

The design behind the FSCA MyMoney Learning Series

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The FSCA's MyMoney Learning Series creates understanding through delivering engaging, interactive opportunities that are tailored to the audience's needs.

From talking heads to honest conversations

To create strategic opportunities for understanding, the FSCA MyMoney Learning Series moves away from the traditional training style, where facilitators pass on information to participants, and rather uses questioning techniques and process facilitation to encourage participants to share experiences, ideas, and opinions. This creates an environment that is engaging, interactive and immersive to encourage participants to change their behaviour.

For participants to be engaged and learn from the conversations, the topics must be relevant, and the material must be at the right level of detail. In the South African context, this is particularly challenging as participants arrive with different levels of prior knowledge. The learning series is designed to build on participant's exposure and knowledge, based on their own experiences.

Facilitators need to be both comfortable with the material and skilled moderators to guide conversations where participants understand and apply the material.

The right content at the right time

Extensive research into the financial literacy needs of South African consumers birth the development of the FSCA's MyMoney Learning Series. The research revealed that consumers are lacking in the basic foundational financial literacy information needed to make informed financial decisions.

The research also shows that learning happens best when discussion topics are relevant and interesting to the audience. The research also exposed that not all learners are interested in the same topics.

Historically, financial literacy programmes have been developed in a linear manner, where the topics are delivered in a fixed order. The FSCA's MyMoney Learning Series breaks this convention and is designed for customised and adaptable learning. Facilitators have the ability and freedom to choose the topics and tools that work best for their specific audience's needs.

The material ranges from foundational concepts to advanced topics.

- It is broken into five themes, which are further divided into sub-topics.
- Topics can be covered from 30 minutes to 4 hours, depending on the complexity of the content or the interest of the participants.

Theme 1	Topic	Sub-topic
Financially smart	Good financial habits	Save for unexpected expenses
		Interest
		How to budget
		Be in control of your finances
	Social grants	Social grants

Theme 2	Topic	Sub-topic
Financial safeguard	Financial assistance	Financial advisor
		Financial plans
		Getting financial advice
	Savings	Savings vs investments
		Informal savings
		Banking products
	Investments	Understanding investments
		Making an investment decision
		Fixed and variable interest investment products
	Retirement	Planning for retirement
		Claim unclaimed pension benefits
	Digital currency	Digital currency
Insurance	Short-term and long-term insurance	

Theme 3	Topic	Sub-topic
Financial protection	Safeguard your finances	Safeguard your finances
	Scams	Scams
	Financial stress	Financial stress
	Last will and testament	Last will and testament

Theme 4	Topic	Sub-topic
Financial knowledge	Working with money	Payments
		Bank account
		Currencies
	Earnings and tax	Payslips
		Tax
	Statement and bills	Statement and bills
	Contracts	Contracts

Theme 5	Topic	Sub-topic
Business finance	Start a business	Start a business
	Finances and business	Finances and business

Patterns that work – visual and tactile learning

The FSCA's MyMoney Learning Series uses learning maps and other visual tools to help participants shift their understanding and close their knowledge gaps.

- The learning maps illustrate key information on specific topics.
- The maps and tools are used as prompts for exploration and conversation.
- Conversations are often animated as these maps help to depersonalise typically sensitive subjects, allowing the learners to immerse themselves in the experience.
- The FSCA's MyMoney Learning Series design focuses on turning content that is often dry and disengaging into visual and tactile learning that is memorable and relevant.



Figure 2 Life Experiences environmental map



Figure 1 Scams poster

Difficult ideas made easy to understand, easy to apply and easily supported

Each topic focuses on the key concepts needed to understand a specific subject.

- The concepts are made relevant using practical applications.
- The topics are supported by booklets, pamphlets and z-cards for participants to take with them.
- The material is written in plain language and includes short stories, templates, examples and visualised concepts to reinforce the material covered in the training sessions.



Figure 4 Short story

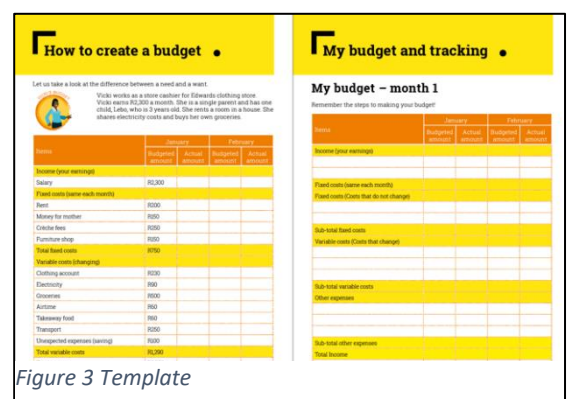


Figure 3 Template



Figure 5 Visualised concept

Equipping facilitators to support learners

Each topic has a facilitator guide that sets out the learning outcomes to be achieved.

- The facilitator guide details how to run each activity using structured conversations, together with the tools to support the learning experience.
- Each topic has been designed to draw on participant’s experiences and includes ice-breakers and facilitator etiquette when engaging with difference audiences. Consequently, the facilitator guide details delivery methods that are easily adaptable to participant’s needs.

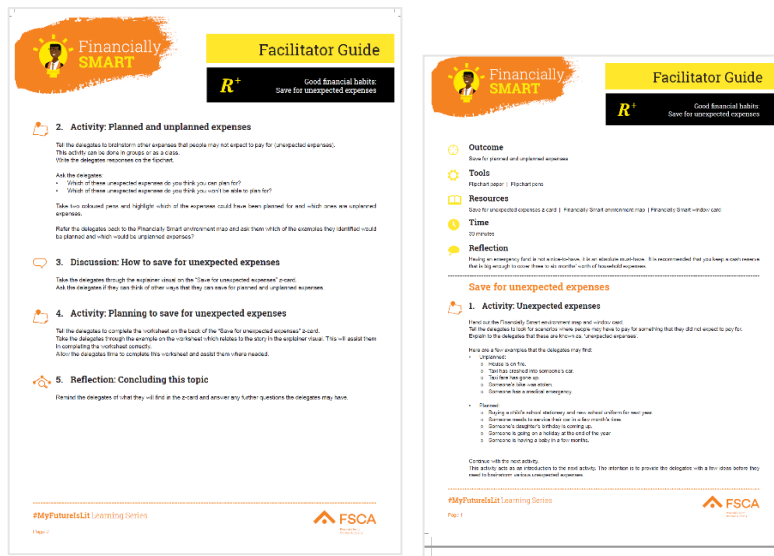


Figure 6 Extracts from the facilitator guide

Adapted to the needs to marginalised groups

The blind, partially sighted, deaf and hard of hearing have a right to dignity and to live a full independent life. Part of this rests on a working knowledge of financial literacy. The FSCA worked together with representative umbrella organisations like The South African Council for the Blind (SANCB), DeafSA, National Institute for the Deaf and eDeaf to modify the FSCA's MyMoney Learning Series to meet the needs of these marginalised groups.

For the deaf and hard of hearing, the material remained predominantly the same, but delivery would be through advocacy groups using facilitators who are skilled in training the deaf and hard of hearing. For the blind and partially sighted, some of the material was reconceptualised to a more tactile and auditory approach.

Supporting ongoing learning online

Learning does not end in the classroom. Participants can continue their journey to financial Independence by visiting www.fscamymoney.co.za

To find out more, contact the FSCA through the contact us link on www.fscamymoney.co.za

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