# Agency Banking Operations and Agent Network Management Training Course

4 – 8 January 2027
Addis Ababa

AGILE LEADERS
Training Center

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**Ref:** 400_223617 **Date:** 4 – 8 January 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

## Overview

Agency Banking Operations and Agent Network Management Training Course is a one-week practitioner course for banking, channel, operations, risk, and product professionals who leave with an Agency Network Operating Pack. The course connects channel scope, agent lifecycle, transaction controls, liquidity, reconciliation, customer protection, service quality, performance, and improvement. Participants convert agency strategy into controlled operating routines and decision tools. Agile Leaders Training Center delivers this course on agency banking operations and agent network management.

## Who Should Attend

- Channel functions responsible for agency-banking strategy and network coverage
- Operations functions responsible for transaction delivery, settlement, and reconciliation
- Risk and compliance functions responsible for agent controls and customer protection
- Product and technology functions responsible for agent-enabled services and transaction journeys
- Internal control functions responsible for assurance, incidents, and corrective action
- Field supervision functions responsible for agent support, liquidity, and service quality

The course assumes participants already support retail financial services and operational controls, and it leaves out branch management, mobile-money strategy, and introductory financial-inclusion concepts.

## Departments and Industries

The course supports agency banking operations across financial-service and distribution environments.

- Retail banking, operations, and channel-management departments
- Risk, compliance, internal control, and customer-protection departments
- Payments, financial technology, product, and technology organizations
- Retail, postal, telecommunications, and distribution networks acting as agents
- Microfinance and financial-inclusion service organizations

## Learning Objectives

By the end of this course, participants will be able to:

- Build an agency-banking operating and accountability model
- Apply agent selection, due-diligence, onboarding, and exit controls
- Analyze transaction, liquidity, settlement, and reconciliation workflows
- Diagnose fraud, service, customer-protection, and continuity risks
- Evaluate agent economics and network performance indicators
- Prioritize incidents, corrective actions, and network improvements

## Course Agenda

## Day 1: Agency Model and Governance

- Agency Banking Value Proposition and Channel Scope Map
- Bank-Agent Role and Accountability Matrix
- Agent Network Operating Model Canvas
- Product and Transaction Eligibility Grid
- Governance and Escalation Framework

## Day 2: Agent Lifecycle Management

- Agent Segmentation and Location Selection Scorecard
- Agent Due-Diligence and Suitability Checklist
- Contract, Commission, and Responsibility Matrix
- Onboarding, Training, and Activation Plan
- Suspension, Exit, and Replacement Protocol

## Day 3: Transactions and Liquidity

- Customer Transaction Journey and Control Map
- Cash and Electronic-Value Liquidity Model
- Rebalancing and Field-Support Plan
- Settlement and Reconciliation Workflow
- Transaction Exception and Reversal Register

## Day 4: Protection and Performance

- Agent Fraud Scenario and Control Library
- Customer Disclosure and Consent Checklist
- Complaint and Incident Escalation Route
- Service Availability and Continuity Plan
- Agent Economics and KPI Dashboard

## Day 5: Agency Network Practice

- Suggested Exercise: Agent Selection Decision
- Suggested Exercise: Liquidity and Rebalancing Response
- Suggested Exercise: Reconciliation Exception Resolution
- Suggested Exercise: Customer Incident Control Review
- Capstone Exercise: Agency Network Operating Pack

## Practical Exercises

The course uses suggested activities to turn operating evidence into controlled agency-network decisions.

- Suggested activity: score prospective retail and postal agents using coverage, capacity, integrity, and service criteria.
- Suggested activity: resolve cash and electronic-value shortages across a distributed agent network.
- Suggested activity: investigate a transaction exception and trace settlement, reversal, and complaint actions.
- Suggested activity: present a network improvement plan using economics, service, risk, and customer indicators.

## FAQs

### Who suits agency banking operations training, and what does it assume?

Agency banking operations training suits channel, operations, risk, compliance, product, technology, control, and field-supervision professionals who already support retail financial services and operational controls.

### How does agency banking operations training differ from branch management training?

Agency banking operations training governs services delivered through third-party retail agents, while branch management training addresses staffed premises, branch teams, and internal branch processes.

### How should an agency banking network manage liquidity?

An agency banking network should forecast cash and electronic-value demand, set rebalancing routes, monitor shortages, define escalation triggers, and coordinate field or intermediary support.

### What controls protect customers in agency banking operations?

Agency banking controls should address agent identification, permitted services, disclosures, consent, transaction evidence, complaint handling, fraud monitoring, data handling, incident escalation, and corrective action.

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## Which indicators support agent network management?

Agent network management uses activity, availability, liquidity, transaction quality, complaints, exceptions, revenue, cost, compliance, and corrective-action indicators to evaluate performance and prioritize support.

## Conclusion

Participants leave with an Agency Network Operating Pack containing a governance map, lifecycle controls, transaction journeys, liquidity plan, reconciliation workflow, customer safeguards, risk controls, dashboard, and improvement priorities. The pack changes channel intentions into traceable operating decisions. It supports consistent supervision, faster escalation, and evidence-based network development.