

Session Plan - Unit 6: Understanding Financial Services Providers

Session overview

This session, which is Unit 6 of 8 in the financial capability programme, is titled “Choosing a New Financial Product”. It focuses on:

- Introducing Financial Services providers
- What an Advice Centre is and what it does
- What the benefits and drawbacks are of different Financial Service Provider

Session learning aims

In this session, learners will:

- Learn about and understand what a Financial Service provider does
- Learn about the pros and cons of each
- Know what to expect when visiting a Financial Service Provider
- Find out who a financial service provider is suited too
- Know about unexpected sources of financial help

Note to tutors

Please ensure that you have read the ‘Key Background Information for Tutors’ before delivering the session. This contains relevant information that will ensure you are equipped to support learners. We also recommend you have a copy of this document with you when delivering, so you can refer to it if/when necessary.

Digital platform

Throughout the session learners will be instructed to use the Toynbee Hall Financial Inclusion ‘digital platform’. Each learner will need an individual account (username and password). To access the platform go to: <http://moneymentors.org.uk>

Delivery guide				
Week no		6	Session name	
				Understanding Financial Services Providers
Time Allocated (approx)	Objectives	Training and Learning Strategies <i>(What will the tutor and learner do?)</i>		Classroom resources
10 mins	Introduction Set up	<p>Welcome all learners, introduce tutor and reiterate aims of the course and session. Ask each learner to introduce themselves.</p> <p>Set up computers. Ask learners to log into the digital platform, open the Week 6 Unit: 'Introduction to and Understanding Financial Services' and click to open the section 6.1 - Understanding Financial Services.</p> <p>Cover the material in Slides 1. This slide introduces the sub-unit module. On this slide the user has 2 options. Option 1 - Green Tab is to take a guided tour and Option 2 - Blue Tab is to explore on their own. Please advise learners to choose Option 1 - Green Tab (in order to fully cover all aspects of this sub-unit, ie to navigate through all 3 districts - 1. Financial Services District, 2. Borrowing & Spending District and 3. Resources for Life District).</p> <p>Learners are introduced to a made up town, Tooley Town and they navigate through Tooley Town to learn about financial services provision. Slide 2.</p> <p>Tip - if time is restricted the learners are able to look at the financial services they are most interested in and then move on or learn more.</p>		<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>

		<p>Slide 3 - The aim of this module is to introduce the learner to</p> <ul style="list-style-type: none"> ● Learn about Financial Services Provision ● Learn about different financial services available ● Learn about the pros and cons of each ● Know when certain financial services might be suitable ● Unexpected sources of financial help 	
5 mins	Introduce the Tooley Town Advice Centre.	<p>Learners should still be logged onto the digital platform, and looking at the Week 3 module: 'Choosing a New Financial Product', sub-unit 6.1 Understanding Financial Services.</p> <p>On the digital platform ask the learners to work through the content on Tooley town, and go through the different information about the financial services.</p> <p>Ask them to click through to Slide 4. This slide introduces the Tooley Town Advice Centre, within the Financial Services District.</p> <p>An Advice Centre is always a good place to start if you're thinking about money management.</p> <p>Learners access the Tooley Town Advice Centre by clicking on blue tab with the same name and an information symbol beside it.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>
5 mins	<p>Learners explore the Tooley Town - Financial Services District - Advice Centre 1.</p> <p>By the end of this segment, learners should have gained a much better</p>	<p>Slides 5 - 7</p> <p>Learners progress through starting with a welcome slide and are introduced to the Tooley Town - Financial Services District - Advice Centre 1, via a video-clip.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>

	<p>understanding of what advice is available and the pros of using an Advice Centre.</p>	<p>Tip - Learners have access and the option to click on the magnifying glasses in the 3 boxes located to the right-hand side of the video-clip - on slide 5 - should they wish to obtain further information. (This information is in video, audio and text format).</p> <p>Assessment - 2 tick box exercises assessing Learner knowledge around what Financial Services and Advice Centres should be.</p> <p>Note - Learners are able to access each financial service as many times as they wish to. The text at the bottom of this slide refers to a map - this map is the sub-unit menu - accessed by clicking on the horizontal bars symbol (bottom left of screen).</p> <p>Slide 7 is the final slide in this section about Advice Centre 1. Learners progress through the sub-unit by clicking onto another location.</p>	
5 mins	<p>Learners explore the Tooley Town Building Society.</p> <p>By the end of this segment, learners should have gained a much better understanding of what a building society does and their perceived pros and cons.</p>	<p>Slide 8 This slide shows 3 x mini video-clips with magnifying glasses, which provide learners with key information on what a Building Society does and the pros and cons of using their services.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>
5 mins	<p>Learners explore the Tooley Town Credit Union.</p> <p>By the end of this segment, learners should have gained a much better understanding of what a credit union does and their perceived pros and cons.</p>	<p>Slide 9 This slide shows a video, which provides learners with key information on what a Credit Union does and the pros and cons of using their services.</p> <p>Assessment - Tick box activity around the features of a Credit Union.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>

5 mins	Learners are given some general information around financial services and encouraged to continue on the Tooley Town tour.	<p>Slide 10 This slide is an interlude slide that gives learners a progress update on the tour and encourages them to continue.</p> <p>Slide 10 is the final slide in this section about Credit Unions and also the final slide of the Tooley Town Financial Services District.</p>	Pen & Paper
5 mins	<p>Learners explore the Tooley Town Bank.</p> <p>By the end of this segment, learners should have gained a much better understanding of what banks do and their perceived pros and cons.</p>	<p>Slide 11 Learners progress through the sub-unit by clicking onto the next location option - the Tooley Town Bank, via a video-clip.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>
5 mins	Learners are given some general information around financial services and invited to locate the same financial services referred to in the eCourse within their local area.	<p>Slide 12 - are interludes that provide further information about financial services in general and also invite Learners to find any financial services mentioned in this sub-unit, in their local area and .</p> <p>Tip - this task could be used as a learner enhancement activity.</p> <p>Slide 12 is the final slide in this section about Banks.</p> <p>On exiting this slide the Learners are taken back to the Unit 6, 6.1 homepage, where they are then able to progress through to tour the next District - Borrowing and Spending.</p> <p>They do this by clicking onto the next District tab.</p>	Pen & paper
5 mins	Learners explore the Tooley Town - Borrowing & Spending District - Advice Centre 2.	<p>Slides 13 Learners are on the digital platform and progress through starting with a welcome slide and are introduced to the Tooley Town Borrowing &</p>	Laptops / Computer / Tablets

	<p>By the end of this segment, learners should have gained a much better understanding of what advice is available and the pros of using an Advice Centre.</p>	<p>Spending District - Advice Centre 2, via a video-clip and a small assessment quiz (option to tick the correct answer).</p> <p>Learners are informed of the benefits of using an Advice Centre, the pros, cons of certain financial services compared to others.</p>	<p>Pen & paper</p>
15 mins	<p>Learners continue to explore the Borrowing and Spending District within the Tooley Town tour.</p> <p>By the end of this segment, learners should have gained a much better understanding of what services and products are available and the pros of using the following financial services:-</p> <ul style="list-style-type: none"> ● Pawn Shop ● Department Store - Store Card ● Pay Day Loan ● Hire Purchase. 	<p>Slides 14 - 18</p> <p>Learners are on the digital platform and continue to progress through the following financial services:-</p> <ol style="list-style-type: none"> 1. Pawn Shop 2. Department Store - Store Card 3. Pay Day Loan - Tip advice Learners to read the small print carefully 4. Hire Purchase. <p>This is performed by the use of video-clips within each item above and the addition of an assessment quiz (option to tick the relevant answer) in area 4. Above (where learners look at the advantages and disadvantages of HP).</p> <p>Slide 18 (after learners have completed the 4. HP quiz) is the final slide within the Unit 6, 6.1 Tooley Town Tour of the Borrowing & Spending District.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>
5 mins	<p>Learners explore the Tooley Town - Resources for Life - Advice Centre 3.</p> <p>By the end of this segment, learners should have gained a much better understanding of what advice is available and the pros of using an Advice Centre.</p>	<p>Slides 19</p> <p>Learners are on the digital platform and progress through starting with a welcome slide and are introduced to the Tooley Town - Resources for Life - Advice Centre 3, via a video-clip and a small assessment quiz (option to tick the correct answer to identify financial services from a list).</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>

15 mins	<p>Learners continue to explore the final District of the Tooley Town tour - Resources for Life.</p> <p>By the end of this segment, learners should have gained a much better understanding of what services and products are available and the pros of using the following financial services:-</p> <ul style="list-style-type: none"> ● Government ● Employer ● Private Financial Adviser ● Housing Association. 	<p>Slides 20 - 23</p> <p>Learners are on the digital platform and continue to progress through the following financial services:-</p> <ol style="list-style-type: none"> 1. Government - Note - links to information and practical resources found here 2. Employer 3. Private Financial Adviser 4. Housing Association. <p>This is performed by the use of video within 2. (slide 20) and 3. (slide 21) above and the addition of an assessment (drag and match activity) in 2. (slide 20) or mini video-clips and magnify glass symbol x 3 within 4. (slide 22) and x 2 within 5. (slide 23) above.</p> <p>Slide 23 (after learners have completed the 4. Housing Association section) is the final slide within the Unit 3, 3.4 Tooley Town Tour of the Resources for Life District.</p> <p>Unit 3 - is complete.</p> <p>Learners can exit the unit by clicking on the red Exit Activity bar at the top of the page.</p>	<p>Laptops / Computer / Tablets</p> <p>Pen & paper</p>
N/A	Additional resources	<p>The Money Advice Service offers information on most types of financial services providers, with particularly good content on Credit Union current and savings accounts and building societies.</p> <p>The websites of individual financial services providers of interest to tutors or learners are found via Google and generally the best sources of</p>	

		information, but if recommending this to interested learners, be careful to warn them that any financial services provider has an interest in marketing their own services.	
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