



Financial literacy toolkit for Refugees

Kristina Jervell



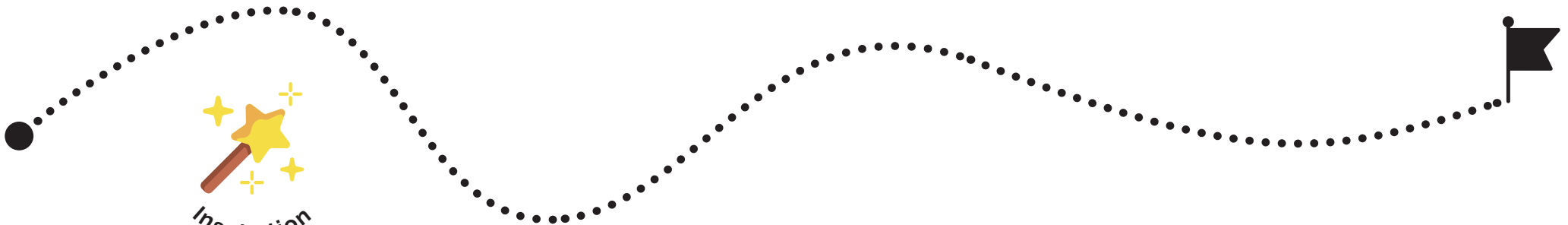
Methodology



Organize findings
Define
Prioritize

Human centred design

Creative problem solving



Inspiration

Research
Discover
Learn
Interact



Test
Prototype
Implement
Scale



Project goals

'Less is more'

Universal product

Self sufficient solution

Adapted to the context

No monetary rewards

Stories

Adapting to a life as a refugee

'There is a big difference, it is difficult to adapt to the place. How to survive without any activity. No water, no food. I studied sound engineering. And I was working at my father's shoe shop.'

Fred, 33 ,Congo

'Life was good back in Congo, I was schooling there. I lost my father during the war, not sure if he is dead. Here, I cannot say we are in good life. There are no jobs. We just try to use our talents to make little money. Here I cannot plan for future.'

Idrissa, 21, Congo





Curriculum review

A 5-week training
2 times a week = 4 hours
Foundation & advanced course

Based on:

Global Financial Education Programme

World Food Programme
Module 2

DanChurchAid & Mercy Corps
Training on Financial Literacy

AVSI & Care International
Financial Education Manual

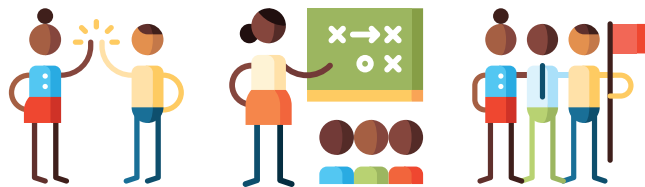
VSL Associates
*Programme Guide to Village Agents
and Income Generating Activities*

GiZ
Financial Literacy for Smallholder Farmers

Finn Church Aid
Business Training Manual

Content
Module 1 to 4

Foundation course



10 sessions

4 modules

Module 01: Introduction

Session 01

What is financial literacy?..... 03

Module 02: Savings

Session 01

What are savings?..... 05

Session 02

Goals & savings 07

Session 03

Different ways to save..... 09

Module 03: Personal finance management

Session 01

Setting financial goals..... 13

Session 02

Making a budget 15

Session 03

Making spending decisions..... 18

Session 04

Daily cash tracking 20

Module 04: Financial services

Session 01

Financial services 23

Session 02

What is mobile money? 25

Content
Module 5 to 7

Advanced
course



7 sessions



3 modules

Module 05: Income generating activities: selection, planning and management

Session 01

Define an income generating activity (IGA) 33

Session 02

Selecting an IGA..... 38

Module 06: Investments

Session 01

What are investments?41

Session 02

Planning your business.....43

Module 07: Loans: managing debts successfully

Session 01

My money vs someone else's money 47

Session 02

Comparing lenders 49

Session 03

The loan cycle 53

Approach

Proactive learning



Flip chart



Group work



Workbook



Scenario cards



Roleplay



Discussion



Homework



Activity



Income+
expense cards

Active teaching & learning

Participatory approach

Trainers as mentors

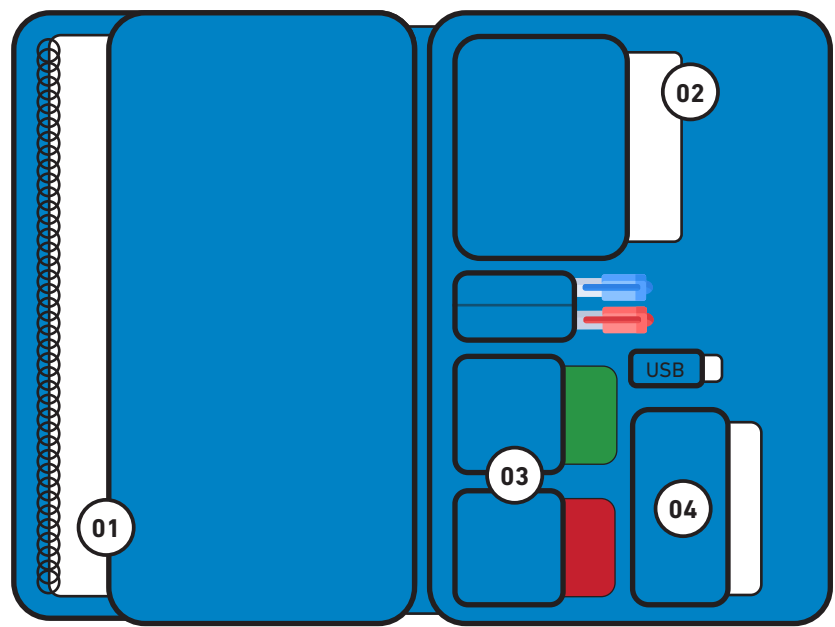
A motivated mindset & attitude

Knowledge as a reward

Focus on behavioural change

Realistic goal setting

Trainer's toolkit



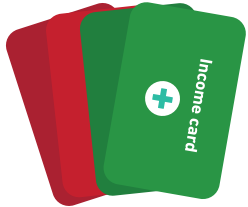
Curriculum & workbook(s)



Scenario cards




Flip chart




Income & expense cards


Income vs. expenses



Date



Income



Expense

	+	+
	+	+
	+	+
	+	+
	+	+
	+	+
	+	+
Weekly total:	=	=







Workbook

Learning by doing
Practice, practice, practice!

Templates to copy into the notebook:

- Goals & savings
- Daily cash flow tracking
- Income vs. expenses
- Family budget
- Planning your business
- Important factors to consider when choosing a lender
- Loan tracking tool

Daily cash tracking

					
Date	Starting cash	Income	Savings	Expense	Ending cash
Monday		+	-	-	=
Tuesday		+	-	-	=
Wednesday		+	-	-	=
Thursday		+	-	-	=
Friday		+	-	-	=
Saturday		+	-	-	=
Sunday		+	-	-	=
Weekly total		=	=	=	=

Important factors to consider when choosing a lender

Lender	01	02	03
Interest rate			
Chance of getting a loan			
Type of loans offered			
Distance from my home			
Frequency of repayment			
Availability of other services			
Grace period			



Testing the content

Pilot 1: July-September 2019

Nakivale

Hunger Fighters
Uganda



Kiryandongo

Andre Foods
International (AFI)



Rwamwanja

The Adventist
Development & Relief
agency (ADRA)



3x locations
3x trainers
6x groups



60
participants
trained in
financial literacy



Testing the toolkit

Pilot 2: Oct-January 2019/2020

Nakivale

Hunger Fighters
Uganda



Kiryandongo

Andre Foods
International (AFI)



Rwamwanja

The Adventist
Development & Relief
agency (ADRA)



3 locations
90 trainers
180 groups



1800
participants
trained in
financial literacy

Training overview



Outcomes

What have we learned?



Creating small, but significant changes

Rebuilding confidence
Promoting family cohesion
Change in character
Able to imagine a future

Jaques & Kigabi

Rwamwanja
Congo



The family comes from Uvila District in South Kivu, and fled Congo in February 2015 after escaping brutal attacks from various rebel groups.

They were first settled at the Rwamwanja Reception Centre and stayed there until 2017 before settling in Base Camp I Village in the settlement.



The couple receive monthly cash transfers from WFP which is their main source of income as they are both unemployed.

"We could hardly plan for our money and often times ended up spending it as it comes which was followed by lack of trust and unity."



After attending the 5-week training the couple were able to sit together as a family to plan, make a daily budget and track their savings.

They also started to save for emergencies and uncertainties, and future investments which they never had in mind.



Together with their fellow participants, they started a savings scheme to save 20,000 UGX per month, received in a cycle.

"From our savings we managed to start up a retail shop selling Kitenge fabrics. We started with 10 pieces and now have 15 pieces with a cost price of 40-45,000 UGX."

The training has improved their peace and trust in the household as they now plan together. They now do not mind who collects the cash from WFP as they trust each other, knowing it will be budgeted for the family.

'We can now track our income & expenditures, save and plan for the future. We never dreamt of this!'

Christine

Nakivale

Congo



Christine is 51 years old and has lived in Uganda as a Refugee for the past 13 years.

Being a mother of 11 children, she struggles with her husband to pay school fees for her 5 school going children, as her medical condition challenges her to work.

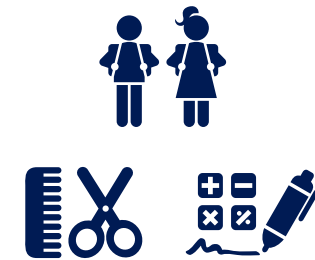


"I used to make at least 300,000 UGX from my business, but all the money would finish in one week without me doing anything important with it or even saving some of it."



After attending the 5-week training Christine joined a VSLA for women and opened an account with a SACCO where she now keeps her savings.

She was surprised to see that she was able to save up 250,000 UGX the first month as a profit from her business.



Christine now better manages her money by budgeting & planning with her family and setting family savings goals such as saving for helping her son start a business.

"Had I had this training 10 years ago, me and my family would be rich and would be living a very good life."

'Nowadays I am sharp. I no longer give out money anyhow. When my tricky and clever kids come to me for money they first have to justify why they need and if what they really want it for is important.'



Long term goals

What services and products will Refugees need in the future?

How can their progress be translated into credibility to gain access to financial services?

How can we connect bankable households with financial institutions?