



## History

For many years, ACLEDA Bank Plc. has led retail banking in Cambodia as a financial service provider to micro and small entrepreneurs. In response to a growing financial sector ACLEDA Bank Plc gradually generated subsidiary companies, ACLEDA Bank Lao Ltd, ACLEDA Securities, and ACLEDA Training Center (ATC).

ACLEDA Bank's Training Division, established in 2000, played a crucial role in building the capacity of ACLEDA staff to contribute to the Bank's success over the years. With the generous support of the Royal Government of Cambodia, and co-financed by the Federal Republic of Germany through KfW, in 2008 ACLEDA Bank Plc formed "ACLEDA-ASEAN Regional Microfinance Training Center" to provide training locally and internationally, focusing on MFIs in the ASEAN Region plus China. In August 2011, in a strategic response to the growth of training needs ACLEDA Bank Plc merged the Training Division and the ACLEDA-ASEAN Regional Microfinance Training Center into the "ACLEDA Training Center" (ATC). ATC provides training to ACLEDA staff as well as local and international participants from other organizations.

## Vision & Mission

### Vision:

ACLEDA Training Center (ATC) is to be Cambodia's leading training center providing superior quality of knowledge and skills to both local and international participants.

### Mission:

Our mission is to provide local and international participants, graduated students with the wherewithal to manage their business, career and applying for job successfully and effectively and by doing so to improve the quality of their lives. By achieving these goals we will ensure a sustainable and growing benefit to our shareholders, our staff and the stakeholders at large. We will at all times observe the highest principles of ethical behaviour, respect for society, the law and the environment.

## ATC Faculty

The training faculty consists of senior management and technical specialists from the Bank's branches and headquarters who complement the ATC faculty and specialists in course design, delivery and training techniques.

## Training Services

### A. Training Programs for External Participants

ATC provides a diverse range of training courses that combine concepts and practice delivering the "know-how" and "show-how". Currently, six types of training are offered to external participants:

#### 1. Short Courses

A yearly training calendar offers a variety of short courses with great appeal, such as credit management, product development, internal audit, savings management and customer service and care. Most of the courses are 2-day-in-class sessions designed to suit the staff training needs of banks, MFIs, companies and local and international

participants. Courses are regularly scheduled for release and publicized on ATC's website. Courses are offered in Khmer and English.

#### 2. Tailor-Made Training

Training is tailored to meet an organization's areas of interest. ATC staff work with organizations to assess training needs, design curricula and deliver capacity building and learning events. Training can be designed for one organization or groups of organizations that cooperate together, such as international NGOs, funders, associations, networks or project consortia. Translation for Lao, Chinese (Mandarin) and Vietnamese can be provided during the training sessions. Field visits can also be included to see the on-the-ground practice of ACLEDA in a variety of areas, such as credit, savings or back-office functions, such as internal audit and treasury management.

#### 3. Exposure Visit/Study Tour

Local and international visitors meet with ACLEDA specialists on a variety of technical and managerial topics. Our specialists have expertise to share, time for discussions, and questions and answers. Field visits are also organized for visitors to see how ACLEDA operates its retail banking services. Study tours can also be designed to suit visitors' priority areas of interest.

#### 4. Building Inclusive Financial Sector

A special program is organized for MFI Stakeholders, Central Bankers, Policy Makers, Government official that focuses on the transformation of ACLEDA into a regulated financial institution, the history and the development of the regulatory environment supportive of financial inclusion in Cambodia. Meetings with Central Bank Regulators, Supervisors and Policy Makers in Cambodia are key features of this program.

#### 5. Skill Development Training

Short skill development courses are prepared for undergraduates, graduates and the public who need to be suitably qualified to find a job or improve their business.

#### 6. On-the-Job Training

Courses are arranged for staff of ACLEDA Subsidiary Companies to practice their skills effectively in their own different area with ACLEDA Bank Plc.

### B. Training Programs for ACLEDA Staff

ATC also offers a variety of training services to ACLEDA Bank Plc. and ACLEDA subsidiary Companies.

#### 1. New Recruit Training

Prepared only for ACLEDA new recruits, these short courses cover basic knowledge about the Bank's business and operations.

#### 2. Skill Development Training

Courses are offered on a yearly basis (in-class training, refreshing, workshop, on-the-job training, study visits) for ACLEDA existing staff in all areas to continue to develop their skills and knowledge. Courses are prepared with critical and statistical TNA analysis.

### 3. Introductory Training

Training is regularly arranged for ACLEDA staff that have changed their position or promoted to upper level to specialize in their new status.

### 4. Training of Trainer

Courses are offered to ATC staff and Bank staff to enhance the quality of training and adult learning techniques used in the classroom and the field.

### C. Student Internship Program

It contributes to human resource development by providing knowledge and ACLEDA Bank experience to all national and international students for their research papers, assignments and thesis requirements.

## What Benefits from ATC?

Optimistically, after training courses with ATC, participants will gain more knowledge and skills based on the successful experience and the best practice of ACLEDA, majoring in Credit, Finance, Marketing, Banking Operation, Internal Control, Human Resource Management and others. The training courses are designed for a participant-centered method, focusing on HOW to do a best performance, to increase productivity and profitability.

"We Train, You Gain"

## Training Report as of July, 2013

Since its inception, ATC has conducted training as below:

Training Types	Courses Conducted	Number of Participant
<b>Training Programs for External Participants</b>		
Financial Institution	75	1,094
Graduates & Public	21	454
ACLEDA Subsidiary Companies	51	644
Exposure Visit/Study Tour	44	257
<b>Training Programs for ACLEDA Staff</b>		
New Recruit Training	227	9,035
Skill Development Training	16,541	211,680
Introductory Training	2,253	7,529
Training of Trainer	32	1,072
<b>Student Internship Program</b>		
National Internship		10,458
International Internship		50

# List of External Participants

## A.National Participants

No	Organization Names	Type
01	Amret Microfinance Institution "Amret"	MFI
02	Angkor Mikroheranhvatho (Kampuchea) Co. Ltd (AMK)	MFI
03	Angkor Capital Specialized Bank	Bank
04	Australian People for Health, Education and Development Abroad (APHEDA)	NGO
05	Bridges Across Borders Cambodia (BABC)	NGO
06	Buddhism For Development (BFD)	NGO
07	CHIPMONG Group Ltd.	Private Company
08	Cam Capital Plc.(Cam Capital)	MFI
09	Cambodia Airports	Company
10	Cambodia Economic Network (CEN)	NGO
11	Cambodian Health Committee (CHC)	NGO
12	Cambodia Microfinance Association (CMA)	MFI
13	Cambodian Community Savings Federation (CCSF)	MFI
14	Cambodian War Amputees Rehabilitation Society (CWARS)	NGO
15	CAMMA MICROFINANCE LIMITED (Camma)	MFI
16	CANADIA BANK PLC.	Bank
17	Cambodian Business Integrated in Rural Development (CBRD)	MFI
18	CHAMROEUN MICROFINANCE LIMITED (CHAMROEUN)	MFI
19	Chouk Chey ADEC	NGO
20	Cogetel Limited (Online)	Private Company
21	Crédit Mutuel Kampuchea (CMK)	MFI
22	Credit Scheme of Rural Development (CSR)	NGO
23	Community Development Fund (CDF)	NGO
24	Community Capital Development Agency Organization	NGO
25	End Child Prostitution, Abuse and Trafficking in Cambodia (ECPAT Cambodia)	NGO
26	Entean Akpevath Pracheachun (EAP)	MFI
27	Golden Rice ( Cambodia ) Co.,Ltd.	Private Company
28	Grand Phnom Penh Golf Co.,Ltd. (GPPGC)	Private Company
29	Green Central Micro Finance Ltd. (GCMF)	MFI
30	Habitat for Humanity Cambodia (HHC)	NGO
31	Hattha Kaksekar Limited (HKL)	MFI
32	Hi-Technology Co., Ltd.	Private Company
33	HR Inc. Cambodia Co., Ltd.	Private Company
34	Hwang DBS Commercial Bank Plc	Bank
35	Intean Poalroath Rongroeurung Ltd (IPR)	MFI
36	Intergrating Human to Quality (IHQ)	Training Provider
37	IntLeeBrac (Indochina) Co., Ltd.	Private Company
38	J E R Import Export Contruction	Private Company
39	Journeys Within Our Community (JWOC)	NGO
40	KREDIT Microfinance Institution Ltd (KREDIT Ltd)	MFI
41	KONG NUON IMPORT & EXPORT CO., LTD	Private Company
42	LEDA	NGO
43	MEADA	NGO
44	MAXIMA Mikroheranhvatho Co. Ltd (MAXIMA)	MFI
45	Ministry of Agriculture Forest & Fisheries (MAFF)	Govt
46	Mong Reththy Group Co.,Ltd	Private Company
47	New Economic Worker (NEW)	NGO
48	Niron ADEC	NGO
49	Oxfam	NGO
50	Pannasastra University of Cambodia	University
51	Phnom Penh Commercial Bank (PPCB)	Bank
52	Pyramid Service Co.,Ltd	Private Company
53	PRASAC MFI, Ltd. (PRASAC)	MFI
54	Reproductive & Child Health Alliance (RACHA)	NGO
55	Rights Smart International (RSI)	NGO
56	Rural Development Bank (RDB)	State Own Bank
57	Ratanak Pawn Broker Co., Ltd. (RPB)	Private Company
58	Sacombank (Cambodia) Plc.	Bank
59	SAMIC Microfinance (SAMIC)	MFI

60	SAMRITHISAK Limited (SAMRITHISAK)	MFI
61	SATHAPANA Limited (SATHAPANA)	MFI
62	Samret Development Economic Community Organization	NGO
63	SEILANITHIH Limited (SEILANITHIH)	MFI
64	Somaly Mam Foundation	NGO
65	SOKIMEX Soksan Kampot	Private Company
66	SOKIMEX GROUP CO., LTD. (SOKIMEX)	Private Company
67	Sciaroni & Associates (SA)	Private Company
68	Telecom Cambodia	Private Company
69	Trust Global Service Co., Ltd.	Private Company
70	Thaneakea Phum Cambodia (TPC)	MFI
71	Toyota Tsusho Corporation	Private Company
72	Trade Solutions Group and ACSB	Private Company
73	VisionFund (Cambodia) Ltd (VisionFund)	MFI
74	Vattanac Bank	Bank
75	Wholistic Development Organization (WDO)	NGO
76	Yamaha Motor Cambodia Co., Ltd.	Private Company
77	YCP Micro-Finance	MFI
78	<b>Graduates &amp; Public</b>	<b>Graduates &amp; Public</b>
<b>Total Participants:</b>		<b>1,433</b>

## B.International Participants

No	Organization Names	Type	Country
1	ACLEDA MFI Myanmar Co., Ltd.	MFI	Myanmar
2	Access to Finance for the Poor (AFP-GTZ)	NGO	Laos
3	ACLEDA Bank Lao Ltd.	Bank	Laos
4	Agriculture Promotion Bank (APB)	Bank	Laos
5	Alliance de Credit et d'Epargne pour la Production (ACEP)	MFI	Senegal
6	Amanah Ikhtiar Malaysia (AIM)	MFI	Malaysia
7	Appui au Développement Autonome (ADA)	NGO	Luxembourg
8	ADA-APPUI AU DEVELOPPEMENT AUTONOME A.S.B.L.	NGO	Luxembourg
9	Bank of the Lao PDR (BOL)	Central Bank	Laos
10	Bank Training Company Ltd.	Bank	Vietnam
11	Beichun Minfu Village and Township Bank (VTB)	Bank	China
12	BESA Foundation	MFI	Albania
13	Bill & Melinda Gates Foundation	Foundation	USA
14	BRAC Microfinance	MFI	Bangladesh
15	Belgian development agency (BTC)	MFI	Vietnam
16	Bank Indonesia (BI)	Central Bank	Indonesia
17	Capital Aid Fund for Employment of the Poor (CEP)	Bank	Vietnam
18	Central Bank of Myanmar	Central Bank	Myanmar
19	Change Xing United Rural Bank	Bank	China
20	China Foundation for Poverty Alleviation CFPA	MFI	China
21	Commerce Bank AG	Bank	Vietnam
22	Community Credit & Saving Association	MFI	Laos
23	Cooperatives Surya Kencana	MFI	Indonesia
24	Cordillera Community & Family for Progress, Inc	MFI	Philippine
25	CF Lanka Microfinance (CFLM)	MFI	Sri Lanka
26	CFG Services Company Limited (CFG)	MFI	Thailand
27	Development Bank of Malaysia (BPMB)	Bank	Malaysia
28	Deposit Taking Microfinance Institution	MFI	Laos
29	Dalian Zhuanghe Northern Micro-credit Co.,Ltd.	MFI	China
30	Dandong Yuanbao District Hui Tong microfinance limited liability company	MFI	China
31	Egypt Microenterprise Finance (EMF)	MFI	Egypt
32	Egyptian Insurance Supervisory Authority (EISA)	Insurance	Egypt
33	Emerging Markets Investment (EMI)	MFI	Laos
34	Enterprise Bank Inc. (EBI)	Bank	Philippine
35	Fond Cooperatif	MFI	Laos
36	Financiera EDYFICAR	MFI	Peru
37	Frankfurt School of Finance & Management (FS)	Training School	China
38	FuShun Shuncheng area RenHe Microcredit company limited by shares	MFI	China
39	Fushun ShunCheng Shenyuan Microfinance Investment Limited Source.	MFI	China
40	General Authority for Investment and Free Zones (GAFI)	MFI	Egypt
41	Geneshaha Microfinance Foundation	MFI	Indonesia

42	GLZ-Microfinance-Access to Finance for the poor	MFI	Laos
43	Hai Phong Women's Union	NGO	Vietnam
44	International Development Center (IDC)	NGO	Japan
45	IMON International	MFI	Tajikistan
46	Japan Center for Conflict Prevention (JCCP)	NGO	Japan
47	Jinzhou Micro-credit Company Association	MFI	China
48	Kashf Foundation	MFI	Pakistan
49	Kreditanstalt für Wiederaufbau (KfW)	Bank	Germany
50	Kunming Gaoxin Kechuang Microcredit Co., Ltd.	MFI	China
51	Kunming Xishan Baolitong Microcredit Co., Ltd.	MFI	China
52	Kunming (Wuhua) Harmony Microcredit Co.,Ltd.	MFI	China
53	Lao Development Bank (LDB)	Bank	Laos
54	Lao Postal Institute	MFI	Laos
55	LOLC Micro Credit Limited (LOMC) Lanka ORIX Leasing Company PLC	MFI	Sri Lanka
56	LAPO MICROFINANCE BANK	Bank	Nigeria
57	Liaoning Micro-credit Company Association	MFI	China
58	Mekong Delta	MFI	Vietnam
59	Mianyang China Construction Bank	Bank	China
60	Micro Credit Regulatory	Govt	Bangladesh
61	Microfinance Capacity Building and Research Project (MCBR)	NGO	Laos
62	Ministry of Interior (MOI)	Govt	Egypt
63	Ministry of Rural & Regional Development (MRRD)	Govt	Malaysia
64	Myanmar Microfinance Supervisory Enterprise (MMSE)	Govt	Myanmar
65	Myanmar Finance Co., Ltd.	MFI	Myanmar
66	National Rural Support Program (NRSP)	Govt	Pakistan
67	NDT MFI	MFI	Laos
68	Newton Microfinance	MFI	Laos
69	National Commercial Bank of Timor Leste	Bank	Timor L'East
70	Oudomxai NMFI	MFI	Laos
71	OXUS Afghanistan	MFI	Afghanistan
72	Pak Oman Microfinance Bank Limited	MFI	Pakistan
73	Pakistan Microfinance Network (PMN)	MFI	Pakistan
74	Prime Grameen Micro Finance Ltd	MFI	Sri Lanka
75	Panshan County Huaxin Petty Loan Co.,Ltd.	MFI	China
76	Rural Development Cooperative	MFI	Laos
77	SACOM Bank	Bank	Vietnam
78	Sainiyom MFI	MFI	Laos
79	Saving & Credit Union (SCU)	MFI	Laos
80	Shandong Liuhe Group Co., Ltd.	MFI	China
81	Shore Cap Exchange	Bank	USA
82	Sichuan Finance Bureau	Govt	China
83	Sindh Agricultural and Forestry Worker Coordinating Organisation (SAFWCO)	Govt	Pakistan
84	Sparkassenstiftung	Bank	China
85	San Isidro (SN) Development Cooperative	MFI	Philippine
86	Shenyang City Heping District Hanhua Micro-credit Co.,Ltd.	MFI	China
87	Tameer Microfinance Bank Limited	Bank	Pakistan
88	Thardeep Rural Development Program (TRDP)	MFI	Pakistan
89	The Saving and Micro Credit Program	NGO	Eritrea
90	The Liaoyang City Gongchangling Jinyue Small Loan Corporation	MFI	China
91	Tuba Rai Metin (TRM)	MFI	Timor L'East
92	Unitus Advisors Private Foundation	Bank	India
93	USAID Egypt	Govt	Egypt
94	VDF Association	MFI	Laos
95	Vanwods MFI	MFI	Vanuatu
96	Yunnan Province Microcredit Association (YNMA)	MFI	China
97	Yingkou Micro-credit Company Association	MFI	China
98	Zhong An Credit	MFI	China
<b>Total Participants:</b>		<b>1,016</b>	<b>26 Countries</b>

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