

AGENCY NETWORK MANAGEMENT

OVERSIGHT & OPERATIONS AFRICA

Agency Network – Oversight & Operations is a specialised online training program designed to equip professionals with the knowledge, tools, and strategies required to effectively manage, support, and grow agency networks within financial services.

This program provides a practical framework for managing external businesses that operate as mobile money and banking agents—ensuring compliance, liquidity, performance, and strong relationships for sustainable growth and improved customer outcomes.

BUSINESS OUTCOMES



TARGET AUDIENCE



AT A GLANCE

 Delivery	Online LMS
 Audience	Banks, Fintechs, MNOs, Retail FS, Payment Service Providers
 Region	Africa
 Format	Modular
 Assessments	Included
 Certification	Included
 Duration	Self-paced
 Language	English

KEY TOPICS COVERED

- 01 Introduction to Agency Banking in Africa
- 02 Agency Network Models and Structures
- 03 Agent Onboarding and Enablement
- 04 Operational Oversight and Field Management
- 05 Liquidity and Cash Management
- 06 Agent Economics, Incentives and Network Sustainability
- 07 Fraud Risk and Security in Agency Networks
- 08 Compliance and Regulatory Oversight
- 09 Performance Management and KPIs
- 10 Customer Experience and Service Quality
- 11 Scaling and Optimising Agency Networks

