



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Administrative Procedures For Microfinance Institutions Training

Business, Commerce and Management Studies / Finance, Economics and Accounting

Unit Standard 110029 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the administrative competencies required to support microfinance operations effectively. It covers essential procedures such as client application processing, loan disbursement, repayment tracking, and record-keeping within a microfinance context. The course ensures compliance with relevant regulatory frameworks and promotes efficient office administration.

Category	Business, Commerce and Management Studies
Subfield	Finance, Economics and Accounting
Unit Standard	110029
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply administrative procedures for processing microfinance loan applications and disbursements.
- Implement accurate record-keeping and filing systems for client and transaction data.
- Demonstrate compliance with regulatory requirements and internal policies in microfinance administration.
- Analyze repayment schedules and follow up on overdue accounts using established procedures.
- Evaluate the effectiveness of administrative systems and recommend improvements.
- Design basic reports on loan portfolio performance and client interactions.

WHO SHOULD ATTEND

- This course is designed for administrative staff, loan officers, and junior managers working in microfinance institutions, as well as individuals seeking to enter the microfinance sector.

COURSE OUTLINE

Day 1: Foundations of Microfinance Administration

- Overview of the microfinance sector and its regulatory environment
- Core administrative procedures: client registration, loan application, and file management
- Documentation requirements: identity verification, proof of income, and credit checks
- Introduction to the National Credit Act and its implications for microfinance
- Data protection and confidentiality in client records
- Internal controls and audit trails for loan processing
- Ethical considerations in microfinance administration

Day 2: Loan Processing and Portfolio Management

- Step-by-step loan disbursement process: verification, approval, and fund release
- Repayment tracking systems: schedules, receipts, and reconciliations
- Arrears management: early warning indicators, communication protocols, and follow-up procedures
- Loan restructuring and write-off procedures
- Portfolio reporting: key metrics and report generation
- Use of technology (e.g., core banking systems) in loan administration
- Compliance with reporting requirements to regulators and funders

Day 3: Advanced Administration and Practical Integration

- Internal audit procedures: sampling, verification, and corrective actions
- Risk management: identifying operational risks and implementing controls
- Client complaint handling: logging, investigation, and resolution
- Administrative support for product development and marketing
- Integration with finance, HR, and branch operations
- Case study: end-to-end administration of a microfinance loan
- Review and assessment of administrative system improvements

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 110029) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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