



# 2024

## Training Calendar

# OUR CORPORATE PHILOSOPHY

## VISION



To be the leading provider of innovative Financial Services in Nigeria.

## MISSION



Providing efficient services for growth and value delivery relying on competent and motivated people.

**CORE VALUES** - Our core values is represented by the acronym "CICI"



### Customer Focus

Customer centric approach to service delivery



### Innovation

Partner to Create Value



### Collaboration













Consistent improvement



### Integrity

Trustworthy and reliable

# OUR SERVICES

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

## For further information contact:



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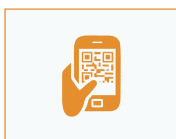
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# NIBSS LEARNING AND DEVELOPMENT PHILOSOPHY

**N**IBSS 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:



**To create awareness** of evolving payment trends globally to ensure that all stakeholders are well informed.



**To build capacity of every individual** involved in the payment ecosystem.



**To influence positive behavior** that will help to drive the digital financial service agenda in Nigeria.





**2024**

Programme Schedule

# 2024 PROGRAMME SCHEDULE

S/N	Programme Title	Duration	Delivery Mode	Price(N) (VAT Inclusive)	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
1.	Consent & Identity Management Applications and Operations for Financial Service Ecosystem	3 Days	Virtual	134,375						25-27				8-10		
2.	Essentials of Digital Payments Systems: Emerging Trends, Platforms and Services	2 Days	Virtual	112,875				3-4								
			Classroom	145,125							28-29					
3.	Understanding and Managing Card Payments: Strategy and Operations	3 Days	Virtual	134,375							4-6					
			Classroom	182,750			12-14								29-31	
4.	Harnessing Data Analytics in Banking and Financial Services for Business <b>(Basic &amp; Intermediate)</b>	3 Days	Classroom	182,750		27-29					17-19					
5.	Payment and Settlement Systems Masterclass	5 Days	Virtual	198,875		12-16						19-23				
			Classroom	241,875					6-10							4-8
6.	Effective Management of Back Office Operations, Settlement and Reconciliation	3 Days	Virtual	134,375			12-14									10-12
			Classroom	182,750							3-5					
7.	Forensic Science Investigation Masterclass <b>(NIBSS/FSS)</b>	3 Days	Classroom	290,250				17-19						9-11		

**TIME: 9AM-4PM (DAILY)**

*The above programmes can be delivered as an implant and tailored to suit your organization's needs.*

## 2024 PROGRAMME SCHEDULE

S/N	Programme Title	Duration	Delivery Mode	Price(N) (VAT Inclusive)	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
8.	Harnessing Digital Financial Services in Nigeria: Operations, Risk and Service Delivery	3 Days	Virtual	125,000											13-15		
			Classroom	182,750				24-26									
9.	Managing Risks and Fraud on Mobile Payment Platforms	2 Days	Virtual	112,875				16-17								20-21	
			Classroom	145,125							9-10						
10.	e-Payment Fraud Detection, Prevention and Control	3 Days	Virtual	134,375			20-22										
			Classroom	182,750										3-5			
11.	Governance, Risk and Compliance in e-Payment Ecosystem	2 Days	Virtual	112,875					15-16			14-15					
12.	Operational Risk Management in e-Payment Systems and Practices	3 Days	Virtual	134,375			19-21							22-24			
13.	Digital Marketing as a Strategic Tool for Competitive Advantage in a Disruptive Financial Ecosystem	3 Days	Virtual	134,375								21-23					
			Classroom	182,750					28-30								
14.	Thriving Financial Inclusion through Agency Banking: The Paradigm Shift - Business Model, Strategy and Operations Management	3 Days	Virtual	134,375						19-21							
			Classroom	182,750			5-7						24-26				
15.	Cybersecurity Risk Management: Enhancing the Safety of Your Organization Systems and Assets	2 Days	Virtual	112,875						6-7							3-4

**TIME: 9AM-4PM (DAILY)**

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## 2024 PROGRAMME SCHEDULE

S/N	Programme Title	Duration	Delivery Mode	Price(N) (VAT Inclusive)	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
16.	AML-CFT-CPF Compliance for Financial Institutions	2 Days	Virtual	112,875			27-28				30-31			3-4		
17.	Harnessing Data Analytics for Business Optimization in Financial Institutions and FinTechs <b>(Advanced)</b>	3 Days	Classroom	182,750					21-23				10-12			
18.	Data Visualization and Modelling with Microsoft Power BI for Banks and FinTechs	5 Days	Classroom	241,875					13-17					14-18		
19.	Maximizing AI in ePayment Systems: Mastering Innovation and Efficiency	3 Days	Classroom	182,750							23-25					
20.	UX/UI Design for Payment Applications	3 Days	Classroom	182,750								7-9				
21.	Payment Security and Compliance in the Digital Financial Sector	3 Days	Classroom	182,750									18-20			
22.	Open Source Intelligence (OSINT) - <b>NIBSS/FSS</b>	1 Day	Virtual	86,000					3				19			

**TIME: 9AM-4PM (DAILY)**

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# 2024

## Monthly Schedule

# FEBRUARY

\*Click on a Programme Title to learn more

**Feb. 12 - 16**

Payment and Settlement Systems Masterclass

**5 Days**

**N198, 875** Virtual

**Feb. 27 - 29**

Harnessing Data Analytics in Banking and Financial Services for Business  
**(Basic & Intermediate)**

**3 Days**

**N182,750** Classroom

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

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# MARCH

\*Click on a Programme Title to learn more

**March 5 - 7**

Thriving Financial Inclusion through Agency Banking: The Paradigm Shift - Business Model, Strategy and Operations Management

**3 Days**

**N182,750** Classroom

**March 12 - 14**

Effective Management of Back Office Operations, Settlement and Reconciliation

**3 Days**

**N134,375** Virtual

**March 12 - 14**

Understanding and Managing Card Payments: Strategy and Operations

**3 Days**

**N182,750** Classroom

**March 19 - 21**

Operational Risk Management in e-Payment Systems and Practices

**3 Days**

**N134,375** Virtual

**March 20 - 22**

e-Payment Fraud Detection, Prevention and Control

**3 Days**

**N134,375** Virtual

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

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# APRIL

\*Click on a Programme Title to learn more

April 3 - 4	April 16 - 17	April 17 -19	April 24 -26
<p>Essentials of Digital Payments Systems: Emerging Trends, Platforms and Services</p> <p><b>2 Days</b></p>	<p>Managing Risks and Fraud on Mobile Payment Platforms</p> <p><b>2 Days</b></p>	<p>Forensic Science Investigation Masterclass <b>(NIBSS/FSS)</b></p> <p><b>3 Days</b></p>	<p>Harnessing Digital Financial Services in Nigeria: Operations, Risk and Service Delivery</p> <p><b>3 Days</b></p>
<p><b>N112,875</b> Virtual</p>	<p><b>N112,875</b> Virtual</p>	<p><b>N290,250</b> Classroom</p>	<p><b>N182,750</b> Classroom</p>

**TIME: 9AM-4PM (DAILY)**

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# MAY

\*Click on a Programme Title to learn more

**May 3**

Open Source Intelligence (OSINT) - **NIBSS/FSS**

**1 Day**

**N86,000** Virtual

**May 6 - 10**

Payment and Settlement Systems Masterclass

**5 Days**

**N241,875** Classroom

**May 13 - 17**

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

**5 Days**

**N241,875** Classroom

**May 15 - 16**

Governance, Risk and Compliance in e-Payment Ecosystem

**2 Days**

**N112,875** Virtual

**May 21 - 23**

Harnessing Data Analytics for Business Optimization in Financial Institutions and FinTechs (Advanced)

**3 Days**

**N182,750** Classroom

**May 28 - 30**

Digital Marketing as a Strategic Tool for Competitive Advantage in a Disruptive Financial Ecosystem

**3 Days**

**N182,750** Classroom

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

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# JUNE

\*Click on a Programme Title to learn more

<p><b>June 4 - 6</b></p> <p>Understanding and Managing Card Payments: Strategy and Operations</p> <p><b>3 Days</b></p> <p><b>N134,375</b> Virtual</p>	<p><b>June 6 - 7</b></p> <p>Cybersecurity Risk Management: Enhancing the Safety of Your Organization Systems and Assets</p> <p><b>2 Days</b></p> <p><b>N112,875</b> Virtual</p>	<p><b>June 19 - 21</b></p> <p>Thriving Financial Inclusion through Agency Banking: The Paradigm Shift - Business Model, Strategy and Operations Management</p> <p><b>3 Days</b></p> <p><b>N134,375</b> Virtual</p>	<p><b>June 25 - 27</b></p> <p>Consent &amp; Identity Management Applications and Operations for Financial Service Ecosystem</p> <p><b>3 Days</b></p> <p><b>N134,375</b> Virtual</p>
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**TIME: 9AM-4PM (DAILY)**

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# JULY

\*Click on a Programme Title to learn more

**July 3 - 5**

Effective Management of Back Office Operations, Settlement and Reconciliation **3 Days**

**N182,750** Classroom

**July 9 - 10**

Managing Risks and Fraud on Mobile Payment Platforms **2 Days**

**N145,125** Classroom

**July 17 - 19**

Harnessing Data Analytics in Banking and Financial Services for Business **(Basic & Intermediate)** **3 Days**

**N182,750** Classroom

**July 23 - 25**

Maximizing AI in ePayment Systems: Mastering Innovation and Efficiency **5 Days**

**N170,000** Classroom

**July 30 - 31**

AML-CFT-CPF Compliance for Financial Institutions **2 Days**

**N112,875** Virtual

**TIME: 9AM-4PM (DAILY)**

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# AUGUST

\*Click on a Programme Title to learn more

**August 7 - 9**

UX/UI Design for Payment Applications

**3 Days**

**N182,750** Classroom

**August 14 - 15**

Governance, Risk and Compliance in e-Payment Ecosystem

**2 Days**

**N112,875** Virtual

**August 19 - 23**

Payment and Settlement Systems Masterclass

**5 Days**

**N198,875** Virtual

**August 21 - 23**

Digital Marketing as a Strategic Tool for Competitive Advantage in a Disruptive Financial Ecosystem

**3 Days**

**N134,375** Virtual

**August 28 - 29**

Essentials of Digital Payments Systems: Emerging Trends, Platforms and Services

**2 Days**

**N145,125** Classroom

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

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# SEPTEMBER

\*Click on a Programme Title to learn more

**Sept. 3 - 5**

e-Payment Fraud Detection, Prevention and Control

**3 Days**

**N182,750** Classroom

**Sept. 10 - 12**

Harnessing Data Analytics for Business Optimization in Financial Institutions and FinTechs **(Advanced)**

**3 Days**

**N182,750** Classroom

**Sept. 24 - 26**

Thriving Financial Inclusion through Agency Banking: The Paradigm Shift - Business Model, Strategy and Operations Management

**3 Days**

**N182,750** Classroom

**Sept. 18 - 20**

Payment Security and Compliance in the Digital Financial Sector

**3 Days**

**N182,750** Classroom

**Sept. 19**

Open Source Intelligence (OSINT) - **NIBSS/FSS**

**1 Day**

**N86,000** Virtual

**TIME: 9AM-4PM (DAILY)**

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# OCTOBER

\*Click on a Programme Title to learn more

**October 3 - 4**

AML-CFT-CPF  
Compliance for  
Financial Institutions

**2 Days**

**N112,875** Virtual

**October 8 - 10**

Consent & Identity  
Management  
Applications and  
Operations for Financial  
Service Ecosystem

**3 Days**

**N134,375** Virtual

**October 9 - 11**

Forensic Science  
Investigation  
Masterclass  
**(NIBSS/FSS)**

**3 Days**

**N290,250** Classroom

**October 14 - 18**

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

**5 Days**

**N241,875** Classroom

**October 22 - 24**

Operational Risk  
Management in  
e-Payment Systems  
and Practices

**3 Days**

**N134,375** Virtual

**October 29 - 31**

Understanding and  
Managing Card  
Payments: Strategy  
and Operations

**3 Days**

**N182,750** Classroom

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive  
The above programmes can be delivered as an implant and tailored to  
suit your organization's needs.*

# NOVEMBER

\*Click on a Programme Title to learn more

November 4 - 8	November 13 - 15	November 20 - 21
<p>Payment and Settlement Systems Masterclass</p> <p><b>5 Days</b></p>	<p>Harnessing Digital Financial Services in Nigeria: Operations, Risk and Service Delivery</p> <p><b>3 Days</b></p>	<p>Managing Risks and Fraud on Mobile Payment Platforms</p> <p><b>2 Days</b></p>
<p><b>N241,875</b> Classroom</p>	<p><b>N134,375</b> Virtual</p>	<p><b>N112,875</b> Virtual</p>

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

*The above programmes can be delivered as an implant and tailored to suit your organization's needs.*

# DECEMBER

\*Click on a Programme Title to learn more

## December 3 - 4

Cybersecurity Risk Management:  
Enhancing the Safety of Your Organization Systems and Assets

**2 Days**

**₦112,875**

Virtual

## December 10 - 12

Effective Management of Back Office Operations, Settlement and Reconciliation

**3 Days**

**₦134,375**

Virtual

**TIME: 9AM-4PM (DAILY)**

*All prices are VAT inclusive*

*The above programmes can be delivered as an implant and tailored to suit your organization's needs.*



**2024**

Programme Synopsis

# 01

## Consent & Identity Management Applications & Operations for Financial Service Ecosystem



### Course Overview

Identity and 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.

The customer journey in the acquisition process has certainly never been more crucial and with consumers being able to choose from a wide range of offers for handling their financial affairs, there is therefore an urgent need for financial service providers to utilize strategic Consent and Identity Management tools and techniques for clear and immediate customer identification using secure interfaces while attaining convenient real-time customer consent that will facilitate seamless business processes and build trust between the customer and service provider.

### Expected Learning Outcomes

- Compliance with data privacy regulations
- Adopt best practices for securing customer data and implementing robust security measures
- Effectively conduct regular audits and monitor consent and identity management systems to identify vulnerabilities and ensure compliance

### Learning Objectives

At the end of this programme, participants will be able to:

- Explain the important concepts in Consent and Identity management
- Understand the onboarding requirement for consent and its process flow
- Know common issues in Consent and identity Management practices and how to mitigate risks associated with its various deployment options to protect business assets and reduce losses.
- 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

### Course Content

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

### Competencies Addressed

- Understanding of regulatory laws: NDPR
- Risk assessment and management
- Audit and inspection skills & Report writing
- Regulatory compliance



#### Target Audience:

Banking Operations, Platform Operators, IT, Legal and risk Managers, Fintechs, PSSPs, Compliance and regulatory Professionals, Data Privacy and Security Experts, Technology & IT Professionals and those transiting to such roles or functions.



# 02

## Effective Management of Back Office Operations, Settlement and Reconciliation

### Course Overview

Profitable and effective businesses require seamless, organized, and efficient payment operations. However, the current panorama of most back-office operations reveals a worrisome trend. Instead of employing the latest software that's easily adaptable and ready to handle real-time payments (RTP), most companies use legacy back-office systems that are slow and outdated, causing a considerable bottleneck in processing payments, leading to increased costs and a loss in revenue.

The back-office role is to support transaction reconciliation, settlement processing and the movement of funds. Hence, payment processing organizations must have viable and adaptable solutions to boost profitability.

### Expected Learning Outcomes

- Understand the role and importance of Back back-office operations
- Mastery of settlement processes and reconciliation procedures
- Effective risk management of bank office operations, settlement, and reconciliation
- Compliance with set standards, practices, and regulatory requirements

### Learning Objectives

At the end of this programme, participants will be able to:

- 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 techniques for optimum approach to operations management and to achieving operational excellence.
- Identify risks involved in processing transactions across the various e-payment channels and acquire skills to mitigate them.

### Course Content

- Introduction to Financial Services Back Office Operations
- Back Office Processing and Settlement of Electronic Payment Services
- Risk Management and Control in Back Office Operations
- Back Office Infrastructure & Technology: Implementing and Maintaining a Robust IT Infrastructure
- Tools and Techniques for identifying optimum approach to operations management and operational excellence
- Winning through a Differentiated Service Experience/Approach

### Competencies Addressed

- Excellent leadership and management skills
- People & interpersonal relationship skills
- Operational risk management skills
- Analytical skills
- Financial acumen
- Communication and stakeholder management

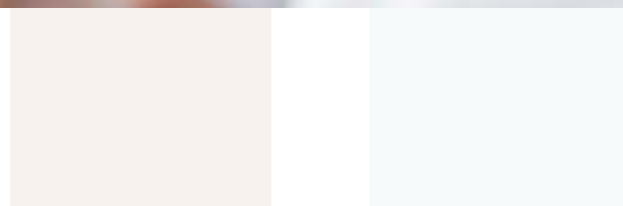


#### Target Audience:

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

# 03

## Payment and Settlement Systems Masterclass



### Course Overview

Given the drive for 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, improve customer relationship management, reduce fraudulent transactions, and minimize attendant costs from regulatory sanctions, infractions, and operational lapses.

### Expected Learning Outcomes

- Enhanced Operational Efficiency
- Effective Risk Management & Mitigation
- Innovation & Competitive Advantage in a rapidly evolving financial services industry.
- Data Security and Fraud Prevention
- Business Growth and Expansion

### Learning Objectives

At the end of this programme, participants will be able to:

- 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 settlement systems and proffer measures to mitigate them
- Evaluate the electronic payment ecosystem to provide effective supervision and regulation.

### Course Content

- Global Overview of e-Payments: Evolution, Systems, and Trends
- Nigeria's Fintech Ecosystem
- NIBSS Shared Industry

- Infrastructure
- iv. Identity Management Services
- v. Information Security Best Practices
- vi. Introduction to Clearing and Settlement
- vii. Acquiring Business in Nigeria (POS & ATM)
- viii. Managing Liquidity in Payment Systems
- ix. Legal Issues in E-Payments Systems
- x. Risk Management in Payment and Settlement Systems
- xi. Managing Third-Party Risks in Deploying E-Payment Solutions
- xii. Global Fraud Trends
- xiii. Fraud Detection Across Payment Channels (Online and offline Transactions)
- xiv. Combatting E-Payment Fraud
- xv. Evaluating & Building the Control Environment

### Competencies Addressed

- Payment System fundamentals
- Regulatory knowledge
- Payment method & settlement process
- Risk management fundamentals
- Data analytics/analytical skills
- Critical thinking & communication skills
- Problem solving



### Target Audience:

Banking Operations, Platform Operators, IT, Legal and risk Managers, Fintechs, PSSPs, Compliance and regulatory Professionals, Data Privacy and Security Experts, Technology & IT Professionals and those transiting to such roles or functions.





# 04

## Forensic Science Investigation Masterclass (NIBSS/FSS)

### Course Overview

Given the drive for 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, improve customer relationship management, reduce fraudulent transactions, and minimize attendant costs from regulatory sanctions, infractions, and operational lapses.

### Expected Learning Outcomes

- Critically analyze and interpret data, identify patterns, and draw conclusions, based on evidence and scientific analysis
- Proficiency in writing clear, detailed, and scientifically accurate reports that document findings, methods, and conclusions for use and investigative proceedings
- Effective crime detection, prevention, and control.

### Learning Objectives

At the end of this programme, participants will be able to:

- Discover recent trends and dynamics of forensic science investigation
- Be exposed to the importance of forensic science and the role of electronic evidence in:
  - criminal and civil procedures in Nigeria
  - litigation and investigative procedures.
- 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.

### Course Content

- Electronic Evidence
- Legal Aspect of Cyber Investigation
- Cyber security Investigation and Data Security
- Mobile Forensic Investigation
- Computer Forensics Investigation
- Open-Source Intelligence (OSINT)
- Expert Witness Testimony

### Competencies Addressed

- Technical & analytical skills
- Good interpersonal and communication skills
- Effective Audit & report writing
- Forensic intelligence/prowess
- Crime detection, prevention & control.



### Target Audience:

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

# 05

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



### Course Overview

**H**arnessing digital financial services in Nigeria involves leveraging technology and innovation solutions to provide financial products and services to individuals and businesses. The Nigerian business environment presents both opportunities and challenges in the realm of digital finance.

Understanding the background of digital finance, including its operations, risk management, and service delivery is essential for promoting financial inclusion and effectively navigating this dynamic landscape.

### Expected Learning Outcomes

- Compliance with data privacy regulations
- Adopt best practices for securing customer data and implementing robust security measures
- Effectively conduct regular audits and monitor consent and identity management systems to identify vulnerabilities and ensure compliance

### Learning Objectives

At the end of this programme, participants will be able to:

- 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.

### Course Content

- Digital Transformation in the Financial Services Industry
- Impact of DFS on Consumer Behaviour
- Crafting a Digital Finance Strategy for Market Penetration
- Risks & Fraud in DFS
- New Capabilities for Service Delivery in a Digital Environment

### Competencies Addressed

- Problem-solving and decision-making
- Operational proficiency
- Analytical and strategic thinking
- Creativity and innovation
- Data management and analysis



### Target Audience:

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



# 06

## Managing Risks & Fraud on Mobile Payment Platforms

### Course Overview

In today's digital age, mobile payment platforms have become an integral part of daily lives and business transactions. With the convenience they offer, mobile payment has revolutionized the way we conduct financial transactions. However, this rapid adoption of mobile payment platforms has also given rise to new challenges, primarily in the form of managing its attendant risks and fraud.

It is therefore pertinent that these risks and fraudulent activities of MPPs are proactively managed to detect and mitigate threats, as well as ensure the integrity and viability of a sound financial system.

### Expected Learning Outcomes

- Develop strategies and best practices for mitigating cybersecurity risks in mobile payment
- Comply with relevant regulatory standards and compliance requirements.
- 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
- Identify and minimize possible risks and fraud-related activities via the platform (MPPs)

### Learning Objectives

At the end of this programme, participants will be able to:

- Understand the fundamentals of Mobile Payment Platforms
- Evaluate the various mobile payment platform operations, risks, and fraud
- Discuss the various regulatory standards and compliance requirements for mobile payment providers and operations

- Examine the various risks associated with mobile payment platform and how to mitigate/manage them.
- Discuss the best approach in developing a mobile payment strategy framework

### Course Content

- Introduction to Mobile Payment
- Mobile Payment Platform Operations
- Standards and Regulations of Mobile Payments
- Emerging Risks and Digital Finance Fraud on Mobile Platforms
- Practical fraud mitigants and controls.

### Competencies Addressed

- Payment platforms Operational proficiency
- Risk management
- Fraud detection, prevention & control
- Understanding basic regulatory standards and requirement for mobile payment operations.



#### Target Audience:

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

# 07

## E-Payment Fraud Detection, Prevention & Control



### Course Overview

The increasing reliance on e-payment systems has given rise to a significant challenge: electronic payment fraud, which encompasses a wide range of illicit activities aimed at exploiting the vulnerabilities in e-payment processes for financial gain.

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.

### Expected Learning Outcomes

- Develop advanced technologies and techniques to identify suspicious or potentially fraudulent transactions
- 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
- Proactively safeguard payment systems against potential threats

### Learning Objectives

At the end of this programme, participants will be able to:

- Gain insights into E-Payment system and understand possible e-payment fraud
- Examine the various e-payment fraud detection techniques and prevention measures to mitigate likely impact.
- Evaluate the risks associated with e-payment fraud and ways to effectively manage them.
- Learn how to detect fraud across payment channels via online or offline transactions
- Discuss the building blocks for developing an appropriate control environment, as well as parameters for evaluation.

### Course Content

- Introduction to E-Payment Fraud
- Emerging Fraud on E-Payment Channels
- A Guide to Fraud Risk Assessment (FRA)
- Fraud Detection Across Payment Channels (Online & Offline Transactions)
- Combatting E-Payment Fraud
- Review of Reported Fraud Cases
- Evaluating & Building the Control Environment

### Competencies Addressed

- Problem-solving and decision-making
- Operational proficiency
- Analytical and strategic thinking
- Risk management
- Fraud detection, prevention & control



**Target Audience:**

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

# 08

## Essentials of Digital Payments Systems: Emerging Trends, Platforms and Services



### Course Overview

In today's fast-paced and ever-evolving world, financial transactions are undergoing a revolutionary transformation. Electronic and digital payments have become the cornerstones of our modern economy, fundamentally changing the way we conduct business, make purchases, and manage our finances.

Thus, financial institutions need to understand, harness, and thrive in this dynamic landscape by gaining insight into the latest emerging trends and exploring the diverse array of platforms and services that facilitate transactions in our increasingly digital and interconnected world. They also need to be equipped with the requisite expertise needed to navigate the complexities of the digital payments landscape, understand emerging trends, and utilize various payment platforms and services effectively.

### Expected Learning Outcomes

- Transformed the payment industry and enhanced security, efficiency, and user experience
- Improved competency to navigate the ever-changing digital payment landscape

### Learning Objectives

At the end of this programme, participants will be able to:

- 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.

### Course Content

- Overview of E-payment and its Ecosystem
- NIBSS Industry Shared Services
- Acquiring Business in Nigeria (POS, ATM, USSD, Web, and Agent Banking)
- Legal and Regulatory Framework of the Nigeria Payment System

### Competencies Addressed

- Technical proficiency on various e-payment systems
- Strong security awareness
- Compliance and regulation
- Data analysis & reporting
- Fraud detection and prevention

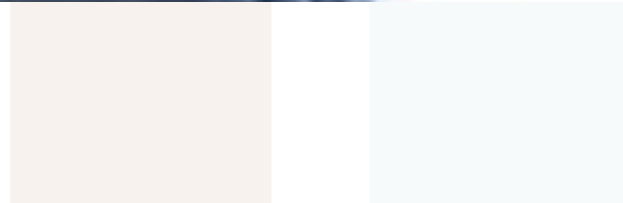


### Target Audience:

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

# 09

## Understanding and Managing Card Payments: Strategy and Operations



### Course Overview

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.

### Expected Learning Outcomes

- Improved and comprehensive knowledge and understanding of emerging payment systems, technologies, their application, and analysis within a regulatory framework
- Develop payment card strategies, as well as design and implement comprehensive fraud detection and prevention measures to mitigate possible risks/impacts.

### Learning Objectives

At the end of this programme, participants will be able to:

- 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

### Course Content

- Introduction to Electronic Payments Landscape: Card Schemes and Technology
- Card Schemes and Technology
- Development of Card Payment Business in Nigeria
- Building a Competitive Advantage: Crafting a Market Strategy for Card Payments
- Card Payments Fraud Management
- Industry Best Practices: Certification & Compliance

### Competencies Addressed

- Payment system knowledge
- Payment card operations/security
- Compliance and regulatory requirements
- Problem-solving & critical thinking in analysing payment related challenges



**Target Audience:**

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

# 10

## Governance, Risk, and Compliance in e-Payment Ecosystem.



### Course Overview

The e-Payment ecosystem is dynamic, and continuously evolving due to technological advancements, changes in consumer behavior, and regulatory updates. As such, GRC practices need to adapt and remain up to date to address emerging challenges and opportunities. With the increasing use of technologies like blockchain and cryptocurrencies, the electronic payments ecosystem is diversifying, creating new risks and compliance considerations.

In furtherance to this, financial institutions must establish clear GRC policies, procedures, and decision-making structures to ensure that electronic payment systems are managed effectively and transparently while adhering to relevant regulations, minimizing risks, and upholding compliance standards.

### Expected Learning Outcomes

- Promote the stability, security, and regulatory compliance of digital payment systems, thereby fostering trust and confidence among consumers, businesses, and financial institutions.
- More effective support for governance, risk management, and compliance teams.
- Greater relevance and reliability of analyzing the regulatory requirements in the e-payment ecosystem
- More strategic thinking and focus on performance, business outcomes, and customer satisfaction
- More effective use of developing a successful GRC plan for e-payment activities/operations

### Learning Objectives

At the end of this programme, participants will be able to:

- Explain the significance of Governance, Risk, and Compliance (GRC) in the context of e-payment systems
- Describe the regulatory framework and industry standards relevant to e-payment systems, as well as components of an effective governance framework for e-payment systems.
- Identify and classify various risks associated with e-payment systems, including fraud, cybersecurity threats, operational risks, and compliance risks.

- Explain the importance of regulatory compliance and its impact on e-payment operations, as well as outline key regulatory requirements, including AML, KYC, and data protection laws.

### Course Content

- Introduction to E-Payment Ecosystem in Relation to GRC
- Legal & Regulatory Framework of E-Payment Ecosystem
- Risks Associated with E-Payment Ecosystem (fraud, operational risks, compliance risks, etc)
- Compliance in E-Payment Ecosystem- Payment Regulations & Regulatory Reporting Requirements
- Emerging Trends and Future Challenges: Key Imperatives for Business Profitability and Sustainability.

### Competencies Addressed

- Corporate governance fundamentals and Regulatory knowledge
- Payment industry expertise
- Risk management fundamentals and Financial acumen
- Data analytics & reporting
- Legal and ethical knowledge
- Communication and stakeholder management



**Target Audience:**

All staff of financial service providers

# 11

## Operational Risk Management in e-Payment Systems & Practices

### Course Overview

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.

### Expected Learning Outcomes

- Be able to isolate areas of risk in different payment scenarios
- Have an understanding of how to identify and record appropriate risk management strategies to reduce exposure
- Understand how to overcome individual and organizational barriers to effective risk discussions and risk mitigation actions

### Learning Objectives

At the end of this programme, participants will be able to:

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

### Course Content

- Introduction to e-Payment Risk Management
- Risk Management Regulatory Framework for Open Banking
- Framework for Assessing Risk across Payment Channels
- Operational Challenges & Managing Third-Party Risks in Deploying Payment Solutions
- Cybercrime Risks & its' Impact on Financial Stability
- Impact of Disruptive Technologies on e-Payment Operations

### Competencies Addressed

- Data Analysis
- Operational Risk Management
- Digital marketing



**Target Audience:**

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



# 12

## Digital Marketing as a Strategic Tool for Competitive Advantage in a Disruptive Financial Ecosystem



### Course Overview

The financial services providers have suffered from extensive competitive pressures due mainly to deregulation, advances in information technology, globalization trends, savvy consumers, and market fragmentation.

Financial Institutions & FinTechs are now seeking the development of a marketing edge in order to survive and prosper. Digitalization in the financial ecosystem is not only in the emergence of new technology but it provides innovative solutions and sophisticated justification for any type of marketing decision.

### Expected Learning Outcomes

- Have insights into the e-business industry, including consumer behavior and marketing strategies
- Be able to assess the strengths, weaknesses, benefits, and risks of conducting business electronically
- Be able to demonstrate competence in selecting, analyzing, and evaluating marketing global strategy in financial services institutions

### Learning Objectives

At the end of this programme, participants will be able to:

- 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.
- Develop strategies and initiatives to build and sustain a competitive market advantage
- Adopt digital transformations in customer service delivery in the financial environment

### Course Content

- Overview of e-Business Financial Services Landscape
- Comparative Analysis of Industry and Global Payment Services
- Strategic Thinking for Decision-Making
- Developing e-Business Marketing Strategies
- Marketing Strategy and Competitive Advantage
- Business-to-Business Marketing
- Brand Management
- Demystifying Consumer Retention Tactics
- Digital Service Channels Transformation in the Financial Services Industry

### Competencies Addressed

- Digital Marketing
- Strategic thinking
- Strategic execution
- Digital transformation



#### Target Audience:

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



# 13

## Thriving Financial Inclusion through Agency Banking:

The Paradigm Shift - Business Model, Strategy and Operations Management

### Course Overview

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 inclusion. It also leverages the FinTechs and FIs to promote financial inclusion.

### Expected Learning Outcomes

- Have an understanding of the concept of agent banking and its potential benefits for financial inclusion
- Understand the strategies for building an active agent network and management
- Understand the challenges and limitations of agent banking and how to address them
- Be able to explain the managerial and economic development of e-business

### Learning Objectives

At the end of this programme, participants will be able to:

- 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.
- Develop a roadmap for the implementation of an agency banking model/structure
- Understand the National Financial Inclusion Strategies (NFIS)

### Course Content

- i. Introduction to Agency Banking
- ii. Strategies for Building Active Agent Network & Management
- iii. Impact of Financial Technology on Back Office Operations: Processing & Reconciliation (Agency Banking)
- iv. Risk Management & Money Laundering in Agency Banking
- v. The Regulation of Agent Banking and Agent Banking Relationships in Nigeria
- vi. Emotional Intelligence for Customer Support
- vii. Liquidity Management
- viii. Effectiveness of Agency Banking in Financial Inclusion
- ix. Building a Future Through Agent Networks
- x. e-Business Solutions and Digital Transactions

### Competencies Addressed

- Agency banking
- Networking



**Target Audience:**

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

# 14

## Cybersecurity Risk Management: Enhancing the Safety of Your Organization Systems & Assets



### Course Overview

**W**ith 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.

### Expected Learning Outcomes

- Analyze and evaluate the cybersecurity needs of an organization
- Identify and respond to cybersecurity threats and incidents
- Develop an organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities

### Learning Objectives

At the end of this programme, participants will be able to:

- 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

### Course Content

- Fundamental Concepts of Cybersecurity
- Why Security Awareness
- Current Trends in Cybercrime
- Securing Online Transactions in the Payment Industry
- Information Security & Risk Management
- Security Controls & Counter Measures

### Competencies Addressed

- Cybersecurity
- Risk management
- Information security



**Target Audience:**

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

# 15

## AML-CFT-CPF Compliance for Financial Institutions



### Course Overview

**W**ith 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.

### Expected Learning Outcomes

- Demonstrate an understanding of the AML-CFT-CPF compliance requirements amidst emerging financial technologies and disruptions.
- Acquire improved skills to apply the CBN AML-CFT-CPF framework and design an AML-CFT-CPF Compliance Strategy Develop proficiency in conduct.

### Learning Objectives

At the end of this programme, participants will be able to:

- Examine the Money Laundering Act 2022 and its Implications on Financial Institutions.
- Gain insights into the global perspectives on AML-CFT-CPF vis-à-vis emerging regulations and what financial institutions need to know and comply with, to avert sanctions and penalties.
- Identify vulnerabilities of financial institutions to money laundering and terrorist financing.
- Discuss the regulatory framework Guiding Risk Based Approach to AML/CFT
- Explore the various compliance and control measures imperative to minimize the impact and mitigate possible associated risks.

### Course Content

- The Money Laundering (Prevention and Prohibition) Act 2022: Implications for Financial Institutions
- The FATF 40 Recommendations: What Financial Institutions Need to Know
- Conceptual Overview of AML-CFT-CPF
- Strengthening Cross-Border Transactions and Payments via AML-CFT-CPF: Imperatives for Financial Institutions and Compliance Officers
- Regulatory Framework Guiding Risk-Based Approach to AML-CFT-CPF
- Compliance and Effective Control Measures

### Competencies Addressed

- Cybersecurity
- Risk management
- Information security



**Target Audience:**

All staff of financial service providers

# 16

## Harnessing Data Analytics for Business Optimization in Financial Institutions and FinTechs (Basic/Intermediate Class)



### Course Overview

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.

### Expected Learning Outcomes

- Understand advanced modeling and simulation of business processes
- Be able to conduct data analytics to optimize business operations
- Be able to identify and record data for analysis

### Learning Objectives

At the end of this programme, participants will be able to:

- Systematically utilize data for improved business performance.
- Analyze data to generate strategic business insights.
- Leverage transactional data to develop business ideas for innovative services

### Course Content

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

### Competencies Addressed

- Data analytics and problem solving
- Data-backed Business reporting
- Better informed decision-making



### Target Audience:

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



# 17

## Harnessing Data Analytics for Business Optimization in Financial Institutions and FinTechs (Advanced Class)

### Course Overview

In today's data-driven world, businesses have access to vast amounts of data that hold valuable insights. Data analytics has emerged as a powerful tool to extract meaningful information from this data, enabling businesses to make informed decisions, drive operational efficiency, and gain a competitive edge. By harnessing the potential of data analytics, businesses can uncover hidden patterns, trends, and correlations that provide valuable business insights.

### Expected Learning Outcomes

- Understand advanced modeling and simulation of business processes
- Be able to conduct data analytics to optimize business operations
- Be able to identify and record data for analysis

### Learning Objectives

At the end of this programme, participants will be able to:

- 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
- Effectively ensure data extraction, transformation, and loading

### Course Content

- Efficient Presentation Protocols
- Building Flexible, Auditable Formulas in Excel
- Data Extraction, Transformation, Loading and Modelling
- Logical Statements, Data management, and Analysis within Excel
- Lookup and Reference and Data Validation
- Working with Text, Dates, and Auditing Tools in Excel
- Building Flexible Charts and conditional formatting in Excel
- Analyzing the Output

### Competencies Addressed

- Data Analytics
- Advanced Modelling and Excel



### Target Audience:

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

# 18

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



### Course Overview

**P**ower 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 products and creating business strategies for banks and Fintech organizations.

### Expected Learning Outcomes

- Understand features and capabilities of Power BI for Banks and Fintech's
- Be able to edit and transform data imported from various sources and file types using Power Query
- Be able to develop dynamic data visuals and dashboards using Power BI Desktop version

### Learning Objectives

At the end of this programme, participants will be able:

- To derive data-driven insights and analytics using banking and fintech data
- To shape and combine data from different sources.
- To use DAX to query a tabular model
- To create reports and dashboards
- To implement dimensions in a cube

### Course Content

- Get Started with Microsoft Data Analytics for Financial Service Providers
- Prepare Data in Power BI
- Clean, Transform, and Load Data in Power BI
- Design a Data Model in Power BI
- Create Model Calculations using DAX in Power BI
- Optimize Model Performance in Power BI
- Create Reports in Power BI
- Create Dashboards in Power BI
- Enhance Reports for Usability and Storytelling in Power BI
- Advanced Analytics Perform Advanced Analytics in Power BI
- Manage Datasets in Power BI
- Create and Manage Workspaces in Power BI

### Competencies Addressed

- Power BI Desktop Version
- Creating Dashboards
- Power Query



### Target Audience:

This course is for working professionals in the banking sector who are required to create professional dashboards and reports to analyze banking and financial data and derive insights.

# 19

## Maximizing AI in e-Payment Systems: Mastering Innovation and Efficiency



### Course Overview

This program delves into the application of Artificial Intelligence in revolutionizing e-Payment Systems. Participants will explore the integration of AI technologies, learn its impact, and leverage its potential to enhance efficiency and security in electronic payment methods.

### Expected Learning Outcomes

At the end of this programme, participants will be able:

- Comprehend the role and impact of Artificial Intelligence in e-Payment Systems.
- Implement AI-driven solutions for enhanced security and fraud prevention.
- Apply AI algorithms to optimize e-Payment processes and improve efficiency.
- Utilize AI-based analytics to make informed decisions in e-Payment environments.
- Employ AI for enhancing customer experience and engagement in electronic payments.

### Learning Objectives

- Understand the fundamentals of Artificial Intelligence and its role in ePayment Systems.
- Explore AI-driven solutions for security, fraud detection, and risk management.
- Implement AI algorithms to optimize ePayment processes.
- Enhance decision-making using AI-driven analytics in ePayment Systems.
- Maximize customer experience through AI-based personalization in ePayments.

### Course Content

- Introduction to AI in ePayment Systems: Understanding Artificial Intelligence and its applications in electronic payments.
- AI Solutions for Security and Fraud Detection: Implementing AI-driven security measures in ePayment Systems.
- Optimizing ePayment Processes with AI: AI applications for process optimization and automation.
- AI Analytics for Decision-making
- Enhancing Customer Experience with AI

### Competencies Addressed

- AI Best Practice Application
- AI Change Management
- AI Business Translator
- AI Project Management



**Target Audience:**

This course is designed for working professional who recognize that digital transformation and AI is unavoidable





# 20

## UI/UX Design for Payment Applications

### Course Overview

This course delves into the art and science of User Experience (UX) and User Interface (UI) design tailored explicitly for payment applications.

Participants will explore strategies, methodologies, and best practices to create intuitive, seamless, and visually engaging payment interfaces, enhancing usability and customer satisfaction.

### Expected Learning Outcomes

At the end of this programme, participants will be able:

- Acquire a comprehensive understanding of UX/UI design principles applied to payment applications.
- Demonstrate proficiency in designing intuitive and user-centric payment interfaces.
- Apply user behavior insights to optimize payment app usability and functionality.
- Implement best practices to create visually appealing and user-friendly payment applications

### Learning Objectives

- Develop a deep understanding of UI/UX design principles specific to payment applications.
- Explore techniques for creating visually appealing and user-friendly payment interfaces.
- Understand user behavior and psychology to optimize payment app usability.
- Implement best practices to enhance customer satisfaction and ease of use in payment applications.

### Course Content

- Introduction to UX/UI Design in Payment Applications
- User-Centered Design for Payment Applications
- Visual Design and Branding for Payment Applications
- Information Architecture and Navigation in Payment Apps
- Interaction Design and Usability Testing for Payment Apps
- Accessibility and Compliance in Payment App Design

### Competencies Addressed

- UI/UX design tools
- Design principles and heuristics
- Visual design and design software



#### Target Audience:

This course is targeted at UX/UI designers with expertise in creating secure, user-friendly, and innovative payment applications to enhance the overall user experience and drive business growth.



# 21

## Payment Security and Compliance in the Digital Financial Sector

### Course Overview

This course focuses on the critical aspects of payment security and compliance specifically tailored for the digital financial sector.

Participants will explore methodologies, best practices, and strategies essential for maintaining trust, integrity, and compliance with regulations governing digital financial transactions.

### Expected Learning Outcomes

At the end of this programme, participants will be able:

- Gain a profound understanding of payment security principles tailored to the digital financial sector.
- Demonstrate proficiency in implementing robust security measures for safeguarding digital financial transactions.
- Navigate and comply with regulatory frameworks specific to digital financial systems.
- Apply advanced best practices to protect digital financial systems and ensure transaction confidentiality and integrity.

### Learning Objectives

- Understand payment security's unique challenges and importance in the digital financial ecosystem.
- Explore advanced strategies and techniques to ensure secure digital financial transactions
- Comprehend regulatory frameworks and compliance standards specific to the digital financial sector.
- Implement best practices to safeguard digital financial systems and sensitive user data.

### Course Content

- Payment Security in the Digital Financial Sector
- Advanced Security Measures and Best Practices
- Regulatory Compliance Frameworks in Digital Finance
- Risk Assessment and Mitigation in Digital Financial Systems
- Securing Sensitive Financial Data
- Incident Response and Business Continuity in Digital Financial Security

### Competencies Addressed

- Payment card security and processing
- Assessments and validation
- Communication and collaboration



#### Target Audience:

Individuals involved in payment processing and data security, and provide a comprehensive understanding of the requirements and responsibilities associated with payment security and compliance

# 22

## Open Source Intelligence (OSINT) - NIBSS/FSS



the power of cutting-edge technologies to revolutionize the way investigations are conducted.

With the ever-increasing sophistication of crimes, the need for advanced forensic tools and techniques has never been more pertinent. One of such tools is the Open-source Intelligence (OSINT). OSINT has increasingly become an extremely valuable tool for digital forensics investigators for purposes ranging from threat intelligence, and cyber security to legal investigations. By gathering information, reconstructing events, verifying information, and finding hidden data, OSINT helps digital forensic investigators and law enforcement agencies more effectively; support their investigations and bring criminals to justice; facilitate informed decision-making; and ensures digital data integrity and security.

### Course Overview

As technology disrupts and redefines business processes, activities, and financial transactions within and outside the financial landscape, so does the field of forensic science, continually expanding and evolving to meet the needs of modern criminal and civil investigations. This evolution is driven by the rapid advancements in technology, that has opened up new avenues for evidence collection and analysis.

From the introduction of DNA fingerprinting to the rise of digital forensics, the field has come a long way. Today, forensic scientists are harnessing

### Expected Learning Outcomes

- Demonstrate awareness of relevant laws and regulations governing data collection and usage.
- Proficiency in employing diverse OSINT tools and techniques for information gathering and analysis, decision-making, and problem-solving.
- Competency in utilizing advanced search strategies across multiple platforms and data types.

### Learning Objectives

At the end of the programme, participants will be able to:

- Discuss the concept of electronic evidence, its role in litigation and investigation procedures, criminal and civil procedures in Nigeria as well as the documentation, examination, and analysis of evidence
- Define and differentiate between open, closed, and covert sources of information, as well as recognize the significance and scope of OSINT in various domains (e.g. security, investigations, business intelligence).
- Examine the legal boundaries, ethical considerations, and privacy issues associated with cyber investigation and OSINT practices.

- Evaluate the authenticity, credibility, and reliability of collected OSINT data.
- Apply verification methods to ensure the accuracy of information from various sources.
- Gain insights on how to be an expert witness and provide expert witness testimony in the court.

### Course Content

- Electronic Evidence
- Legal Aspect of Cyber Investigation
- Open Source Intelligence (OSINT)
- Expert Witness Testimony

### Competencies Addressed

- Technical & analytical skills
- Good interpersonal and communication skills
- Effective Audit & report writing
- Forensic intelligence and prowess
- Crime detection, prevention & control.



#### Target Audience:

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



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