

REVENUE PROTECTION SPECIALIZED MASTERCLASS



OBJECTIVE

The objective of this masterclass is to provoke a positive reaction within the Specialists environments of Revenue Protection, Revenue Enhancement or Revenue Assurance fields. Individuals who are currently involved in such operations should understand what value they could be to a Utility or Revenue Enhancement service providing company, if they are developed to their full potential. This masterclass will endeavor to achieve such a goal through focused adult training processes and coaching programs with each individual participant. The ultimate goal of the course would be to assist the participants to become experts in their different fields of experience as well as the Revenue Protection concept.

CONTENTS

SESSION 1 - INTRODUCTION AND COURSE OBJECTIVES

In this session an overview of the objectives and other aspects of the masterclass will be conducted, in order to explain all the different facets of the upcoming training process. Participants will be allowed to share their field of specialization and their future vision for themselves.

Session 2 – DISECTING THE DIFFERENT PROCESSES

In this part of the program the participants will be exposed to high level information by experts who will break down all the different processes and challenges related to the revenue protection concept. This will include processes like data analysis, revenue management, artificial intelligence, machine learning, revenue recovery, revenue enhancement, new metering technology, investigations and combatting of essential infrastructure related crimes.

Session 3 – WORKSHOP

Participants will discuss their challenges in a workshop format. This part of the program will be made available to participants for later reference purposes.

Session 4 – TEAM EXERCISE Part 1

This session will focus on analysing different scenarios with relation to the different processes in team format. The goal would be for the specialist's teams to formulate proposals on how to manage the challenges and provide a short and long term solution to each issue.

Session 5 – TEAM EXERCISE Part 2

Participants will be divided into integrated "Revenue Protection Teams. Each team will be tasked to collectively solve a problem over a period of a week.

Session 6 – MENTORSHIP PROGRAM

Mentorship sessions will be scheduled with each participant after the conclusion of the masterclass, in order to assist such individuals in reaching their goals or overcome their challenges.

Session 7 – REVIEW EXERCISE

A follow up virtual session will be held with all participants together after 6 months, in order to share best practices and challenges

WHO SHOULD ATTEND

- 1) Revenue Protection Managers and Supervisors
- 2) Credit Control / Revenue Managers and Supervisors
- 3) Law Enforcement Commanders / Officers
- 4) Legal Advisors / Specialists
- 5) Service Department Managers (Electricity / Water)
- 6) Data Analysis Specialists
- 7) Revenue Recovery specialists
- 8) Project Managers

DURATION OF COURSE - 5 days

DURATION OF SESSIONS - 3 hours per day

COSTS – R 4 000 members and R 5 000 non-members