<table>
<thead>
<tr>
<th>PROGRAMME</th>
<th>DURATION</th>
<th>DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing e-zwich business, operations and IT support</td>
<td>3 Days</td>
<td>18th – 20th March</td>
</tr>
<tr>
<td>Digitizing Bulk Collections and Payments</td>
<td>2 Days</td>
<td>7th – 8th May</td>
</tr>
<tr>
<td>Managing Clearing House Operations and IT support</td>
<td>2 Days</td>
<td>9th – 10th July</td>
</tr>
</tbody>
</table>
BACKGROUND

GhIPSS’ mandate extends beyond providing national payment infrastructure in Ghana, to providing leadership in payment systems innovation and education.

To this end, GhIPSS aims to keep the financial services industry up-to-date with payment systems innovation; through a series of workshops, field studies and conferences.

GhIPSS training courses would deliver world class content to participants. While a number of general courses would be on offer, GhIPSS can provide bespoke courses to meet the specific needs of our clients.
Course Overview

This course providing education on the e-zwich payment platform (technology and business).

Course Modules

• Developing and managing branchless banking business

• e-zwich Branch operations

• Onboarding e-zwich clients (RESCI)

• Performing POS transactions (Teller)

• Understanding e-zwich financial reports (Audit & Treasury management)

• Fraud management on the e-zwich platform

• Payroll verification (Bio-Search Station)

• POS first level maintenance

Course Outcome

Participants would:
• Be conversant with the architecture of the e-zwich platform.
• Be able to develop and manage an e-zwich business model.
• Identify potential loop holes in managing e-zwich business.
• Develop skill to mitigate potential channels with the e-zwich technology.

Target Audience

• E-business

• Bank Tellers

• Treasury officers

• Relationship managers

• Banking operations
Course Overview

This course would focus on educating participants on clearing house business

Course Modules

• An overview of bulk payments in Ghana; Products, channels & customers
• Developing bulk payment business
• Managing bulk payment business
• Fraud management
• An overview of clearing house rules and Arbitrations

Course Outcome

Participants would:

• Gain a full understanding of bulk payment channels
• Identify new bulk payment business opportunities
• Be able to develop a bulk payment business model
• Identify and mitigate clearing house fraud
• Be aware of current clearing house rules and arbitration processes

Target Audience

• E-business (Sales & Operations)
• Relationship managers
• Banking operations
• Corporate Banking
• Retail Banking
Managing Clearing House Operations and IT support

Duration: 2 days  Cost: GHC 1,000

Course Overview
This course seeks to equip participants with advance knowledge and skills needed to manage clearing house operations. In addition, participants would be given training on how to Trouble shoot and provide first level support to their banks.

Course Modules

- CH & CHG System Workflow.
- Monitoring clearing house operations.
- Processing mandated using the Electronic Mandate Exchange Portal.
- Start of day & End of day tasks.
- Trouble shooting and recovery.
- An overview of the clearing house rules

Course Outcome
Participants would:

- Be equipped with the requisite skills to offer first level technical support to the clearing house.
- Be able to perform routine clearing house operational functions.
- Identify potential threats to the clearing house and develop strategies to mitigate against them.

Target Audience

- IT staff
- Clearing Operations staff
Ghana Interbank Payment and Settlement Systems Limited
E-mail: info@ghipss.com

T+233 302 610800
F+233 302 671757

For more information on our products, please visit our website www.ghipss.net