



TRAINING WORKSHOP ON DIGITAL FINANCIAL SERVICES

The Microfinance African Institutions Network (MAIN) in collaboration with the Association of Ethiopian Microfinance Institutions (AEMFI) is organizing a training workshop for their members.

Theme of the Workshop: *Digital Financial Services*

Course Description: Over the past 30 years, a microfinance industry has emerged in response to the lack of access to formal financial services for most of the world's poor. Microfinance institutions (MFIs) have worked diligently to provide financial services to the unbanked and help address poverty. They serve an ever-increasing number of poor clients, but the demand for such financial services still far outstrips capacity. In addition several factors continue to limit the scale of MFIs, namely, high operational expenses, inefficient operations and limited capacity all contributing to high interest rates. In order for MFIs to increase their outreach and maintain quality services they need to look at innovative ways to offer their services, especially leveraging technology.

Delivering financial services through technological innovations, including via mobile money, can be a catalyst for the provision and use of a diverse set of other financial services including credit, insurance, savings, and financial education. Thus, in order to facilitate the use of technological transformation in microfinance institutions, skilled and properly trained staffs are required; notwithstanding funds are limited, and a lack of formal, documented, and enforced processes the building blocks of back office systems add to the challenge. It is for this reason, MAIN had expressed the need to understand and learn the 'why', 'what' and 'how' of Digital Finance and its implementation to their respective member institutions. This will include creating a cadre of professional trainers.

Facilitation / animation: This is a high level participatory course and will be facilitated by international resource person.

Duration: The session will be held from 27-31 March 2017.

Venue: EIFTRI (The Ethiopian Inclusive finance Training and Research Institution)
Addis Ababa, Ethiopia

Expected Participants: General Managers, IT & MIS Officers and senior management staff from large and medium microfinance institutions from Ethiopia, Uganda, Tanzania, Rwanda and South Sudan.

Conditions

This is a high level training session and requires active participation during the plenary session and the corresponding group work. Additionally, one also needs to be able to articulate issues and arguments pertaining to the course as Participants will be asked to write

pros and cons and debate on a topic. There will be several case studies for the real life and participants will be given time to analyze the case individually or in groups, and to write down their analysis. The training workshop will be conducted in English. Candidates are expected to have:

- University level education
- Very good knowledge of English

Objective of the Training

The general objective of the training workshop is to enable participants understand the concepts, tools of Digital Finance and its implementation in microfinance institutions.

- Principles Digital Financial Services
- Process involved in implementation
- Empowering Agent Network by adopting to DFS
- Identification and assessment of risks, fraud management
- Product innovation and design using DFS, its advantages and implementation

Information regarding logistic

1. International participants are advised to arrange their trip to Addis Ababa, Ethiopia. The expenses related to air tickets will be reimbursed by MAIN by bank transfer upon presentation of vouchers (ticket stub, ticket invoice, boarding pass).

2. MAIN will reimburse the air ticket for a maximum amount of **600 dollars**. Please note that the cost of air ticket exceeding **USD 600**, the difference will be covered by the participant.

3. The reimbursement of expenses related to the airline ticket is subject to the compulsory presentation of all supporting documents (stub of the air ticket, original invoice if MAIN must refund the total amount, photocopy of the invoice if partial refund, boarding pass).

4. MAIN will cover the costs of accommodation and meals for member institutions. Non members will have to cover their cost of accommodation.

5. Members and non members of MAIN are required to pay registration fee of **USD 100**.

- The fee is payable before the commencement of the session, only the badge issued thereon will provide access to all the sessions, documentation, and any other service and facilities.

Deadline for Registration

Interested institutions should submit the registration form (attached to this note) duly signed by their General Managers or the Chairpersons of their Board and send it to MAIN: selomemain@gmail.com before the **Feb 24, 2017**.

NB Since the number of places is limited, late registration will not be accepted. **Only applications from members who have settled the annual contribution for 2017 will be considered.**