


E-Learning Training Program

Consumer Banking & Payments

(On Demand)




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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 gain 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.
- Equip learners with essential skills and knowledge needed to effectively manage high-net-worth and family assets.

Program Contents

This program will cover 33 tutorials spread to 6 topics as the following:

- Topic 1: Retail Credit
- Topic 2: Payments
- Topic 3: Other Retail Banking Products
- Topic 4: Digital Transformations in Banking
- Topic 5: Retail Banking Consumer Management
- Topic 6: Retail Banking Risk Management

Topic 1: Retail Credit

- Mortgages – An Introduction
- Mortgage Interest & Repayments
- Mortgages in Practice
- Installment Loans
- Credit Cards
- Overdrafts



Topic 2: Payments

- Payments – An Introduction
- Payments Methods
- Payments Rails & Participants
- Payments – Connectivity & Messaging
- Payments Cards
- Payments – Credit Cards
- Payments Programs
- Payments – Merchant Services

Topic 3: Other Retail Banking Products

- Bank Accounts
- Savings & Deposits
- Investment Products & Services
- Financial Planning & Advice
- Insurance
- Pensions & Retirement

Topic 4: Digital Transformation in Banking

- Digital Banking – An Introduction
- Open Banking & Open Finance
- BaaS & BaaP
- Embedded Finance

Topic 5: Retail Banking Customer Management

- Retail Banking – Understanding Retail Customers
- Retail Banking – Delivery Channels
- Retail Banking – Customer Acquisition
- Retail Banking – Customer Onboarding
- Retail Banking – Customer Service
- Retail Banking – Customer Experience
- Retail Banking – Customer Retention

Topic 5: Retail Banking Customer Management

- Retail Banking – Risk Management
- Retail Credit Risk – An Introduction



Program Administration

Program Language

The program will be delivered in English.

Program Study Hours

28 Hours

Training Delivery

The program will be on demand in collaboration with 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 user activation date to complete all topics

Certification

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

Registration Fees

90 Kuwaiti Dinar



For further inquiries, please contact the program coordinator:

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