

Chartered Banker



SCQF Level 8 / SCQF Credit Points – 10

MICROFINANCE DIPLOMA

Module Specification

Microfinance Diploma

AIM:

To develop a practitioners approach to providing high quality service in the Microfinance environment. Through an understanding of key accounting principles, financial systems and institutions, products and services, sales and service and management development, the module places emphasis on the practical application of knowledge and skills required for the effective delivery of Microfinance and will require learners to apply combined knowledge from across the specification.

AUDIENCE

There are no entry criteria but relevant practical experience in banking or financial services would be an advantage.

QUALIFICATIONS TO WHICH MODULE CONTRIBUTES:

Can be studied on a standalone basis and upon successful completion can also contribute to the:

- Professional Banking Diploma

LEARNING OUTCOMES:

Knowledge, Understanding and Skills

On successful completion of this module, students will be able to:

1. Explain key accounting principles.
2. Understand the financial services landscape and how key institutions impact on Microfinance.
3. Explain how customer needs are matched to Microfinance products and services.
4. Understand the key role played by sales and service in Microfinance.
5. Explain how effective resource management can aid effective service.
6. Apply knowledge and understanding to provide effective Microfinance solutions for customers.

DELIVERY METHODOLOGY:

Study Text.

ASSESSMENT:

One summative on-line objective (multiple choice) assessment of 100 questions. The pass mark is 60%. The examination is available at specified exam centres.

Microfinance Diploma

KEY ACCOUNTING PRINCIPLES

Learning outcomes	Assessment criteria	Indicative content
<p>The learner will be able to:</p>	<p>The learner can:</p>	
<p>LO1: Explain key accounting principles.</p>	<p>1.1 Explain accounting transactions.</p> <p>1.2 Specify the purpose of year-end adjustments and provisions.</p> <p>1.3 Explain the purpose of final accounts preparation.</p>	<ul style="list-style-type: none"> • Assets, liabilities & Capital revenue • Disposal of assets • Trading profit and expenses • Double entry bookkeeping • Accounts and accounting balances • Trade receivables & sales revenue • Payables & purchases • T' accounts and trial balance • Accruals and pre-payments • Bad and doubtful debts • Profit / loss on disposal • Using cost of sales • Updating general ledger • Trial balance • Depreciation of fixed assets

Microfinance Diploma

THE WIDER FINANCIAL SERVICES LANDSCAPE AND ITS IMPACT ON MICROFINANCE

Learning outcomes	Assessment criteria	Indicative content	
The learner will be able to:	The learner can:		
<p>LO2: Understand the financial services landscape and how key institutions impact on Microfinance.</p>	<p>2.1 Explain the development of financial systems.</p> <p>2.2 Specify the defining features of financial institutions.</p> <p>2.3 Analyse Microfinance, products, services and providers.</p> <p>2.4 Explain the importance of risk management.</p>	<ul style="list-style-type: none"> • The development of money • The concept of barter • Functions of money • Retail banks, Investment banks, Savings banks, Building societies, Finance companies, Credit unions, general insurance • UN resolution on Microfinance • The Microfinance marketplace – <ul style="list-style-type: none"> - customers - products and services - the competitive environment. • Risk types and identification, PESTLE • Microfinance, Microcredit, Poverty trap • Self-improvement and profit maximization • Social barriers • Riba, UN resolution 52/194 	<ul style="list-style-type: none"> • Products and Services - <ul style="list-style-type: none"> - Savings accounts and fixed deposits - Call deposit accounts, agency banking, village banking, mobile phone banking, money transfer services, Individual loans - Group lending methodology - Grameen group lending - Micro-insurance

Microfinance Diploma

MEETING CUSTOMER NEEDS

Learning outcomes	Assessment criteria	Indicative content
<p>The learner will be able to:</p>	<p>The learner can:</p>	
<p>LO3: Explain how customer needs are matched to credit products and services.</p>	<p>3.1 Understand how to communicate appropriately with clients to assess needs and circumstances.</p> <p>3.2 Analyse the principles of lending.</p> <p>3.3 Understand lending products.</p>	<ul style="list-style-type: none"> • Types of communication • Questioning techniques • Listening • Levels of interest rates • Range of rates • Assessment • Creditworthiness • Security • Documentation

Microfinance Diploma

SALES AND SERVICE IN MICROFINANCE

Learning outcomes	Assessment criteria	Indicative content	
The learner will be able to:	The learner can:		
<p>LO4: Understand the key role played by sales and service in Microfinance.</p>	<p>4.1 Explain how high quality service is achieved for Microfinance customers</p> <p>4.2 Explain the selling process in Microfinance.</p> <p>4.3 Describe how marketing supports the sale of Microfinance.</p> <p>4.4 Understand the role of collections and recoveries.</p>	<ul style="list-style-type: none"> • What is high quality customer service • Queue management • Treating the client courteously • Providing privacy • Image & presentation of the organisation • Telephone technique • Inform the client of the most suitable way to transact • Handling complaints effectively – CLEAR • Why do we need to sell? • What to sell the customer before selling products • Are salespeople born or trained? • Buying not selling • The long term relationship 	<ul style="list-style-type: none"> • The stages of the selling process, Pre-sales preparation, the introduction, explore and listen, Identify the needs, introduce products to meet needs, overcome objections, closing the sale and asking for referrals • After sales service • Marketing financial services • Microfinance sector • Market research • Advertising • Database management • Collections v recoveries • Warning signs of problems

Microfinance Diploma

RESOURCE MANAGEMENT

Learning outcomes	Assessment criteria	Indicative content	
The learner will be able to:	The learner can:		
<p>LO5: Explain how effective resource management can aid effective service.</p>	<p>5.1 Understand organisations, group development and behavior.</p> <p>5.2 Explain how group effectiveness can be achieved.</p> <p>5.3 Explain how conflict can be managed.</p> <p>5.4 Explain Management approaches.</p>	<ul style="list-style-type: none"> • Theories of group formation • Practical reasons for group formation • Stages in group development • Action centered leadership, Maslow – hierarchy of needs, Herzberg – 2 factor theory, Vroom’s expectancy theory • Attitudes – Formation, measurement and change • Roles – Group members • What is an organisation • The formal organisation • The informal organisation • Authority, power & delegation • The bureaucratic structure • Product or services structures • Geographic structures • Trends in structure • Decentralisation • Conflict 	<ul style="list-style-type: none"> • Conflict handling behaviours • Types of conflict • Organisational conflict • Views on conflict • What is a manager • Management skills - decision making, communication, risk management, deciding & setting objectives, forecasting, planning, organizing, directing, coordinating, controlling • Project Management, time management and performance management • Performance management - <ul style="list-style-type: none"> - Goal setting - Customer service - Communication

Microfinance Diploma

MICROFINANCE SOLUTIONS

Learning outcomes	Assessment criteria	Indicative content
<p>The learner will be able to:</p>	<p>The learner can:</p>	
<p>LO6: Apply knowledge and understanding to provide effective Microfinance solutions for customers.</p>	<p>6.1 Demonstrate an ability to assess customer circumstances and apply suitable microfinance solutions, where appropriate.</p> <p>6.2 Analyse approaches to providing high quality service and sales through a Microfinance outlet.</p> <p>6.3 Demonstrate an ability to interact professionally with customers and colleagues.</p> <p>6.4 Demonstrate an ability to promote the benefits of Microfinance in a competitive financial services environment</p> <p>6.5 Demonstrate an understanding of the use of Performance Management to ensure staff is focused on the mission and vision of the organization and have the required skills to delight their customers.</p>	<ul style="list-style-type: none"> • Drawn from across the syllabus

Edinburgh

Drumsheugh House
38b Drumsheugh Gardens
Edinburgh
EH3 7SW

Telephone: 0131 473 7777

Email: info@charteredbanker.com

Web: www.charteredbanker.com

London

2nd Floor, Bengal Wing
9A Devonshire Square
London
EC2M 4YN

