

Power BI aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their reports and dashboards.

This course provides participants with the knowledge and skills required to analyze data and work with business cases using Microsoft Power BI tools that enable visualization of the financial activities in the financial ecosystem. Where the customer and user's financial behavior insights assist with building product and creating business strategies for banks and Fintech organizations.

Course Modules

1. Get Started with Microsoft Data Analytics for Financial Service Providers
2. Prepare Data in Power BI
3. Clean, Transform, and Load Data in Power BI
4. Design a Data Model in Power BI
5. Create Model Calculations using DAX in Power BI
6. Optimize Model Performance in Power BI
7. Create Reports in Power BI
8. Create Dashboards in Power BI
9. Enhance reports for usability and storytelling in Power BI
10. Advanced Analytics Perform Advanced Analytics in Power
11. Manage Datasets in Power BI
12. Create and Manage Workspaces in Power BI

Learning Objectives

- Data-driven insights & Analytics using banking and fintech data
- Shape and combine data from different sources
- Use DAX to query a tabular model
- Create reports and dashboards
- Implement dimensions in a cube



Target Audience

Working professionals in the banking sector who are required to create professional dashboards and reports to analyze banking and financial data and derive insights.



Contact Us

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