

## Course - Digital Banking and Financial Services

**Duration:** 4 Days

**Target Audience:** Banking Professionals, Fintech Enthusiasts, IT & Compliance Teams, Business Analysts, Consultants, Entrepreneurs

### About the Training

This **Digital Banking and Financial Services Training** provides a structured approach to understanding digital financial services, open banking, e-money, fintech innovations, and strategic implementation. Participants will explore how digital transformation is reshaping banking, payments, and financial services while addressing regulatory, security, and operational challenges.

### Training Outcomes

By the end of this training, participants will:

- ✓ Understand the key principles of digital banking and financial services.
  - ✓ Learn the role of open banking and its impact on financial institutions.
  - ✓ Explore the digital payments ecosystem, including e-money and mobile wallets.
  - ✓ Understand fintech innovations and their role in financial transformation.
  - ✓ Learn how data analytics enhances decision-making in banking.
  - ✓ Develop strategies for implementing digital banking solutions.
  - ✓ Explore future trends in digital banking and fintech.
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### 4-Day Course Outline

#### Day 1: Introduction to Digital Banking & Open Banking

##### ☐ Module 1: Introduction to Digital Financial Services

- Definition and scope of digital financial services
- Overview of the digital financial services landscape
- Benefits of digital banking for customers and businesses
- Challenges and risks associated with digital financial services

##### ☐ Module 2: Open Banking

- Definition and history of open banking
- How open banking works (APIs, partnerships, data sharing)
- Benefits and opportunities for customers, banks, and fintechs
- Regulatory framework for open banking (PSD2, GDPR, etc.)
- Examples of successful open banking initiatives

## ☐ **Group Discussion & Case Study:**

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### **Day 2: Digital Payments & Mobile Banking**

#### ☐ **Module 3: E-money, Wallets, and Payments**

- Definition and characteristics of e-money and digital wallets
- Types of digital wallets and payment methods
- Advantages and disadvantages of e-money and digital wallets
- Regulatory requirements for e-money and digital wallets
- Case studies of successful e-money and wallet providers

#### ☐ **Module 4: Mobile Banking**

- Definition and benefits of mobile banking
- Types of mobile banking services (apps, USSD, NFC-based banking)
- Mobile banking security and authentication mechanisms
- Regulatory requirements for mobile banking
- Examples of successful mobile banking providers

#### ☐ **Hands-on Activity:**

- Exploring mobile banking applications and security features
  - Comparing e-wallet providers and their impact on financial inclusion
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### **Day 3: Fintech & Data Analytics in Digital Banking**

#### ☐ **Module 5: Fintech Innovations in Banking**

- Definition and history of fintechs
- Overview of the fintech landscape and trends
- Categories of fintechs and their services (lending, insurtech, regtech, etc.)
- Advantages and challenges of fintechs
- Regulatory considerations for fintech companies

#### ☐ **Module 6: Data Analytics in Digital Banking**

- Definition and benefits of data analytics in banking
- Types of data analytics (predictive, prescriptive, real-time)
- Use cases of AI and machine learning in fraud detection and credit scoring
- Challenges and risks of using data analytics
- Regulatory considerations for data use and compliance (GDPR, CCPA)

□ **Case Study & Group Discussion:**

- Exploring a fintech innovation that disrupted traditional banking
  - Assessing the ethical implications of data analytics in finance
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**Day 4: Strategy, Digital Transformation & Future of Banking**

□ **Module 7: Digital Banking and Financial Services Strategy**

- Importance of digital transformation in banking
- Developing a digital banking and financial services strategy
- Challenges and opportunities in implementing digital banking solutions
- Best practices for successful digital transformation

□ **Module 8: Future of Digital Banking and Financial Services**

- Emerging technologies in digital banking (AI, blockchain, IoT, cloud banking)
  - The role of super apps, embedded finance, and Banking-as-a-Service (BaaS)
  - Challenges and opportunities for traditional banks and fintechs
  - Implications of digital banking transformation for consumers and businesses
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