

Microfinance Administration

Administrative procedures are part of nearly every public and private organisation and are a set or system of rules that govern the procedures for managing an organisation. These procedures are meant to establish efficiency, consistency, responsibility, and accountability.

In any financial institution, like banks or microfinance institutions (MFIs), it is crucial to design, structure and implement effective procedures and controls to ensure the efficient and effective operation of the business. This learning programme is designed to help you understand the importance of administrative systems and procedures in a financial institution.

What you will learn:

Upon completion of this programme, you will be able to:

1. Demonstrate an understanding of the administrative systems in a financial institution, like banks or micro-finance institutions (MFIs).
2. Develop and update administrative systems for a financial institution.
3. Identify the procedures involved in using administration systems & develop procedures into a manual to communicate to staff within the financial institution.

Course Content:

- Section 1: Introduction to administration systems.
- Section 2: Develop & update administrative systems.
- Section 3: Develop procedures for administration systems.

Course Structure:

- Lectures
- Structured classroom discussions / Debates
- Practical exercises

Assessment:

Formative assessment is done through practical exercises, and facilitator-led discussions. The summative assessment is a combination of knowledge questions and a case study with practical application.

Accreditation:

This programme is in process of being registered a learning programme on the BNVQF (Botswana National Vocational **Qualifications Framework**).



Entry Requirements:

It is assumed that learners are able to write effectively and have fundamental literacy. They should also be able to create a PowerPoint or similar presentation. Learners should **work in a financial institution.**



Duration:

One day



Certification:

Certification of learning achievements will be issued upon successful completion of the summative assessment and the learner being deemed competent against the learning programme outcomes.

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