Agent Network Risk Management & 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

Agent networks form the backbone of inclusive digital finance ecosystems, enabling financial institutions to expand outreach, enhance customer convenience, and promote financial inclusion across rural and underserved markets. As MFIs, banks, and fintechs continue to scale agent banking services, understanding and effectively managing risks within agent networks becomes critical for sustainability, service reliability, and consumer trust. With increasing digitization, institutions must navigate operational, liquidity, compliance, cybersecurity, and fraud-related risks in a rapidly evolving financial environment.

Agent Network Risk Management & Training Course equips professionals with comprehensive knowledge and practical tools to strengthen agent network governance, improve operational performance, and develop resilient risk management frameworks. By integrating real-world case studies, hands-on exercises, and global best practices, this course prepares participants to design robust risk mitigation strategies, ensure regulatory compliance, and build secure, efficient, and customer-centric agent delivery channels.

Programme Curriculum

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Course Objectives

- Understand the structure, functions, and value of agent networks.
- Assess key operational risks impacting agent networks.
- Evaluate liquidity, fraud, and transaction-related risks.
- Strengthen monitoring systems for agent performance management.
- Examine cybersecurity and digital transaction risks.
- Apply risk scoring tools and early warning mechanisms.
- Enhance regulatory compliance in agent banking operations.
- Analyze agent selection, training, and supervision processes.
- Explore customer protection frameworks in digital finance.
- Improve operational efficiency and service delivery standards.
- Use data analytics to track agent performance and detect anomalies.
- Study global best practices in agent network risk mitigation.
- Develop institution-specific risk management action plans.

Organizational Benefits

- Enhanced agent network governance and performance.
- Reduced incidents of fraud and operational disruptions.
- Stronger compliance with regulatory standards.
- Improved customer safety and satisfaction.
- Increased operational transparency and accountability.
- Strengthened cybersecurity readiness.
- Better liquidity management across agent points.
- Improved agent onboarding and training systems.
- More efficient monitoring and reporting structures.
- Sustainable scaling of agent networks.

Target Audiences

- Agent network managers
- Digital finance officers
- Risk and compliance teams
- Microfinance institution staff
- Fintech and digital banking professionals
- Operations and field supervisors
- Financial regulators and policymakers
- Consultants in digital finance and agent management

Course Duration: 5 days

Course Modules

Module 1: Overview of Agent Networks and Risk Landscape

- Structure, roles, and importance of agent networks
- Key risk categories in agent operations
- Understanding customer touchpoints
- Institutional responsibilities in agent risk oversight
- Global industry standards and trends
- Case Study: Expansion risks in an East African agent network

Module 2: Operational Risk in Agent Networks

- Cash handling and transaction management
- Agent liquidity challenges
- Documentation, processes, and standard operating procedures
- Operational controls for efficiency
- Field supervision models
- Case Study: Operational failures in a South Asian MFI

Module 3: Fraud and Financial Crime Risk

- Common fraud patterns within agent channels
- Internal and external fraud drivers
- Agent authentication and identity management

- Transaction risk monitoring
- Fraud prevention tools and staff capacity-building
- Case Study: Fraud mitigation lessons from West Africa

Module 4: Regulatory Compliance and Agent Governance

- National agent banking regulations
- Licensing and compliance requirements
- Consumer protection and KYC rules
- Roles of central banks and regulators
- Internal compliance frameworks for institutions
- Case Study: Regulatory enforcement in Latin American agent networks

Module 5: Digital Risk and Cybersecurity in Agent Channels

- Cyber threats to agent transactions
- Digital fraud risks and mitigation
- Secure digital communication channels
- Protecting customer and agent data
- Staff awareness and capacity-building
- Case Study: Cyberattack prevention in a digital banking agent network

Module 6: Agent Selection, Training, and Performance Management

- Agent recruitment standards
- Training frameworks and competency development
- Performance metrics and monitoring tools
- Motivation and retention practices
- Quality assurance mechanisms
- Case Study: Improving agent performance in Southeast Asia

Module 7: Liquidity Management and Cash Security

- Importance of liquidity in agent operations
- Cash forecasting and float management
- Risk of shortages and excess liquidity
- Secure cash handling practices

- Technology-supported liquidity solutions
- Case Study: Liquidity crisis analysis in a rural agent network

Module 8: Building a Comprehensive Agent Risk Management Framework

- Risk identification and mapping processes
- Developing risk mitigation strategies
- Implementing monitoring and reporting systems
- Institutionalizing risk management culture
- Action plan for strengthening agent networks
- Case Study: Successful risk framework adoption in a leading African MFI

Training Methodology

- Interactive presentations and guided discussions
- Practical demonstrations and hands-on exercises
- Case study analysis and group assignments
- Scenario-based risk assessment activities
- Peer learning and participant presentations
- Development of institutional action plans

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

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