



# Expression of Interest (EOI) to Provide Staff Training Services



more than banking

Access Bank (Kenya) PLC is regulated by the Central Bank of Kenya.

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# Terms of Reference (ToR) for Expression of Interest (EOI) to Provide Staff Training Services for Access Bank Kenya Plc

## 1. Background

Access Bank Kenya Plc is committed to enhancing the skills and capabilities of its employees through comprehensive training programs. The bank seeks to engage qualified training service providers to deliver high-quality training services that align with its strategic goals and objectives.

## 2. Objective

The objective of this Expression of Interest is to identify and shortlist competent training service providers who can deliver effective training programs in various areas, including but not limited to customer experience, leadership development, strategy & planning, team building, capabilities /technical skills, salesforce management and related programs.

Program Category	Training Area
Technical Competencies	<ul style="list-style-type: none"><li>• Customer Service</li><li>• Relationship Management</li><li>• Credit Analysis</li><li>• Bank Operations</li><li>• Fraud Prevention &amp; Detection</li></ul>
Leadership Skills Supervisory Skills	<ul style="list-style-type: none"><li>• Coaching for Execution</li><li>• Change Management</li><li>• Conflict Management</li><li>• Performance Management</li></ul>
Culture Training	<ul style="list-style-type: none"><li>• Enhanced Onboarding for New Staff</li><li>• Quarterly Training on the Access Way</li><li>• Quarterly refresher training of Bank Values</li><li>• Company Mission Statement refresher trainings</li><li>• Training on Bank Structure and Policies</li></ul>
Risk & Governance	<ul style="list-style-type: none"><li>• Compliance and Regulatory Training</li><li>• Internal Controls &amp; Procedures</li><li>• Cybersecurity &amp; Data Privacy</li><li>• Crisis Management &amp; Business Continuity</li><li>• Risk Management</li></ul>
Personal Development	<ul style="list-style-type: none"><li>• Effective Communication Skills</li><li>• Emotional Intelligence</li><li>• Stress Management &amp; Resilience</li><li>• Time Management</li><li>• Critical Thinking &amp; Problem Solving</li><li>• Self Confidence &amp; Assertiveness</li><li>• Financial Literary</li><li>• Wellbeing &amp; Mindfulness</li></ul>

### **3. Scope of Work**

The selected training service provider will be responsible for:

1. Designing and delivering training programs tailored to the needs of Access Bank employees.
2. Providing training materials and resources.
3. Conducting pre-training assessments to identify training needs.
4. Delivering training sessions through various methods, including in-person, virtual, and blended learning.
5. Conducting post-training evaluations to measure the effectiveness of the training programs.
6. Providing detailed reports on training outcomes and recommendations for further improvement.

### **4. Eligibility Criteria**

Interested training service providers must meet the following criteria:

1. Proven track record of delivering high-quality training services in the banking or financial sector for at least 10 years.
2. Experience in designing and delivering training programs in the specified areas.
3. Availability of qualified and experienced trainers.
4. Ability to provide training materials and resources.
5. Capacity to deliver training sessions through various methods.
6. Strong references from previous clients.

### **5. Submission Requirements**

Interested training service providers are required to submit the following documents:

1. Company profile, including relevant experience and qualifications.
2. Detailed proposal outlining the approach to delivering the training services.
3. CVs of key trainers who will be involved in the project.
4. References from previous clients.
5. Financial proposal, including the cost of delivering the training services.

### **6. Evaluation Criteria**

The evaluation of the Expression of Interest will be based on the following criteria:

1. Relevant experience and qualifications of the training service provider.
2. Quality and comprehensiveness of the proposed training approach.
3. Qualifications and experience of the trainers.
4. References from previous clients.
5. Cost-effectiveness of the financial proposal.

### **7. Submission Deadline**

All Expressions of Interest must be submitted by **31st December 2024** to:

**KenyaEnterpriseBusinessSupport@accessbankplc.com**

### **8. Contact Information**

For any inquiries or further information, please contact:

**KenyaEnterpriseBusinessSupport@accessbankplc.com**



**access**

[kenya.accessbankplc.com](http://kenya.accessbankplc.com)

