



# E-learning

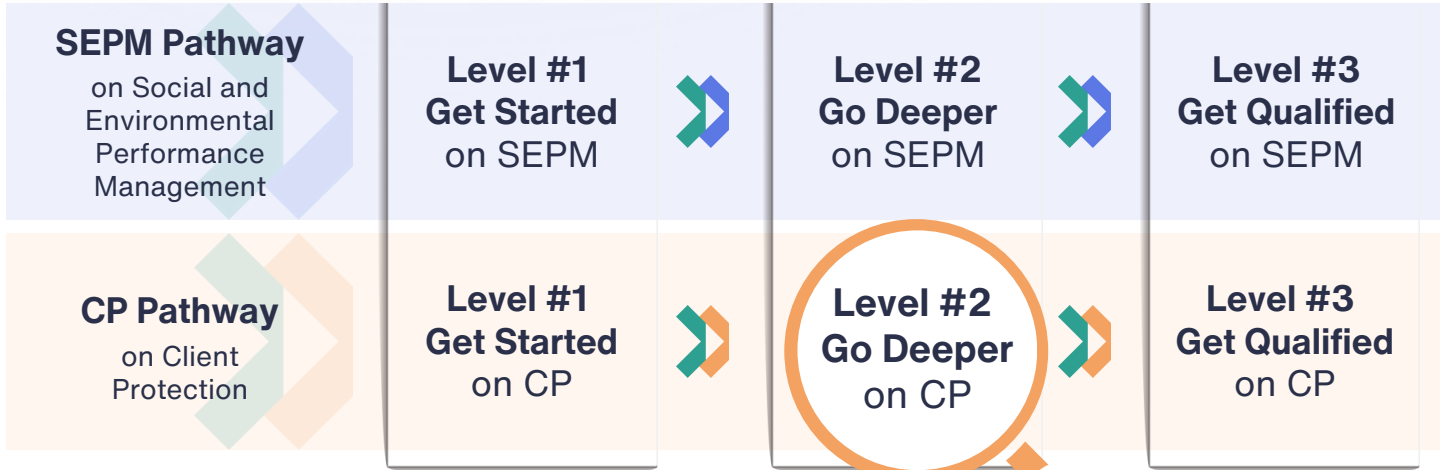
Course Presentation

CP Level #2

Information as of February 2025



CERISE+SPTF



## Level #2 Go Deeper on Client Protection

Course description on next page



Instructor-led courses to strengthen your skills. Hosted on specific dates with virtual classes, forum, peer-exchange and scored assignments.

- Prerequisite: Level #1
- Timing: 9 weeks in cohort, 5 hours a week
- Price: 800 Euros
- Training Certificate

### 95%

of the learners appreciate the clarity and relevance of this course.



*Thank you to Cerise+SPTF for giving me the opportunity to join this excellent course. It helped me a lot to improve my skills on Client Protection, and I will support the Sector Network Lao Microfinance Association, Bank of Laos on this matter.*



Pamouane Phetthany, Qualified Auditor, Laos

[Qualification Process and Conditions](#)

[More information on Training](#)

Contact: [training@spi-online.org](mailto:training@spi-online.org)

[Course Catalog](#)



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### WEEK 1

4h

#### Welcome to the course

- Meet your peers!
- **Virtual class #1** – Let's meet
- How much do you already know about client protection?

#### Understand the assessment process

- Assessment methodology and tools
- Assessment process
- **[METHODO]** Prepare the assessment
- **[METHODO]** Conduct the intro and closing meetings

#### The OrgInfo section

- How to fill OrgInfo properly

#### CP1 - Appropriate Product Design and Delivery

- What is CP1 about?
- Key arguments around CP1
- **[METHODO]** Identify sources of information

### WEEK 2

4h

#### CP2 - Prevention of Overindebtedness

- What is CP2 about?
- Key arguments around CP2
- Examples from Morocco, Senegal and Cambodia
- **[METHODO]** Prepare interviews
- **[PRACTICE]** Prepare an interview

#### CP3 - Transparency

- What is CP3 about?
- Key arguments around CP3
- **[METHODO]** Learn how to score
- **[PRACTICE]** Practice scoring using the 4-step process
- **[REFRESHER]** How to use SPI Online
- **[MOCK AUDIT]** Score the CP3 indicators!

### WEEK 3

4h

#### CP4 - Responsible Pricing

- What is CP4 about?
- Key arguments around CP4
- Example from Cambodia
- **[METHODO]** Calculate the APR, LLER, OER, ROA

### WEEK 4

4h

#### CP5 - Fair and respectful treatment of clients

- What is CP5 about?
- Key arguments around CP5
- **[PRACTICE]** Is it a good practice?
- **[METHODO]** Conduct interviews
- **[PRACTICE]** **Virtual class #2** – Conduct interviews

### WEEK 5

4h

#### CP6 - Privacy of Client Data

- What is CP6 about?
- Key arguments around CP6
- **[METHODO]** Prepare and conduct a branch visit
- **[PRACTICE]** Prepare and conduct a branch visit

#### CP7 - Complaints mechanisms

- What is CP7 about?
- Key arguments around CP7
- **[METHODO]** Interact with clients
- **[PRACTICE]** Interact with clients

#### CP8 - Governance & HR

- What is CP8 about?
- Key arguments around CP8
- **[METHODO]** Conduct a robust analysis

### WEEKS 6 & 7

8h

#### MOCK AUDIT

- **[PRACTICE]** **Virtual class #3** – Calculate CP4 ratios
- Mock audit instructions
- **Mock audit submission**

### WEEK 8

3h

#### Read results and build an action plan

- How to read results
- How to read dashboards
- How to build an action plan
- **[PRACTICE]** Build an action plan
- How to use available resources to go further

### WEEK 9

4h

#### What's next for you?

- How to embark colleagues and partners
- **Virtual class #4** – Wrap up and next
- Feedback form