



THE FINANCIAL INCLUSION
ADVOCACY CENTRE

"Pacesetters in Practice Based Trainings"

Digital Transformation of Existing Microfinance Institutions

March 16th-20th, 2020 | London, UK

THE FINANCIAL INCLUSION ADVOCACY CENTRE

The Financial Inclusion Advocacy Centre is a professional body that provides training and courses on a number of disciplines relating to Microfinance and Financial Inclusion.

The deployment of Digital Financial Services (DFS) plays an important role in enabling MFIs to increase financial inclusion and maximize their impact on un(der)served segments by improving operating efficiencies, enhancing MFIs' product offering, and supporting a deeper level of engagement and higher level of customer service for clients. Recognizing the benefits of DFS, MFIs around the world are increasingly leveraging digital instruments and channels to deliver their products and services.

Course Objective

This Course intends to inform and advise CEOs, COOs, Financial Managers, Investors, Stakeholders, Board Members, Regulators on digital transformation (DT) initiative.

The DT initiative entails a shift to a branch-lite operating model and the delivery of services through digital instruments and channels; the offering of new digitally-enabled products; a data-driven approach to all aspects of decision-making, including credit decisions and product development; and expands its capabilities through linkages with partners such as technology providers, mobile network operators (MNOs), agent network managers, and other Financial Institutions.

Course Content



Session 1: Principles and Evolution of Microfinance & Financial Inclusion

The Session examines the development of financial services especially for the poor and low-income earners over the last Five Decades and the different approaches and methodologies being applied to have better outreach and results for Sustainable Financial Inclusion.



Session 2: Assessing and Evaluating Performance of MFIs

Progressive MFIs maintain Assorted Up-to-date Financial Statements and Management Information Systems for Measuring KPIs and Relevant Ratios. This session will Evaluate, with active discussion with the Participants, the Performance of their respective MFIs.



Session 3: Products, Operations and Systems of MFIs managed by Participants

Apart from understanding the Performance of the MFIs, this Session will consider in detail the Products and Services delivered of those Financial Providers to Clients. Alongside the financial services, it will consider Risk Management and Institutional Development of the MFIs.

○ Session 4: **Prevalence of Alternative Delivery Channels (ADC) and Agents Networks**

During the last decade, substantial technological changes are taking place globally whereby it becomes necessary to either to link with those platforms or to have the channels in-house for increasing outreach and efficiency. The session will highlight the varied channels and their importance for growth of MFIs.

○ Session 5: **Projected Performance of MFI for Next Three Years**

Having regard to AVCs and Digitalisation of Services, the MFI has to reset its goals, products and human resources for the next 3/5 years. The Projections need to be analysed; SWOT aspects considered and the means to attain those forecasts have to be carefully assessed.

○ Session 6: **Sequential Changes to be considered for Training, Capacity Building, Appropriate IT investments, Institutional Development for Digital Transformation (DT).**

In order to achieve the revised goals and projections, numerous strategic changes have to be applied in the MFIs for its operations, procedures, compliances, risks, capacity building, marketing, service agreements etc. The session will consider in detail all the steps to be considered for transformation.

○ Session 7: **Conclusion and Discussions on Way Forward for DT of MFIs**

After lengthy consideration of all the Sessions, the participants will discuss the Internal and External Challenges for Transformation of the MFIs in their respective Countries and further considerations of its existing Business Model.

★ **Target Audience**

Microfinance and Microcredit Practitioners, Regulatory Officers, Potential Social Investors, Senior Managers in MFIs, Senior Managers in NGO's, Senior Managers in Socially Responsible Investment Firms, Independent Practitioners, Consulting Firms, Central Bank Officials, Donor Agencies, Change Management Consulting Organizations, Private Equity Firms, Academicians.

★ **Fees & Expenses**

We are pleased to inform you as a donor entity is part funding the course, we will give you special concession whereby the fee will be reduced from **\$3,000.00** to **\$2,500.00** per delegate provided you register before 28th February, 2020. This fee is inclusive of accommodation with Satellite, Internet Connectivity, Feeding, Course Material and Airport pick-up, Certificate of Participation and Networking Opportunities.

To attend, full payment needs to be received by the **February 29th, 2020**.

Book early in order not to be disappointed.

Course Tutors



Mr. Godfrey Lord Crentsil
MSC, MPM, BA, DipEd

Microfinance expert with over 15 years' experience in microfinance development and supervision. Trained in most African and European countries as well as the MENA region.



Mr Sadrudin Akbarali
FCA, CTA

Formerly Senior Programme Manager for Aga Khan Agency for Microfinance with over 30 years' experience in developing, supervising and advising enterprise development, microfinance and other financial institutions

★ **Venue:** Top Class Hotel in the city of London, UK

★ **Registration**

Please fill the attached registration form and send to info@financialinclusionadvocacy.org

★ **Deadline**

- All registration forms should be submitted by the **February 20th, 2020**. Late applications will be considered subject to availability.
- Delegates that need an entry visa into the United Kingdom are advised to allow about 3 - 4 weeks processing time by the authorities.

★ **Cancellation Policy**

You may make a substitution, without charge, at any time before the start of the course but all cancellations must be confirmed in writing. Cancellations received more than four weeks prior to the start of the course are not subject to any penalty. Cancellation received after that time incurs the following penalties: two to four weeks 50% of the course fee; less than two weeks 100% of the course fee. If written notification is not received and you do not attend, the full course fee will be retained as a cancellation charge.

Registration Form

Digital Transformation of Existing Microfinance Institutions

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TITLE	
FIRST NAME	
LAST NAME	
ORGANISATION	
ADDRESS	
TELEPHONE	
EMAIL ADDRESS	
ACADEMIC QUALIFICATION	
EMPLOYMENT STATUS FOR THE LAST FIVE YEARS	
CAREER OBJECTIVE AFTER COMPLETION OF COURSE	
DATE OF ARRIVAL	
PAYMENT MUST BE MADE BY BANK TRANSFERS. BANK DETAILS ARE PROVIDED AFTER SUCCESSFUL REGISTRATION AND INVOICE ISSUED	



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