



AGENDA

AFI-BdP Virtual Member Training on Designing National Strategy for Financial Education and its Implementation and Monitoring

23 - 25 November 2020

13:00 Portugal | 21:00 Malaysia | 13:00 UTC Time

[Other Cities](#)

Capacity building demand on topics related to Consumer Education has risen significantly across the AFI network and listed among the top three areas in the AFI Member Needs Assessment (MNA). In addition, given the increasing digitalization of financial services particularly for furthering financial inclusion, there is significant interest among AFI members in the area of digital financial literacy. AFI is thus offering this training in collaboration with Banco de Portugal (BdP), under AFI's Developing-Developed Country Dialogue (3D) to enable sharing of experience and learning of AFI members and beyond.

The overall goal of the training is for participants to be able to gain knowledge that will enable them to contribute to the design, implementation and monitoring of the NSFE of their jurisdiction, with a special focus on Digital Financial Literacy, based on the experience of BdP and other AFI network members. To achieve this, the enabling objectives are that at the end of the training, participants will be able to:

- Identify the key phases of a comprehensive NSFE (design, implementation, evaluation)
- List the key delivery channels for financial education and compare their relevance
- Be aware of effective establishments of institutional structures adopted by regulators
- Appreciate the importance of integrating a focus on digital financial literacy, and design initiatives to serve specific population groups such as women, youth

The training is intended for senior officials from AFI member institutions who are working or planning to work on their NSFE. The training will follow AFI's model of peer learning and will be led by technical experts from the AFI network, BdP and AFI Management Unit.

Monday, 23 November 2020

13:00 - 16:00 (UTC)

Day 1: NFES - Design and Implementation

13:00 - 13:05	Welcome and Housekeeping
13:05 - 13:20	Welcome Remarks <ul style="list-style-type: none">• Dr. Luís Máximo dos Santos, Vice-Governor, Banco de Portugal• Dr. Alfred Hannig, Executive Director, AFI
13:20 - 13:30	Introduction and Context Setting Facilitator: Madhurantika Moulick, Head, Capacity Building, AFI
13:30 - 14:25	Session 1: National Financial Education Strategies - Back to Basics This session will run the participants through the four phases of the NSFE pre-formulation, formulation, Implementation and monitoring and evaluation. The session will highlight the use of Financial Capability Barometer to get started on developing an NSFE. Speaker: Eliko Boletawa, Head, Policy Programs & Regional Initiatives, AFI <i>Modality: Presentation (45 mins) and Q&A (10 mins)</i>
14:25 - 15:10	Session 2: Learnings from Implementation of National Strategy for Financial Education This session is designed to share BdP's journey of developing its strategy, policies and initiatives on Financial Education. The objective is for participants to understand the key considerations behind an NSFE and gain insights from the learnings of BdP from their journey. Speakers: <ul style="list-style-type: none">• Susana Narciso, Head of Market Monitoring and Financial Education Division, Banco de Portugal• Luís Vaz, Head of Financial Education Unit, Banco de Portugal <i>Modality: Presentation (30 mins) and Q&A (15 mins).</i>
15:10 - 15:15	Coffee Break
15:15 - 15:55	Session 3: The Why and What of NFES This group exercise is aimed to highlight the critical importance of having a documented NFES and how to use the Financial Capability Barometer as a tool to develop a baseline that can inform a NFES. Facilitator: Bhavana Srivastava, Capacity Building Consultant, AFI <i>Modality: Group Exercise (40 mins)</i>
15:55 - 16:00	Evaluation and Group Photo
16:00	End of Day 1

Tuesday, 24 November 2020

13:00 - 16:00 (UTC)

Day 2: NFES - Implementation and M&E

13:00 - 13:10	Recap
13:10 - 14:00	Session 4: Institutional Arrangement for Implementing NSFE A core requirement for smooth implementation of NSFE is the effective establishment of institutional structures adopted by regulators. This could include appropriate Governance structure to provide strategic direction, a task team to conceptualise, an implementation team to deliver the action plan, a management

	<p>team to oversee the delivery channels etc., with relevant gender perspective. This session brings in models structures set up by AFI member institutions.</p> <p>Facilitator: Bhavana Srivastava, Capacity Building Consultant, AFI</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Susana Narciso, Head of Market Monitoring and Financial Education Division, Banco de Portugal • Sonam Phuntsho, Head of Training, Curriculum and Marketing Department, Financial Institution Training Institute of Bhutan <p><i>Modality: Country sharing (15 mins each) and Q&A (10 mins for each presentation)</i></p>
14:00 - 15:00	<p>Session 5: Delivery Channels for Effective Consumer Education</p> <p>In this session two regulators will share examples of the channels used by them for consumer education, the challenges faced and learnings from their experience.</p> <p>Facilitator: Eliko Boletawa, Head, Policy Programs & Regional Initiatives, AFI</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Fatima-Zahra AZIZ, Executive Director, Moroccan Foundation for Financial Education • Audrey Chetty, Senior Financial Inclusion Analyst, Central Bank of Seychelles <p><i>Modality: Moderated Presentation (20 mins each) and Q&A (20 mins)</i></p>
15:00 - 15:05	Coffee Break
15:05 - 15:50	<p>Session 6: Monitoring and Evaluation of NSFE</p> <p>This session aims to bring out the current gaps in the M&E system practised by AFI members and possible solutions to mitigate the gaps through a plenary exercise followed by a presentation.</p> <p>Speaker: Charles Marwa, Head, Monitoring and Evaluation, AFI</p> <p><i>Modality: Interactive Session and Presentation (35 mins) and Q&A (10 mins)</i></p>
15:50 - 15:55	Evaluation
15:55 - 16:00	<p>Recap of Day 2</p> <p>Speaker: Eliko Boletawa, Head, Policy Programs & Regional Initiatives, AFI</p>
16:00	End of Day 2

Wednesday, 25 November 2020

13:00 - 16:00 (UTC)

Day 3: Digital Financial Literacy Initiatives (DFL)

13:00 - 13:10	Recap
13:10 - 14:00	<p>Session 7: DFL Strategy as a Key Pillar of NFES</p> <p>The aim of this session is to share the work of AFI network on DFL - its components, characteristics, refinements - to reinforce the need for AFI member institutions to have a dedicated focus on DFL to complement their NSFE. Speakers will also discuss the key considerations to be noted while developing a DFL focus.</p> <p>Facilitator: Bhavana Srivastava, Capacity Building Consultant, AFI</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Luís Vaz, Head of Financial Education Unit, Banco de Portugal • Adadzewa Otoo, Policy Specialist, e-Money, AFI

	<i>Modality: Presentation (20 mins each) and Q&A (10 mins)</i>
14:00 - 14:45	Session 8: Group Exercise: Developing a National Strategy for Financial Education Facilitator: Bhavana Srivastava, Capacity Building Consultant, AFI <i>Modality: Introduction (5 mins) and Breakout Room Discussion (40 mins)</i>
14:45 - 14:50	Coffee Break
14:50 - 15:20	Session 9: Group Exercise Debriefing Facilitator: Bhavana Srivastava, Capacity Building Consultant, AFI <i>Modality: Debriefing (25 mins), Summary (5 mins)</i>
15:20 - 15:35	Quiz
15:35 - 15:40	Evaluation and Action Planning
15:40 - 15:45	Recap of Day 3 Speaker: Eliko Boletawa, Head, Policy Programs & Regional Initiatives, AFI
15:45 - 16:00	Closing Remarks <ul style="list-style-type: none"> • Lúcia Leitão, Head of Banking Conduct Supervision Department, Banco de Portugal • Madhurantika Moulick, Head, Capacity Building, AFI
16:00	End of Program