MFC support to national networks
Since 1997, MFC has been providing comprehensive support to networks

- Study visits
- Institutional Development
- Assessments
- Access to funding
- Strategic planning

Capacity building in services for members:

- Financial institution management and operations
- Client protection
- Financial education
- Social Performance Management

*Training of trainers
*Training of assessors
Microfinance Centre is a leading regional microfinance center and network of 104 microfinance institutions (MFIs), investors, donors, and support agencies.

We work in Europe and Central Asia, and globally, reaching out to more than 1,000,000 low-income people.
Our Mission

is to contribute to poverty reduction and the development of human potential by promoting a socially-oriented and sustainable microfinance sector that provides adequate financial and non-financial services to a large numbers of poor families and micro-entrepreneurs.
MFC regularly hosts 2-3 day study visits of other networks, sharing its experience of work with a variety of stakeholders and its business model. Staff responsible for every programmatic area takes participants for deep dive into reasons for success.

AMFOK, Kazakhstan, MFA Yemen
Association’s strategic planning

The 3-5 day process of strategy development is based on the feedback provided by members, which feeds into the SWOT analysis (association’s strengths and weaknesses, opportunities and threats). The strategy builds on identified strategic pillars of an association, and is described by balanced scorecard: a set of measurable strategic activities, which allows for development of straightforward and easy to monitor plan of strategy implementation. The process is driven by the management and board of the association - the role of MFC is to facilitate the process and provide necessary expertise. This participatory approach proved to be effective in developing the strategy that is really implemented instead of being a dust collector.

Partners
AMA, Afghanistan,
AMFI, Kyrgyzstan,
AMFOK, Kazakhstan,
NAMOCU, Uzbekistan,
AMFOT, Tajikistan
European Union is one of the biggest donors in the world. MFC trains and supports associations in EU proposal writing, as well as provides training in EU funded project management, financial management and reporting. Eventually, MFC serves as a required partner coming from EU countries.

Partners

AMFA, Azerbaijan, AMFOK, Kazakhstan, NAMI, Uzbekistan
Capacity building: financial services delivery

MFC trains an association to deliver services to its members in the following areas:

**Credit Management**
- Training for MFI’s Loan Officers
- Clients’ Business and Loan Analysis
- Delinquency Management for MFIs
- Essentials of Rural and Agricultural Microfinance

**Risk Management**
- Credit Scoring
- Financial Risk Management in MFIs
- Risk Management

**Financial Management and Accounting**
- Business Planning and Financial Modeling for MFIs (Mikrofin)
- Financial Analysis for MFIs
- Fundamentals of Accounting for Managers of MFIs
- Internal Control and Audit
- Investment Readiness

**Management and Governance**
- Strategic planning
- Effective HR Management in MFIs
- Staff Incentive Systems for MFIs
- Making Microfinance Work: Managing for Improved Performance

**Marketing**
- Strategic Marketing for MFIs
- Impact assessment and market research
- New Product Development for MFIs
- Customer Service for MFIs
MFC trains an association to deliver services to its members in the following areas:

**Training of Client Protection Assessors**

MFC staff is certified in Smart Client Protection Assessment methodology by the Smart Campaign. As lead assessors, our staff provides training and mentoring to candidates for assessors.

**Social Performance Management**

Introduction to Social Performance Management and Client Protection Workshop in social goals development and SPM system set up

**Social Performance Assessments for Responsible Finance**

MFC trains association’s staff to deliver SP assessments of their members in line with Universal Standards for Social Performance Management and gender indicators. The exercise serves perfectly as preparation to social audit.

AMFA, Azerbaijan; AMFOT, Tajikistan; MCPI, the Philippines; Sanabel, MENA, AMFIE, Ethiopia, AMIR, Rwanda, APSFD-IC, Ivory Coast, CAM, China, CMF, Nepal, MFIN, India, NAMMS, Russia, Sharakeh, Palestine, TAMFI, Tanzania
Capacity building: Client Protection & SPM

The Training of Trainers in financial education training

MFC equips trainers coming from NGOs and MFIs in knowledge and skills to deliver workshops for microfinance clients and general population in financial education. The content covers: family budget management, financial planning, emergency fund management, saving and credit products, debt management, remittances and more.

This training targets MFIs’ field staff, who works with the clients on daily basis. The training equips them in skills to deliver 10-30 minutes consultations on financial education to clients.

The Training of Counselors in financial education

For clients:
- improved cash flows
- overindebtedness prevention
- assets building

For Financial Institutions:
- increased portfolio quality
- lower delinquency
- addressed reputation risk
- increased loyalty of clients

Benefits

Partners

AMFA, Azerbaijan; AMFOT, Tajikistan; NAMI, Uzbekistan, Association of Credit Unions, Ukraine, RMC, Bielarus, RMC, Russia, Association of Citizen Advisory Buroes, Poland
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