



Think Ahead

Smarter Shared Services

Drive your business forward with
ACCA's new Certificate in
Global Business Services.

ACCA Learning



Skills, knowledge and confidence for a fast-changing business world

You're passionate about building a high-performance, smooth-running business. You aspire to exceed the expectations of existing clients and to win new ones. And, of course, you want to boost your bottom line.

To make that happen, you need your shared services finance team to be at the top of its game.

When you choose the industry-leading Certificate in Global Business Services, from globally recognised accountancy body ACCA, you'll give your finance staff the skills and confidence to drive your business forward. You'll enhance your global reputation for excellence and stay fit to face the future.



Success for your shared services team. The smarter way.

This course will give your GBS employees the skills and expertise to process accounting and produce reports, and to understand shared services, processes and standards. Through five key modules delivered over 10 hours of expert online tuition, they'll:

- Discover the principles and practice that define the best shared services teams
- Gain the skills and expertise to design better processes and manage change
- Discover how to harness innovative tech – and deliver truly outstanding service
- Realise the benefits of online learning through the new ACCA Learning platform
- Receive a recognised qualification – the Certificate in Global Business Services.



This course offers you outstanding value for money – with expert tuition that will deliver an immediate return on investment.

So, if you're looking to give your organisation an edge over the competition, then invest in the ACCA Certificate in Global Business Services: it's the smarter thing to do.

Who will benefit most from the Certificate in Global Business Services?

The course is designed to enable employees to master the basic concepts and skills they need to play a successful role in your Shared Service or GBS team. It's ideal for:

- New, junior finance employees
- Existing employees who want to move across to finance roles.

This is the perfect qualification for individuals in roles like travel and expenses analyst, accounts payable analyst, accounts receivable analyst, general ledger analyst and other financial positions on a similar level.

We're already helping organisations around the world. Why not see how we can help yours?



The syllabus

Module 1: Establishment & Operation of GBS Organisations

- Models and principles of Global Business Services
- Key skills and success factors

Key content

- What is shared services?
- Conduct business scoping to determine applicable businesses and design principles
- Typical roles within a shared services organisation

“ACCA Learning does the hard work for you – we research learner needs, source and create the best learning, then curate and highlight the learning that’s right for you.”

Reza Ali, Director, Professional Education

Module 2: Process Design & Improvement

- Business management competencies
- Introduction to process design
- Key concepts and importance of process improvement
- Key concepts and importance of change management
- Project Management

Key content

- Basics of process design and application
- Process tools and lean management: e.g. 7-step problem-solving process, voice of customer, Kano model analysis, value flowchart, Kaizen, 5S management, SIPOC analysis,
- Composition and drawing of flowcharts
- Drivers of change
- Kotter’s 8 step process
- Simple change management tools

The syllabus

Module 3: Accounting & Reporting

- Key concepts of accounting & finance
- Key finance & accounting processes

Key content

- Expense reimbursement
- Purchase to payable
- Sales to receivable
- Assets business processing
- Accounting documents to general ledger

Module 4: Digital & Technology Innovation

- Management Information Systems
- Shared information systems architecture and functionality
- FinTech
- Data Analytics

Key content

- Principles and practice of corporate-level systems
- Composition and functionality of shared information system
- Data collection, cleansing and master data management: understand master data governance methods, such as financial subjects, current account, and consolidation types
- Introduction and application of shared intelligent technologies
- Robotic process automation, imaging system, OCR recognition technology, invoice management, blockchain, data analysis principles

The syllabus

Module 5: Control, Compliance, Governance, Risk & Ethics

- Corporate Governance
- Process measurement & controls
- Compliance
- Ethics

Key content

- Corporate standards classification
- System standards and master data standards
- Relationship between financial standards and business standards
- Professional ethics and compliance
- Formulate quality assurance systems, including quality control, assessment and oversight

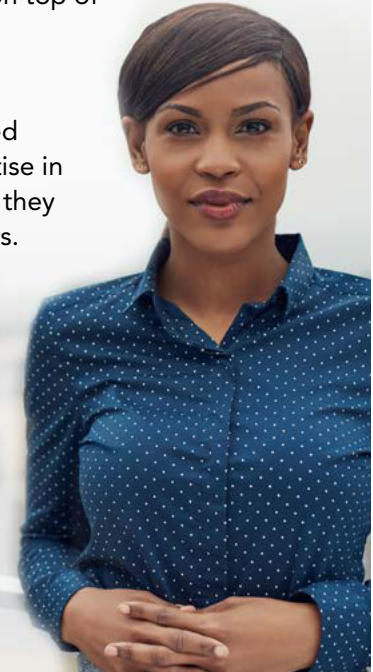
ACCA Learning

The new ACCA Learning platform is our **curated portfolio of continuous learning solutions** for members, future members, employers and all finance professionals.

Each of our courses is developed through regular surveys and insights - so that you can be sure that your teams are always on top of the latest trend.

As you'd expect from ACCA, all tuition is designed by experienced professionals, with proven expertise in helping individuals gain the skills they need to build future-proof careers.

So when you choose the Certificate in Global Business Services, you can rest assured your employees will grow – and your organisation will thrive.





Think Ahead

ACCA Certificate in Global Business Services

Find out how your organisation can develop smarter shared [services](#) through this industry-leading and globally recognised course for finance staff in the GBS sector.

Want to know more about how ACCA can support your organisation? [Get in touch](#) to discuss your needs.

If you're interested in more advanced qualifications, please check out [ACCA's Intermediate Certificate in Global Business Services](#).