

PART 2: TRAINING PROGRAMME DETAILS

Section A: Course Details

Certified Finance Process Associate (CFPA)

1.	Course Title	Certified Finance Process Associate (CFPA)
2.	Type of Course	Non-technical
3.	Training Methodology	Classroom Visual/ Remote Blended E-Learning
4.	Skill Area	Functional: Finance Process Soft Skills: Via Emotional & Social Intelligence Employability skills via Promeritus360, career management platform
5.	Duration (Days)	7 days/ 60 hours
6.	Level of Certification	Associate Level
7.	Certification Body (If Applicable)	BPO Certification Institute, Inc. (BCI)
8.	Course Overview	<p>The CFPA and S+EI programs are offered by Asia BPO Academy is a powerful global BCI qualification for graduates/school leavers with a desire to deal high-demand for accounting-based jobs in multiple industries besides the F&A domain in BPO/ shared services..</p> <p>CFPA Program is program is designed for fresh, young talents with a background in Business, Finance, Commerce or Accounting who want to make a career in F&A BPOs. The CFPA assessments seek to evaluate the overall preparedness of young talents for handling common F&A tasks and services in terms of their knowledge, interpersonal skills and aptitude.</p> <p>Social & Emotional Intelligence (S+EI) Participants are introduced to the 26 competencies based on the 4 quadrants of Daniel Goleman's ESI. Each participant will be assessed on the Social & Emotional Intelligence Profile (SEIP). Trainees will become familiar as they understand their strengths and areas for development via one to one coaching session during their PJT. Young graduates need more than just qualification or certification to get and sustain in jobs, they also require soft skills in order to land with dream jobs and sustain.</p> <p>Promeritus360 Trainees are provided with access to our career management platform, Promeritus360 to support them in their PJT. It enables internal development programs for young talents to scale employability development & measure impact. The Interactive</p>

		<p>platform with more than 500+ resources for the target development areas for the young graduates. Various online programs are support development of essential skills for their successful employability & career success.</p> <p>Promeritus360 measures learner confidence & impact in real-time.</p>
9.	Prerequisites	Bachelor's Degree/Diploma/Certificate in Business/ Accounting/ Finance/ Commerce/ Statistics/ Mathematics/ Economics; with basic proficiency in English and proven Computer Skills
10.	Course Objective	<p>CFPA is designed to provide entry level competency in F&A roles. The CFPA assessments seek to evaluate the overall preparedness of young talents for handling common F&A tasks and services in terms of their knowledge, interpersonal skills and aptitude</p> <p>Job Preparedness via Social & Emotional Intelligence (S+EI) equip young talents with the manner they need to apply their knowledge & skill acquired in CFPA at workplace while on Promeritus360, they are able to continue to develop themselves by identifying competence & confidence gaps.</p>
11.	Learning Outcome	Able to develop the right functional skills in F&A BPOs to gear up for accounting-based jobs in multiple industries besides the F&A domain in shared services while being self-aware of their strengths and improvement areas and the ability to self-manage their gaps. S+EI training & coaching coupled with the support of Promeritus360, the career management platform to support their continuous learning and development.
12.	Course content	<p>Certified Finance Process Associate (CFPA) Program</p> <p>Nature & Typology of BPO Services</p> <ul style="list-style-type: none"> • Concept and advantages of Business Process Outsourcing • Categories and Types of BPO Organizations and BPO services <p>BPO Operations & Work Environment</p> <ul style="list-style-type: none"> • Organization & Workplace Structures in BPO Organizations • Equipment & Technologies generally deployed in BPO Organizations • Common Modes and Media of Service Delivery in BPO Organizations <p>Personal Effectiveness Principles & Techniques</p> <ul style="list-style-type: none"> • Challenges & Demands of BPO Work Environment • Creating & Managing Personal Brand-Equity in Workplace • Managing Personal Time • Managing Stress • Managing Professional Growth

		<p>Role-profile of a Finance & Accounting Services Associate</p> <ul style="list-style-type: none"> • Typical Key Result Areas (KRAs) of an F&A Services Professional • Skills & Competencies of an F&A Services Professional <p>Finance & Accounting Processing Tasks & Activities</p> <ul style="list-style-type: none"> • Fundamentals of contemporary Finance & Accounting BPO domain • Basic Concepts, Principles & Techniques in Contemporary Finance & Accounts • Knowledge about Commonly Outsourced Finance & Accounting Tasks and Activities <p>Job Preparedness via Social & Emotional Intelligence (S+EI) Program</p> <ul style="list-style-type: none"> • Social & Emotional Intelligence Profiling • Definitions of Emotional Intelligence & Social Intelligence • The importance of ESI in our career, home and social segments • Deep dive on the Daniel Goleman’s Four Quadrant Model • Quadrant 1 - Self Awareness • Case studies on Self Awareness • Quadrant 2 - Social Awareness (Other Awareness) • Case studies on Social Awareness • Quadrant 3 - Self management • Case studies on Social Management • Quadrant 4- Relationship Management Part 1 and Part 2 • Case Studies on Relationship Management • Role Plays <p>Trainees will be provided with access to Promeritus360 to support the in their PJT, our career management platform provided to all trainees for a period of 12 months from the start of training to support them in their PJT and a continuous development tool .</p>
13.	Learning Activities	Lecture /Virtual lecture Role Play Case Studies E-Learning on Promeritus360 – Learning activities Training
14.	Target Group	Graduates, school leavers and unemployed