



E-Learning Training Program

Consumer Banking & Payments

(On Demand)



Program Overview

This course covers the fundamentals of banking for everyday consumers. Exploring the full range of services offered by retail banks with a special focus on payments and gaining the knowledge to navigate a dynamic industry that's rapidly evolving through digital innovation.

Program Objectives

Upon the completion of the program participants will be able to:

- Provide a solid understanding of the wealth management and private banking industry, including its structure, key players, and client segments.
- Explore the range of products, services, and solutions offered by wealth management professionals to meet diverse client needs.
- Gain the essential skills and knowledge needed to effectively manage high-net-worth and family assets.

Program Contents

This program will cover 13 tutorials spread to 2 topics as follows:

- ▶ Topic 1: Payments
- ▶ Topic 2: Consumer (Retail) Banking

Topic 1: Payments

- Payments – An Introduction.
- PSD2 & Open Banking.
- Payments Systems.
- Digital Money & Mobile Payments.
- Payments Cards.
- Credit Cards.
- Cards & Payments Programs.
- Merchant Services.



Topic 2: Consumer (Retail) Banking

- Consumer Banking Products – Credit.
- Consumer Banking Products – Noncredit.
- Omnichannel Delivery.
- Customer Experience.
- Risk Management.

Program Administration

Program Language

The program will be delivered in English.

Training Delivery

The program will be on demand in collaboration with the INTUITION Platform.

Target Audience

Banking professionals, aspiring wealth managers, fintech specialists, and anyone seeking a solid foundation in retail and private banking services.

Program Level

Foundation.

Program Duration

1 month from the date of receiving the login credentials to complete all topics.

Certification

Certificate of Completion, after passing all topics with a minimum score of 70%.

Registration Fees

90 KD.

For further inquiries, please contact the program coordinator:

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