Agent Fraud Prevention & Monitoring Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Fraud within agent networks is a critical risk for digital financial services (DFS), microfinance institutions, and mobile money operators. Effective fraud prevention and monitoring are essential to protect institutional revenue, safeguard customer trust, and ensure regulatory compliance. With the increasing digitization of transactions, institutions must proactively detect, prevent, and manage fraud risks to maintain operational integrity and service reliability.

Agent Fraud Prevention & Monitoring Training Course equips participants with practical knowledge, tools, and strategies to prevent, detect, and monitor fraud in agent networks. Through interactive exercises, real-world case studies, and best practices, participants will learn how to strengthen internal controls, develop monitoring frameworks, and build resilient agent networks that minimize fraud risk while enhancing operational efficiency and customer confidence.

Programme Curriculum

Agent Fraud Prevention & Monitoring Training Course

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Course Objectives

- Understand the types and patterns of agent-related fraud.
- Strengthen internal controls and monitoring systems for fraud prevention.
- Apply risk assessment and fraud detection tools in agent networks.
- Examine regulatory compliance and reporting requirements.
- Develop staff awareness and capacity-building programs for fraud mitigation.
- Implement real-time transaction monitoring systems.
- Enhance agent accountability and supervision practices.
- Analyze digital and physical fraud prevention strategies.
- Identify early warning signals and red flags in agent operations.
- Use data analytics to detect anomalies and suspicious activities.
- Develop incident response and investigation procedures.
- Apply global best practices for sustainable fraud management.
- Create an institutional action plan for fraud prevention and monitoring.

Organizational Benefits

- Reduced fraud losses and financial risk exposure.
- Improved operational controls and transparency.
- Strengthened regulatory compliance.
- Enhanced customer trust and service reliability.
- Increased agent accountability and performance.
- Real-time monitoring of transactions and fraud detection.
- Data-driven insights for fraud prevention decision-making.
- Improved staff capacity in fraud management.
- Standardized procedures for agent supervision.
- Sustainable, resilient agent network operations.

Target Audiences

- Agent network managers

- Risk and compliance officers
- Digital finance officers
- Microfinance institution staff
- Mobile money operators
- DFS operations teams
- Financial regulators and supervisors
- Fraud prevention consultants

Course Duration: 5 days

Course Modules

Module 1: Introduction to Agent Fraud Risk

- Types of fraud in agent networks
- Common patterns and schemes
- Impact on institutions and customers
- Roles and responsibilities in fraud management
- Fraud risk landscape in DFS
- Case Study: Fraud challenges in East African mobile money networks

Module 2: Fraud Risk Assessment and Detection Tools

- Identifying potential vulnerabilities
- Risk scoring and prioritization
- Transaction monitoring techniques
- Automated fraud detection tools
- Data analysis for anomaly detection
- Case Study: Fraud risk assessment in South Asian agent networks

Module 3: Internal Controls and Governance

- Designing internal controls for agent networks
- Segregation of duties and authorization
- Standard operating procedures
- Monitoring and reporting frameworks
- Supervisory roles in fraud prevention

- Case Study: Strengthening internal controls in West African DFS operations

Module 4: Regulatory Compliance and Reporting

- National and regional DFS regulations
- KYC, AML, and consumer protection requirements
- Reporting suspicious activities
- Compliance audits and inspections
- Alignment of policies with regulatory standards
- Case Study: Regulatory compliance success in Latin American agent networks

Module 5: Digital Fraud Prevention and Cybersecurity

- Digital transaction fraud types
- Cybersecurity measures for agent networks
- Secure authentication and digital identity verification
- Monitoring mobile and online transactions
- Technology solutions for fraud mitigation
- Case Study: Cybersecurity and digital fraud prevention in Southeast Asia

Module 6: Agent Accountability and Supervision

- Establishing agent responsibility frameworks
- Monitoring agent performance and compliance
- Fraud deterrence through accountability
- Training and capacity-building for agents
- Incentive and disciplinary mechanisms
- Case Study: Enhancing supervision to reduce fraud in East African networks

Module 7: Fraud Investigation and Response

- Procedures for incident investigation
- Evidence collection and documentation
- Incident reporting protocols
- Remedial actions and recovery strategies
- Continuous improvement of fraud response
- Case Study: Investigating and resolving agent fraud in South Asia

Module 8: Building a Sustainable Fraud Management Framework

- Institutionalizing fraud prevention and monitoring
- Integration of technology, people, and processes
- Continuous monitoring and risk assessment
- Policy and procedure standardization
- Scaling fraud management across networks
- Case Study: Successful fraud management framework in a leading African DFS institution

Training Methodology

- Interactive presentations and guided discussions
- Practical exercises and simulations
- Case study analysis and group problem-solving
- Scenario-based fraud detection and prevention activities
- Peer learning sessions and participant presentations
- Development of institutional fraud management action plans

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.com or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to FINESKILL TRAINING CENTER account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
07 Sep 2026	11 Sep 2026	Physical	$1,500
14 Sep 2026	18 Sep 2026	Physical	$1,500
21 Sep 2026	25 Sep 2026	Physical	$1,500
28 Sep 2026	02 Oct 2026	Physical	$1,500
05 Oct 2026	09 Oct 2026	Physical	$1,500
12 Oct 2026	16 Oct 2026	Physical	$1,500
19 Oct 2026	23 Oct 2026	Physical	$1,500
26 Oct 2026	30 Oct 2026	Physical	$1,500

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