Microfinance Business Continuity Planning 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

Microfinance institutions operate in environments where operational disruptions, economic shocks, technology failures, and natural disasters can significantly impact service delivery, loan portfolio stability, and customer trust. A strong Business Continuity Plan (BCP) equips microfinance organizations with structured strategies to protect operations, maintain liquidity, and sustain essential financial services during crises. Microfinance Business Continuity Planning Training Course delivers deep, practical knowledge on creating resilient systems, risk frameworks, and incident-response mechanisms that safeguard microfinance operations and ensure uninterrupted service delivery.

Participants will gain hands-on knowledge of business impact analysis, operational risk assessment, crisis leadership, digital infrastructure continuity, and stakeholder communication. Using real-world examples and emerging market case studies, this course strengthens institutional resilience through data-driven planning, proactive risk monitoring, and effective recovery strategies. The training focuses on practical tools aligned with global microfinance and financial inclusion standards, ensuring organizations remain agile, stable, and compliant in volatile environments.

Programme Curriculum

Microfinance Business Continuity Planning Training Course

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Course Objectives

1. Understand the foundational concepts and strategic importance of business continuity planning in microfinance.
2. Identify key operational risks affecting microfinance institutions using trending risk analytics techniques.
3. Conduct effective business impact assessments using modern data-driven tools.
4. Develop continuity strategies that ensure uninterrupted financial service delivery.
5. Strengthen crisis management and response capabilities for microfinance operations.
6. Design resilient processes for credit operations, savings services, and agent banking.
7. Integrate digital continuity frameworks for mobile money and fintech-based microfinance services.
8. Establish robust communication frameworks for staff, clients, and regulators during disruptions.
9. Implement backup systems and secure data recovery mechanisms aligned with industry best practices.
10. Strengthen monitoring and evaluation processes for BCP effectiveness.
11. Align business continuity structures with governance, compliance, and regulatory requirements.
12. Improve institutional resilience through early-warning indicators and predictive modeling.
13. Develop a complete, actionable Business Continuity Plan tailored to microfinance operations.

Organizational Benefits

- Improved operational resilience across all microfinance functions
- Reduced service disruption and enhanced customer trust
- Stronger protection of institutional assets and loan portfolios
- Rapid recovery from technology, market, or environmental disruptions
- Enhanced compliance with regulatory and supervisory standards
- Increased capability to manage crises and stabilize operations quickly
- Better coordination across branches and service delivery channels
- Safer data handling and improved cybersecurity preparedness
- Strengthened staff preparedness through structured crisis protocols
- Improved decision-making using real-time risk information and analytics

Target Audiences

- Microfinance operations managers
- Business continuity and risk management officers
- Branch and field operations supervisors
- Microfinance compliance and governance officers
- IT managers supporting financial inclusion systems
- Digital finance and mobile money teams

- Internal audit and control professionals
- Consultants working in microfinance resilience and sustainability

Course Duration: 5 days

Course Modules

Module 1: Foundations of Business Continuity in Microfinance

- Core concepts of business continuity planning
- Importance of resilience in microfinance service delivery
- Key operational dependencies in microfinance
- Identifying essential business functions
- Understanding crisis triggers and vulnerabilities
- Case Study: Branch-level disruption affecting loan collections

Module 2: Operational Risk Assessment for Microfinance

- Identifying internal and external risks
- Tools for risk scoring and prioritization
- Mapping vulnerabilities across branches and channels
- Integrating operational risk with continuity planning
- Monitoring early warning indicators
- Case Study: Operational risks leading to repayment challenges

Module 3: Business Impact Analysis for Microfinance Processes

- Understanding the purpose of BIA
- Measuring financial, operational, and customer impact
- Identifying critical processes and dependencies
- Prioritizing recovery objectives
- Using data analytics for impact forecasting
- Case Study: BIA guiding continuity decisions in loan operations

Module 4: Mitigation and Continuity Strategies for Microfinance

- Developing tailored mitigation strategies
- Ensuring continuity of credit and savings operations
- Planning for alternative delivery channels
- Resource allocation during disruptions
- Building redundancy into key systems
- Case Study: Continuity strategies activated during civil unrest

Module 5: Crisis Management and Incident Response

- Setting up crisis management teams
- Roles and responsibilities during incidents
- Emergency response procedures
- Staff safety and communication protocols
- Escalation mechanisms for severe disruptions
- Case Study: Crisis response to market-wide liquidity shortages

Module 6: IT Continuity and Data Protection in Microfinance

- Ensuring uptime for digital platforms and core banking systems
- Backup and data recovery structures
- Cybersecurity continuity practices
- Technology redundancy planning
- Cloud and offsite storage considerations
- Case Study: Server failure affecting digital loan disbursements

Module 7: Communication and Stakeholder Engagement During Disruptions

- Designing effective communication plans
- Internal staff communication protocols
- Client messaging and service updates
- Coordinating with regulators and partners
- Maintaining brand trust during crises
- Case Study: Communication gaps leading to client panic

Module 8: Building and Testing a Microfinance Business Continuity Plan

- Developing a complete BCP document
- Simulation exercises and scenario testing
- Measuring effectiveness and readiness
- Integrating BCP into organizational culture
- Periodic review and updating of continuity plans
- Case Study: BCP testing improving institutional preparedness

Training Methodology

- Instructor-led presentations and guided technical explanations
- Practical exercises, simulations, and scenario-based planning
- Group discussions and collaborative resilience assessments
- Real-world microfinance case study analysis
- Demonstrations of continuity tools and digital platforms
- Interactive feedback sessions and performance reviews

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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