Identity Verification and KYC Training Course for Support Teams Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's rapidly evolving digital landscape, businesses face increasing challenges in ensuring secure and compliant customer onboarding. Identity verification and Know Your Customer (KYC) processes have become the cornerstone of trust, fraud prevention, and regulatory compliance. Identity Verification and KYC Training Course for Support Teams Training Course equips support teams with the knowledge and hands-on skills to efficiently manage identity verification, anti-money laundering (AML) checks, and customer authentication processes. By mastering these strategies, support professionals can significantly reduce risk, enhance operational efficiency, and elevate customer trust in a secure digital ecosystem.

Leveraging real-world case studies, practical exercises, and advanced verification tools, this course empowers support teams to navigate complex KYC workflows with confidence. Participants will gain deep insights into document verification, biometric authentication, digital identity solutions, and risk assessment frameworks. By combining compliance best practices with cutting-edge technology, the course ensures that support teams can detect fraudulent activity, streamline onboarding, and maintain regulatory standards. Whether working in fintech, banking, e-commerce, or telecommunications, this course prepares professionals to protect organizations and customers from identity-related threats.

Programme Curriculum

Identity Verification and KYC Training Course for Support Teams Training Course

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Course Duration

5 days

Course Objectives

1. Master advanced identity verification techniques using AI-driven and biometric solutions.
2. Understand global KYC regulations and AML compliance standards.
3. Develop expertise in customer risk profiling and fraud detection strategies.
4. Implement multi-layered verification processes for secure onboarding.
5. Gain proficiency in document verification and digital identity authentication.
6. Enhance operational efficiency using workflow automation tools.
7. Strengthen data privacy practices and secure customer information handling.
8. Analyze real-world case studies to identify common identity fraud schemes.
9. Build expertise in resolving escalated identity verification issues.
10. Utilize cutting-edge tools for remote KYC and digital onboarding.
11. Improve cross-team collaboration in compliance and support functions.
12. Apply regulatory and ethical standards to maintain corporate trust.
13. Continuously update knowledge on emerging fraud patterns and verification technologies.

Target Audience

1. Customer support agents handling KYC and identity verification.
2. Compliance officers and AML specialists.
3. Fintech and banking operations teams.
4. Fraud prevention and risk management professionals.
5. E-commerce customer service teams.
6. Digital onboarding and verification specialists.
7. IT and cybersecurity personnel supporting verification tools.
8. Team leads responsible for training support staff on compliance.

Course Modules

Module 1: Introduction to Identity Verification and KYC

- Overview of KYC and AML regulations globally
- Importance of identity verification in fraud prevention
- Common identity fraud scenarios and red flags

- Regulatory compliance and reporting requirements
- Case Study: How a fintech company prevented onboarding fraud

Module 2: Customer Onboarding and Risk Profiling

- Steps in the customer onboarding process
- Risk-based approach to KYC
- Tiered verification procedures for different risk levels
- Customer due diligence (CDD) and enhanced due diligence (EDD)
- Case Study: Risk profiling success in a digital bank

Module 3: Document Verification Techniques

- Types of identity documents and verification standards
- Automated vs manual document verification
- Detecting forged or tampered documents
- Best practices for scanning and storing documents
- Case Study: Identifying fraudulent IDs in real scenarios

Module 4: Biometric Authentication

- Facial recognition and liveness detection
- Fingerprint and iris scanning technologies
- Multi-factor authentication integration
- Regulatory and privacy considerations
- Case Study: Biometric verification reducing fraud in mobile banking

Module 5: Digital Identity Solutions

- Electronic Know Your Customer (eKYC) processes
- Digital wallets and identity platforms
- Blockchain-based identity verification
- Ensuring interoperability and security
- Case Study: Implementing eKYC in a global fintech startup

Module 6: Fraud Detection and Risk Mitigation

- Common patterns in identity fraud
- Transaction monitoring and alerts
- Behavioral analytics and AI-driven fraud detection
- Reporting and escalation procedures
- Case Study: How predictive analytics stopped fraud attempts

Module 7: Compliance and Regulatory Updates

- Key global regulations
- Reporting suspicious activity
- Audit and documentation best practices
- Staying updated with regulatory changes
- Case Study: Regulatory compliance preventing penalties

Module 8: Support Team Best Practices and Workflow Optimization

- Handling customer verification queries efficiently
- Escalation protocols for high-risk cases
- Collaboration with compliance and IT teams
- Leveraging tools for workflow automation
- Case Study: Optimizing KYC processes to reduce turnaround time

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

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

Ready to enroll or request a customized program? Book online or contact us:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com