



Mobile Money, Fintech and Digital Payments

ZTH-FIN-003 | Digital Transformers | Core | Finance

6 weeks

duration

24 hours

learning time

2 x 2h

live sessions per week

US\$60.00

fee per learner

In this course you will operate mobile-money and agent services correctly.

Delivery

Offline-ready: can run without internet

Suitable for

Small businesses and traders, Women and girls, NGOs and community hubs, Working professionals

What you will be able to do

- Operate mobile-money and agent services correctly
- accept and reconcile digital payments
- explain fraud and consumer protection
- set up QR and online payments for a business

Syllabus

1. How mobile money and payments systems work
2. Agent operations and float management
3. Merchant payments, QR and online checkout
4. Reconciliation and records
5. Fraud, scams and customer protection
6. Regulation, KYC and responsible service

Hands-on practical work

- Run a mock agent shop with float and customers
- set up a test payment gateway
- reconcile a day of transactions
- fraud scenario drills

Resources and equipment

Training sandbox or simulation tools, phones, QR codes, reconciliation templates; guest from a payment provider if possible

Off-grid and solar option

Paper and role-play simulation; phones charged by solar





Assessment

Reconciliation accuracy and scenario tests

Career direction

Mobile-money agent, merchant support officer, fintech customer support, payment operations assistant, small-business finance helper

Digital payments and fintech services continue to expand and need trained operators and support staff

Next steps

From EX6 or TR2; leads to MH2

Enrol

Skills first, certificate second: you finish with something you can do and a QR-verifiable certificate to prove it. Enrol online at <https://zambesi.ac.zw/course.php?slug=mobile-money-fintech-and-digital-payments> or contact info@zambesi.ac.zw / +263 7X XXX XXXX.

