Mobile Money Fundamentals for MFIs Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Mobile Money Fundamentals for MFIs provides essential insights into deploying and managing mobile financial services to enhance outreach, operational efficiency, and financial inclusion. As mobile technology increasingly drives digital transformation in microfinance, understanding mobile money ecosystems, agent networks, regulatory frameworks, and customer engagement strategies has become critical. Mobile Money Fundamentals for MFIs Training Course equips participants with practical knowledge and trending strategies to implement effective mobile financial services, manage digital risks, and promote adoption among underserved populations.

The course combines theoretical frameworks with hands-on exercises, practical tools, and real-world case studies to develop competencies in mobile money operations, transaction monitoring, agent network management, regulatory compliance, digital customer services, and analytics. Participants will learn how to optimize mobile financial services for financial inclusion, improve client trust, and integrate mobile channels into the overall microfinance delivery model.

Programme Curriculum

Mobile Money Fundamentals for MFIs Training Course

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Course Objectives

1. Understand the mobile money ecosystem and its role in financial inclusion.
2. Analyze trends in digital financial services and mobile banking.
3. Strengthen operational capacity for mobile money delivery.
4. Apply agent network management techniques effectively.
5. Ensure compliance with regulatory and anti-money laundering frameworks.
6. Manage digital transactions, security, and fraud prevention.
7. Optimize mobile money workflows to enhance customer experience.
8. Integrate mobile money services into existing MFI operations.
9. Evaluate client adoption and retention strategies.
10. Utilize digital data for performance monitoring and reporting.
11. Apply risk management tools specific to mobile financial services.
12. Develop sustainable mobile money service models.
13. Leverage mobile technology to support inclusive finance goals.

Organizational Benefits

- Expanded outreach to underserved populations
- Increased efficiency in cashless transactions
- Improved client engagement and retention
- Strengthened compliance with regulations
- Reduced fraud and operational risks
- Enhanced monitoring and reporting capabilities
- Increased revenue through digital channels
- Better integration with existing MFI systems
- Improved financial inclusion outcomes
- Sustainable mobile money program development

Target Audiences

- MFI managers and operational staff
- Mobile money program officers
- Compliance and risk management personnel
- IT and digital finance teams
- Financial inclusion and outreach officers
- Product development and strategy staff
- Agents and field operations coordinators
- Development finance and NGO professionals

Course Duration: 5 days

Course Modules

Module 1: Introduction to Mobile Money for MFIs

- Overview of mobile financial services ecosystems
- Benefits of mobile money for microfinance institutions
- Key stakeholders: banks, regulators, fintechs, and clients
- Core mobile money operations and processes
- Trends in mobile money adoption and digital finance
- Case Study: MFI successfully implementing mobile money services

Module 2: Mobile Money Operations and Transaction Management

- Mobile transaction flows and clearing systems
- Managing customer accounts and wallets
- Real-time transaction monitoring and reporting
- Settlement, reconciliation, and accounting integration
- Troubleshooting transaction errors
- Case Study: Transaction management optimization in a regional MFI

Module 3: Agent Network Management

- Recruitment and training of mobile money agents
- Incentive structures and performance monitoring
- Compliance and operational oversight of agents
- Customer service and support through agents
- Scaling agent networks sustainably
- Case Study: Agent network expansion increasing outreach

Module 4: Regulatory and Compliance Requirements

- Key regulatory frameworks affecting mobile money
- Anti-money laundering (AML) and counter-terrorism financing (CTF)
- Licensing, reporting, and supervisory requirements
- Consumer protection and data privacy considerations
- Integrating compliance into daily operations
- Case Study: Regulatory alignment for mobile money rollout

Module 5: Digital Security and Fraud Management

- Common digital threats in mobile money
- Fraud prevention, detection, and reporting
- Security measures for mobile transactions and accounts
- Client awareness and education on secure usage
- Monitoring for anomalous activity
- Case Study: Fraud mitigation strategies in mobile money services

Module 6: Mobile Money Product Design and Innovation

- Designing inclusive mobile financial products
- Digital savings, credit, and insurance solutions
- Pricing, fees, and usability considerations
- Integrating mobile money with microfinance offerings
- Leveraging technology for innovative service delivery

- Case Study: Product innovation improving client adoption

Module 7: Data Analytics and Performance Monitoring

- Using mobile money transaction data for insights
- Key performance indicators (KPIs) for mobile operations
- Dashboard and reporting tools for management
- Monitoring client usage and adoption trends
- Evaluating operational efficiency
- Case Study: Analytics-driven decision-making improving performance

Module 8: Scaling and Sustainability of Mobile Money Services

- Strategies for scaling mobile money services within MFIs
- Partnership models with fintechs, banks, and telecoms
- Sustainable financial and operational planning
- Long-term impact assessment for inclusion
- Leveraging technology to maintain quality and reach
- Case Study: National mobile money expansion supporting financial inclusion

Training Methodology

- Instructor-led presentations and conceptual briefings
- Hands-on exercises with mobile money platforms
- Practical simulations and workflow demonstrations
- Group discussions and peer-based learning activities
- Case study analysis from real-world MFI implementations
- Continuous feedback and interactive assessments

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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