



2020 Training Calendar

RC 220,310
NIGERIA INTER-BANK SETTLEMENT SYSTEM PLC
...improving the Nigeria Payments System

NIGERIA INTERBANK SETTLEMENT SYSTI

E-PAYMENT OPEN PROGRAMMES

www.nibss-plc.com.ng

NIBSS Overview

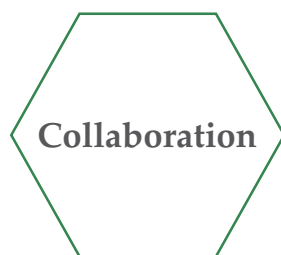
VISION STATEMENT

The leading provider of innovative services

MISSION STATEMENT

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

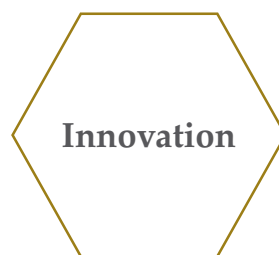
CORE VALUES



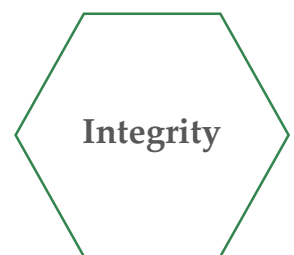
Partner to
create value



Customer at the
centre



Consistently
improving



Trustworthy and
reliable



NIBSS Services

NIBSS Services

- 1 Inter-Bank Settlement Services
- 2 Nigeria Bankers' Clearing House(NBCH) Operations
- 3 Nigeria Central Switch (NCS) Operations
- 4 Payments Terminal Services Aggregation
- 5 Shared Services
- 6 Mobile Payments interconnectivity and interoperability
- 7 Bank Verification Number (BVN) Operations
- 8 Electronic Payments Analytics, Research, and Consulting
- 9 Digital Transformation & Digital Financial Services
- 10 Electronic Payments Training (Open Courses, Implant, e-Learning, Strategy Sessions)

For Further Information Contact:

Williams Aghanenu
Tel: 08039374444

Awele Ojogwu
Tel: 07064908951

E-mail: learninganddevelopment@nibss-plc.com.ng

Our Offices:

NIBSS Corporate Headquarters:

Plot 1230, Ahmadu Bello Way, Victoria Island
P.M.B 12617, Lagos.
Tel: +234-1-2716071-4
Customer Care Line: 07000 500 000

NIBSS Abuja Corporate Office:

2nd Floor Sinoki House,
Plot 770, Off Samuel Ademulegun Avenue,
Behind GTBank, Central Business District, Abuja.
Tel: +234-9-4613733, +234-9-4610414

Web: www.nibss-plc.com.ng

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:



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

2020 TRAINING CALENDAR

S/N	Program Title	Duration	Amount	Location	January	February	March	April	May	June	July	August	September	October	November	December
1	Digital Transformation Masterclass	2 days	120,000.00	Lagos		13-14										
				Abuja		25-26										
				Lagos										6-7		
				Abuja										13-14		
2	Back Office Operations, Settlement & Reconciliation	2 days	120,000.00	Lagos		19-20										
				Abuja		6-7										
				Lagos						4-5						
				Lagos												7-8
3	Agent Banking Operations Managemer	2 days	120,000.00	Abuja												10-11
				Lagos			3-4									
				Enugu			18-19									
				Lagos									23-24			
4	Customer Experience Management in a Digital Environment	2 days	120,000.00	Lagos			12-13									
				Abuja			24-25									
		2 days	120,000.00	Lagos							21-22					
				Lagos									15-16			
5	Managing Risks & Fraud on Mobile Payment Platforms	2 days	105,000.00	Lagos											24-25	
				Lagos												
		2 days	105,000.00	Lagos			10-11									
				Lagos								18-19				
6	Payment & Settlement Systems Masterclass	3 days	195,000.00	Lagos				7-9								
				Abuja				1-3								
		3 days	195,000.00	Ogun				14-16								
				Port-Harcourt				22-24								
7	Card Business Strategy & Operations	2 days	120,000.00	Lagos												
				Abuja				14-15								
				Lagos				23-24								
				Lagos								5-6				2-3
8	Consumer Protection Business Strategy in Digital Financial Services	1 day	60,000.00	Lagos				28								
				Lagos											11	
9	E-Payments Operational Risk Management	2 days	120,000.00	Lagos					5-6							
				Abuja					13-14							
				Port-Harcourt					21-22							
				Lagos										21-22		
				Abuja										15-16		

* All Program fees are VAT Exclusive *



NIGERIA INTERBANK SETTLEMENT SYSTEM PLC
...improving the Nigeria Payments System

2020 TRAINING CALENDAR

S/N	Program Title	Duration	Amount	Location	January	February	March	April	May	June	July	August	September	October	November	December
10	Harnessing Digital Financial Services in Nigeria: Operations & Service Delivery	2 days	120,000.00	Lagos					18-19							
				Ogun					28-29							
				Lagos												15-16
11	E-Payment Fraud Detection, Prevention & Control Techniques	2 days	120,000.00	Lagos						2-3						
				Abuja						10-11						
				Port-Harcourt						16-17						
				Lagos										8-9		
12	Essentials of E-Payment Systems: Emerging Trends, Platforms and Services	2 days	120,000.00	Lagos						23-24						
				Lagos											12-13	
				Abuja											17-18	
13	Cybersecurity: Safeguarding Business & Systems	1 day	60,000.00	Lagos							2					
				Abuja							8					
				Ogun							14					
				Lagos											4	
				Abuja											6	
14	Financial Services & Changing Consumer Behaviour	1 day	60,000.00	Lagos							17					
				Abuja							23					
15	Digital Financial Services: Keys to Deepen Financial Inclusion	2 days	120,000.00	Lagos								12-13				
Other Upcoming Courses																
S/N	Program Title	Duration	Amount	Location	January	February	March	April	May	June	July	August	September	October	November	December
1	Payment & Settlement Systems Masterclass	1 day	60,000.00	Kano				30								
				Ibadan						30						
				Owerri							10					
2	Customer Experience Management in a Digital Environment	1 day	60,000.00	Kano			27									
				Owerri						11						
3	Managing Risks & Fraud on Mobile Payment Platforms	1 day	50,000.00	Kano								11				
				Ibadan								21				
				Owerri								27				

* All Program fees are VAT Exclusive *

2020 TRAINING CALENDAR

Technical Programs for Developers and Integration Engineers				
S/N	Program Title	Duration	Amount	Location
1	Fundamentals of NIBSS Service Integration - NIBSS Instant Payment: Tools and Techniques for Technical Implementation	2 days	120,000.00	Lagos
2	Fundamentals of Biometrics Integrations, Verification & Enrolment - Biometric Capture and Reader Devices - BVN Validation Services Integration - BVN Enrolment Android SDK	2 days	120,000.00	Lagos
3	Integration to POS Platforms (ISO 8583 Protocol) - TMS/NCS Integration	2 days	120,000.00	Lagos

Breakfast Sessions/Seminars	
S/N	Program Title
1	Strategic Thinking & Leadership in the Digital Economy
2	Mastering the Art of Digital Marketing

* All Program fees are VAT Exclusive *

20 NIBSS 20 Training Calendar

FEBRUARY

Digital Transformation Masterclass

Price: N120, 000

Locations & Dates:

Lagos: 13 - 14 | Abuja: 25 - 26

Course Modules:

1. Global Overview of Technology Led Disruption and Service Innovation
2. Concepts, Methodologies & Tools for Digital Transformation
3. Digital Transformation Strategies: Changing Business Dynamics
4. Cyber Security & Risk Mitigants
5. The Role of I.T Audit in Digital Transformation Era
6. New Capabilities for Customer Service Delivery in a Digital Environment: Creating your Competitive Advantage

Target Audience

- Financial Institutions
- Non-Financial Institutions
- Government Parastatals
- Non- Government Organizations
- Regulatory Bodies

Learning Outcomes

This programme is designed to enable participants:

- Explore the benefits of using digital transformation to create value in the new business environment.
- Identify the tools and methodologies for digital transformation.
- Develop a digital strategy and business model for your digitised service offering.
- Acquire skills to effectively deliver a consistent Omni-channel experience for customers.

FEBRUARY

Back Office Operations, Settlement & Reconciliation

Price: N120, 000

Locations & Dates:

Lagos: 19 - 20 | Abuja: 6 - 7

Course Modules:

1. Review of Back Office Operations & Challenges
2. Back Office Processing & Settlement of E-Channels Payment Services
3. Risk Management in Back Office Operations
4. Impact of Fintechs/Financial Technology on Back Office Operations
5. Emotional Intelligence & Customer Support

Target Audience

- Head Office Operations
- Branch Operations
- Internal Control
- E-Business
- Channel Managers

Learning Outcomes

This programme is designed to enable participants:

- 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 analyse transaction discrepancies.
- Identify risks involved in processing transactions across the various e-payment channels and acquire skills to mitigate them.

20 NIBSS 20 Training Calendar

MARCH

Agent Banking Operations Management

Price: N120, 000

Locations & Dates:

Lagos: 3 - 4 | Enugu: 18 - 19

Course Modules:

1. Introduction to Agency Banking
2. Strategies for Building Active Agent Network & Management
3. Liquidity Management in Agency Banking
4. Impact of Financial Technology on Back Office Operations
5. Risk Management in Back Office Operations
6. Emotional Intelligence for Customer Support

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- 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.
- Effectively build emotional connections with your customers for business growth.

MARCH

Customer Experience Management in a Digital Environment

Price: N120, 000

Locations & Dates:

Lagos: 12 - 13 | Abuja: 24 - 25

Course Modules:

1. Overview of Digital Transformation in Financial Services Industry
2. Challenges of Customer Service Delivery in Banking
3. Impact of Digitalization on Consumer Behaviour
4. Customer Engagement: Winning with Data
5. New Capabilities for Customer Service Delivery in a Digital Environment
6. Creating Loyalty Through Customer Service

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Be exposed to digital transformations in customer service delivery in the financial environment.
- Acquire skills to effectively deliver consistent omni-channel experience for customers.
- Utilize exceptional service delivery strategies for customer acquisition and retention to enhance business growth.

20 NIBSS 20 Training Calendar

MARCH

Managing Risks & Fraud on Mobile Payment Platforms

Price: N105, 000

Locations & Dates:

Lagos: 10 - 11

Course Modules:

1. Overview of Mobile Channels & Payment Trends
2. cursory Review of Mobile Platform Vulnerabilities
3. Emerging Fraud on Mobile Platforms & Investigation Practices
4. Techniques for Enhancing Mobile Security

Learning Outcomes

This programme is designed to enable participants:

- Become conversant with the red flags for mobile fraud.
- 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

20 NIBSS 20 Training Calendar

APRIL

Payment & Settlement Systems Masterclass

Price: N195, 000

Locations & Dates:

Lagos: 7 - 9 | Abuja: 1 - 3 | Ogun: 15 - 17 |
Port-Harcourt: 22 - 24

Course Modules:

1. Overview of e-Payments: Systems & Trends
2. NIBSS Shared Services
3. Financial Industry Payment Operations
4. Settlement Systems: Concept & Methodology & Dispute Management
5. FinTech: Future of Payments
6. Risk Management in Payment and Settlement Systems
7. IT Audit and Controls for Payment Systems
8. A Cursory Look at some Laws and Regulations on Payment and Settlement Systems
9. Financial Institution Fraud and Mitigation Techniques

Learning Outcomes

- This programme is designed to enable participants:
- Gain a better insight into the framework of payment and settlement in Nigeria.
 - Become conversant with emerging payment trends in locally and globally.
 - Acquire skills to manage e-payment disputes.
 - Identify and mitigate risks involved in payment and settlement.
 - Identify common fraud schemes and preventive techniques.

Target Audience

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

APRIL

Card Business Strategy & Operations

Price: N120, 000

Locations & Dates:

Lagos: 14 - 15 | Abuja: 23 - 24

Course Modules:

1. Overview of the Card Payment Industry
2. Development of Card Payment Business in Nigeria
3. Building a Competitive Advantage: Crafting a Market Strategy for Card Payments
4. Card Payments Fraud Detection
5. Contact and Contactless Payments

Learning Outcomes

- This programme is designed to enable participants:
- Identify key stakeholders in the card payment business.
 - Identify card business opportunities within their market segments.
 - Recognize industry standard practices for processing transactions using cards.
 - Use learned business models to create a competitive edge in the market.
 - Mitigate card payment fraud.

Target Audience

- Card Operations, E-Banking Operations
- Marketing/Relationship Managers
- I.T, Internal Audit & Control
- Fraud Officers

20 NIBSS 20 Training Calendar

APRIL

Consumer Protection Business Strategy in Digital Financial Services

Price: N60, 000

Locations & Dates:

Lagos: 28

Course Modules:

1. Introduction to Consumer Protection in Digital Financial Services
2. Emerging Consumer Protection Challenges
3. Global Regulations & Principles on Consumer Protection of Digital Financial Services
4. Re-designing the DFS Strategy: Product Design & Delivery

Learning Outcomes

This programme is designed to enable participants:

- Recognize the emerging consumer protection standards guiding the practices of digital financial service providers.
- Apply practices in the design process to mitigate consumer risk crystallization.
- Use best practices to build consumers' confidence in digital financial services.

Target Audience

- Financial Institutions
- Consumer Protection Council
- Financial Regulator

20 NIBSS 20 Training Calendar

MAY

E-Payments Operational Risk Management

Price: N120, 000

Locations & Dates:

Lagos: 5 - 6 | Abuja: 13 - 14 | Port Harcourt: 21 - 22

Course Modules:

1. Introduction to E-Payment Risk Management
2. Framework for Assessing Risk across Payment Channels
3. Operational Challenges & Managing Third-Party Risks in Deploying Payment Solutions
4. Cybercrime Risks & its' Impact on Financial Stability
5. Developing a Sustainable Risk Culture

Learning Outcomes

This programme is designed to enable participants:

- 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
- Account Managers

MAY

Harnessing Digital Financial Services in Nigeria: Operations & Service

Delivery

Price: N120, 000

Locations & Dates:

Lagos: 18 - 19 | Ogun: 28 - 29

Course Modules:

1. Introduction to Digital Financial Services
2. Emerging Digital Financial Services for driving Financial Inclusion
3. Crafting a Digital Finance Strategy for Market Penetration
4. Digital Financial Services: Risks & Fraud
5. New Capabilities for Service Delivery in a Digital Environment

Learning Outcomes

This programme is designed to enable participants:

- Identify opportunities for digital finance.
- Become conversant with emerging digital financial services.
- Develop a successful digital finance business model.

Target Audience

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

20 NIBSS 20 Training Calendar

JUNE

E-Payment Fraud Detection, Prevention & Control Techniques

Price: N120, 000

Locations & Dates:

Lagos: 2 - 3 | Abuja: 10 - 11 | Port Harcourt: 16 - 17

Course Modules:

1. Global Fraud Trends & Data Security
2. Emerging Fraud on Payment Channels
3. E-Payment Fraud Detection, Investigation & Prevention Techniques
4. Evaluating & Building the Control Environment
5. The Role of Internal Audit & Risk in Fraud Management

Learning Outcomes

This programme is designed to:

- Identify types of fraud, causes and effects.
- Gain technical skills to understand the information systems and how to collect relevant and reliable data.
- Utilize anti-fraud initiatives, tools and controls for detection and prevention of fraud occurrence.
- Carry out investigation and write reports for effective decision making.

Target Audience

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

JUNE

Back Office Operations, Settlement & Reconciliation

Price: N120, 000

Locations & Dates:

Lagos: 4 - 5

Course Modules:

1. Review of Back Office Operations & Challenges
2. Back Office Processing & Settlement of E-Channels Payment Services
3. Risk Management in Back Office Operations
4. Impact of Fintechs/Financial Technology on Back Office Operations
5. Emotional Intelligence & Customer Support

Learning Outcomes

This programme is designed 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 analyse transaction discrepancies.
- Identify risks involved in processing transactions across the various e-payment channels and acquire skills to mitigate them.

Target Audience

- Head Office Operations
- Branch Operations
- Internal Control
- E-Business
- Channel Managers

20 NIBSS 20 Training Calendar

JUNE

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

Price: N120, 000

Locations & Dates:

Lagos: 23 - 24

Course Modules:

1. Overview of Payment System and its Evolution
2. NIBSS Shared Services
3. Features of e-Payment Platforms & Channels in the Nigeria Payment Ecosystem
4. Introduction to National Payment Infrastructure
5. Clearing and Settlement Process
6. Acquiring Business in Nigeria (POS & ATM)
7. A cursory Review of Dispute Chargeback Resolution
8. Legal and Regulatory Framework of the Nigeria Payment System

Target Audience

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

Learning Outcomes

This programme is designed to:

- Identify the various e-payment channels in Nigeria, their features and 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.

20 NIBSS 20 Training Calendar

JULY

Cybersecurity: Safeguarding Business & Systems

Price: N60, 000

Locations & Dates:

Lagos: 2 | Abuja: 8 | Ogun: 14

Course Modules:

1. Fundamental Concepts of Cybersecurity Global Trends
2. System Security Threats: Securing Online Transactions
3. Cyber Attacks: Response & Remediation

Learning Outcomes

This programme is designed to enable participants:

- Become conversant with global trends on 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

JULY

Customer Experience Management in a Digital Environment

Price: N120, 000

Locations & Dates:

Lagos: 21 - 22

Course Modules:

1. Overview of Digital Transformation in Financial Services Industry
2. Challenges of Customer Service Delivery in Banking
3. Impact of Digitalization on Consumer Behaviour
4. Customer Engagement: Winning with Data
5. New Capabilities for Customer Service Delivery in a Digital Environment
6. Creating Loyalty Through Customer Service

Learning Outcomes

This programme is designed to enable participants:

- Be exposed to digital transformations in customer service delivery in the financial environment.
- Acquire skills to effectively deliver consistent omni-channel experience for customers.
- Utilize exceptional service delivery strategies for customer acquisition and retention to enhance business growth.

Target Audience

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

20 NIBSS 20 Training Calendar

JULY

Financial Services & Changing Consumer Behaviour

Price: N60, 000

Locations & Dates:

Lagos: 17 | Abuja: 23

Course Modules:

1. Introduction to Consumer Behaviour
2. Financial Service/Product Adoption Analysis in the Fintech Era
3. Emerging Financial Consumer Behaviour Trends: A Key Business Driver in the Payment Era
4. Strategies for Utilizing Consumer Behaviour for Customer Retention

Target Audience

- E-Business
- Sales/Relationship
- Digital Banking
- Innovation & Strategy
- Channels Management

Learning Outcomes

This programme is designed to enable participants:

- Ascertain the importance of digital consumer patterns in the new payments world.
- Use data to identify changes in consumer behavior for fast movers' business advantage.
- Utilize an omni-channel experience for immediate service and process review and consumer satisfaction.

20 NIBSS 20 Training Calendar

AUGUST

Card Business Strategy & Operations

Price: N120, 000

Locations & Dates:

Lagos: 5 - 6

Course Modules:

1. Overview of the Card Payment Industry
2. Development of Card Payment Business in Nigeria
3. Building a Competitive Advantage: Crafting a Market Strategy for Card Payments
4. Card Payments Fraud Detection
5. Contact and Contactless Payments

Learning Outcomes

This programme is designed to enable participants:

- Identify key stakeholders in the card payment business.
- Identify card business opportunities within their market segments.
- Recognize industry standard practices for processing transactions using cards.
- Use learned business models to create a competitive edge in the market.
- Mitigate card payment fraud.

Target Audience

- Card Operations
- E-Banking Operations
- Marketing/Relationship Managers
- I.T
- Internal Audit & Control
- Fraud Officers

AUGUST

Digital Financial Services: Keys to Deepen Financial Inclusion

Price: N120, 000

Locations & Dates:

Lagos: 12 - 13

Course Modules:

1. Global Overview of Digital Financial Services (DFS)
2. The Role of DFS in driving financial inclusion: SANEI (The Nigerian Perspective)
3. Strategies for adopting Digital Financial Services in the Fintech Era
4. Digital Financial Services: Risks & Fraud
5. The Dynamics of Modern Digital Marketing & Communication

Learning Outcomes

This programme is designed to enable participants:

- Recognize inherent opportunities to drive financial inclusion within the Nigerian financial ecosystem.
- Adopt innovative digital financial products and services for the unbanked and underbanked.
- Acquire skills needed to balance traditional and digital marketing capabilities to remain agile and adaptable in the changing era.
- Gain insights on what an organization needs to have in place in order to prevent, detect and mitigate risks and fraud in DFS.

Target Audience

- Financial Institutions
- Government Parastatals
- Financial Regulatory bodies
- Financial Inclusion Experts

20 NIBSS 20 Training Calendar

AUGUST

Managing Risks & Fraud on Mobile Payment Platforms

Price: N105, 000

Locations & Dates:

Lagos: 18 - 19

Course Modules:

1. Overview of Mobile Channels & Payment Trends
2. cursory Review of Mobile Platform Vulnerabilities
3. Emerging Fraud on Mobile Platforms & Investigation Practices
4. Techniques for Enhancing Mobile Security

Learning Outcomes

This programme is designed to enable participants:

- Become conversant with the red flags for mobile fraud.
- 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

20 NIBSS 20 Training Calendar

SEPTEMBER

Customer Experience Management in a Digital Environment

Price: N120, 000

Locations & Dates:

Lagos: 15 - 16

Course Modules:

1. Overview of Digital Transformation in Financial Services Industry
2. Challenges of Customer Service Delivery in Banking
3. Impact of Digitalization on Consumer Behaviour
4. Customer Engagement: Winning with Data
5. New Capabilities for Customer Service Delivery in a Digital Environment
6. Creating Loyalty Through Customer Service

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Be exposed to digital transformations in customer service delivery in the financial environment.
- Acquire skills to effectively deliver consistent omni-channel experience for customers.
- Utilize exceptional service delivery strategies for customer acquisition and retention to enhance business growth.

SEPTEMBER

Agent Banking Operations Management

Price: N120, 000

Locations & Dates:

Lagos: 23 - 24

Course Modules:

1. Introduction to Agency Banking
2. Strategies for Building Active Agent Network & Management
3. Liquidity Management in Agency Banking
4. Impact of Financial Technology on Back Office Operations: Processing & Reconciliation
5. Risk Management in Back Office Operations
6. Emotional Intelligence for Customer Support

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- 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.
- Effectively build emotional connections with your customers for business growth.

20 NIBSS 20 Training Calendar

SEPTEMBER

Payment & Settlement Systems Masterclass

Price: N195, 000

Locations & Dates:

Lagos: 8 - 10 | Abuja: 28 - 30

Course Modules:

1. Overview of e-Payments: Systems & Trends
2. NIBSS Shared Services
3. Financial Industry Payment Operations
4. Settlement Systems: Concept & Methodology & Dispute Management
5. FinTech: Future of Payments
6. Risk Management in Payment and Settlement Systems
7. IT Audit and Controls for Payment Systems
8. A cursory Look at some Laws and Regulations on Payment and Settlement Systems
9. Financial Institution Fraud and Mitigation Techniques

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Gain a better insight into the framework of payment and settlement in Nigeria.
- Become conversant with emerging payment trends in locally and globally.
- Acquire skills to manage e-payment disputes.
- Identify and mitigate risks involved in payment and settlement.
- Identify common fraud schemes and preventive techniques.

20 NIBSS 20 Training Calendar

OCTOBER

Digital Transformation Masterclass

Price: N120, 000

Locations & Dates:

Lagos: 6 - 7 | Abuja: 13 - 14

Course Modules:

1. Global Overview of Technology Led Disruption and Service Innovation
2. Concepts, Methodologies & Tools for Digital Transformation
3. Digital Transformation Strategies: Changing Business Dynamics
4. Cyber Security & Risk Mitigants
5. The Role of I.T Audit in Digital Transformation Era
6. New Capabilities for Customer Service Delivery in a Digital Environment: Creating your Competitive Advantage

Target Audience

- Financial Institutions
- Non-Financial Institutions
- Government Parastatals
- Non- Government Organizations
- Regulatory Bodies

Learning Outcomes

This programme is designed to enable participants:

- Explore the benefits of using digital transformation to create value in the new business environment.
- Identify the tools and methodologies for digital transformation.
- Develop a digital strategy and business model for your digitised service offering.
- Acquire skills to effectively deliver a consistent Omni-channel experience for customers.

OCTOBER

E-Payments Operational Risk Management

Price: N120, 000

Locations & Dates:

Lagos: 21 - 22 | Abuja: 15 - 16

Course Modules:

1. Introduction to E-Payment Risk Management
2. Framework for Assessing Risk across Payment Channels
3. Operational Challenges & Managing Third-Party Risks in Deploying Payment Solutions
4. Cybercrime Risks & its' Impact on Financial Stability
5. Developing a Sustainable Risk Culture

Target Audience

- Operations Managers
- Risk Officers
- Internal Auditors
- Business Managers
- Account Managers

Learning Outcomes

This programme is designed to enable participants:

- 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.

20 NIBSS 20 Training Calendar

OCTOBER

E-Payment Fraud Detection, Prevention & Control Techniques

Price: N120,000

Locations & Dates:

Lagos: 8 - 9

Course Modules:

1. Global Fraud Trends & Data Security
2. Emerging Fraud on Payment Channels
3. E-Payment Fraud Detection, Investigation & Prevention Techniques
4. Evaluating & Building the Control Environment
5. The Role of Internal Audit & Risk in Fraud Management

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Identify types of fraud, causes and effects.
- Gain technical skills to understand the information systems and how to collect relevant and reliable data.
- Utilize anti-fraud initiatives, tools and controls for detection and prevention of fraud occurrence.
- Carry out investigation and write reports for effective decision making.

20 NIBSS 20 Training Calendar

NOVEMBER

Cybersecurity: Safeguarding Business & Systems

Price: N60, 000

Locations & Dates:

Lagos: 4 | Abuja: 6

Course Modules:

1. Fundamental Concepts of Cybersecurity
2. System Security Threats: Securing Online Transactions
3. Cyber Attacks: Response & Remediation

Learning Outcomes

This programme is designed to enable participants:

- Become conversant with global trends on 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

NOVEMBER

Consumer Protection Business Strategy in Digital Financial Services

Price: N60, 000

Locations & Dates:

Lagos: 11

Course Modules:

1. Introduction to Consumer Protection in Digital Financial Services
2. Emerging Consumer Protection Challenges
3. Global Regulations & Principles on Consumer Protection of Digital Financial Services
4. Re-designing the DFS Strategy: Product Design & Delivery

Learning Outcomes

This programme is designed to enable participants:

- Recognize the emerging consumer protection standards guiding the practices of digital financial service providers.
- Apply practices in the design process to mitigate consumer risk crystallization.
- Use best practices to build consumers' confidence in digital financial services.

Target Audience

- Financial Institutions
- Consumer Protection Council
- Financial Regulators

20 NIBSS 20 Training Calendar

NOVEMBER

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

Price: N120, 000

Locations & Dates:

Lagos: 12 - 13 | Abuja: 17 - 18

Course Modules:

1. Overview of Payment System and its Evolution
2. NIBSS Shared Services
3. Features of e-Payment Platforms & Channels in the Nigeria Payment Ecosystem
4. Introduction to National Payment Infrastructure
5. Clearing and Settlement Process
6. Acquiring Business in Nigeria (POS & ATM)
7. A cursory Review of Dispute Chargeback Resolution
8. Legal and Regulatory Framework of the Nigeria Payment System

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Identify the various e-payment channels in Nigeria, their features and 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.

NOVEMBER

Customer Experience Management in a Digital Environment

Price: N120, 000

Locations & Dates:

Lagos: 24 - 25

Course Modules:

1. Overview of Digital Transformation in Financial Services Industry
2. Challenges of Customer Service Delivery in Banking
3. Impact of Digitalization on Consumer Behaviour
4. Customer Engagement: Winning with Data
5. New Capabilities for Customer Service Delivery in a Digital Environment
6. Creating Loyalty Through Customer Service

Target Audience

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

Learning Outcomes

This programme is designed to enable participants:

- Be exposed to digital transformations in customer service delivery in the financial environment.
- Acquire skills to effectively deliver consistent omni-channel experience for customers.
- Utilize exceptional service delivery strategies for customer acquisition and retention to enhance business growth.

20 NIBSS 20 Training Calendar

DECEMBER

Card Business Strategy & Operations

Price: N120, 000

Locations & Dates:

Lagos: 2 - 3

Course Modules:

1. Overview of the Card Payment Industry
2. Development of Card Payment Business in Nigeria
3. Building a Competitive Advantage: Crafting a Market Strategy for Card Payments
4. Card Payments Fraud Detection
5. Contact and Contactless Payments

Learning Outcomes

This programme is designed to enable participants:

- Identify key stakeholders in the card payment business.
- Identify card business opportunities within their market segments.
- Recognize industry standard practices for processing transactions using cards.
- Use learned business models to create a competitive edge in the market.
- Mitigate card payment fraud.

Target Audience

- Card Operations
- E-Banking Operations
- Marketing/Relationship Managers
- I.T
- Internal Audit & Control
- Fraud Officers

DECEMBER

Back Office Operations, Settlement & Reconciliation

Price: N120, 000

Locations & Dates:

Lagos: 7 - 8 | Abuja: 10 - 11

Course Modules:

1. Review of Back Office Operations & Challenges
2. Back Office Processing & Settlement of E-Channels Payment Services
3. Risk Management in Back Office Operations
4. Impact of Fintechs/Financial Technology on Back Office Operations
5. Emotional Intelligence & Customer Support

Learning Outcomes

This programme is designed to enable participants:

- 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 analyse transaction discrepancies.
- Identify risks involved in processing transactions across the various e-payment channels and acquire skills to mitigate them.

Target Audience

- Head Office Operations
- Branch Operations
- Internal Control
- E-Business
- Channel Managers

20 NIBSS 20 Training Calendar

DECEMBER

Harnessing Digital Financial Services in Nigeria: Operations & Service Delivery

Price: N120, 000

Locations & Dates:

Lagos: 15 - 16

Course Modules:

1. Introduction to Digital Financial Services
2. Emerging Digital Financial Services for driving Financial Inclusion
3. Crafting a Digital Finance Strategy for Market Penetration
4. Digital Financial Services: Risks & Fraud
5. New Capabilities for Service Delivery in a Digital Environment

Learning Outcomes

This programme is designed to enable participants:

- Identify opportunities for digital finance.
- Become conversant with emerging digital financial services.
- Develop a successful digital finance business model.

Target Audience

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



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CONTACT US



OUR OFFICES

NIBSS Corporate Headquarters:

Plot 1230, Ahmadu Bello Way, Victoria Island
P.M.B 12617, Lagos.

Tel: +234-1-2716071-4

Customer Care Line: 07000 500 000

NIBSS Abuja Corporate Office:

2nd Floor Sinoki House,
Plot 770, Off Samuel Ademulegun Avenue,
Behind GTBank, Central Business District, Abuja.

Tel: +234-9-4613733, +234-9-4610414

Web: www.nibss-plc.com.ng



NIGERIA INTER-BANK SETTLEMENT SYSTEM PLC RC 220,310
...improving the Nigeria Payments System