

▶ Course Concept Note



Making Financial Inclusion work for Refugees and Host Communities

Background

With an emphasis on social justice, the International Labour Organization's (ILO) [Social Finance Programme](#) supports efforts to extend financial services to excluded persons by addressing two main goals: the promotion of better employment; and the reduction in the vulnerability of the working poor.

Among other tools, the ILO invests in the capacity building of managers of various types of financial service providers (FSPs) to advance financial inclusion. Jointly with its International Training Center (ITC ILO) it has been developing and delivering [management training curricula](#) for almost two decades.

Not only the world is witnessing the highest levels of displacement on record but also the number of forcibly displaced populations (FDPs) is growing every year and displacements are also lasting longer. Under the [PROSPECTS partnership](#), benefiting from a four-year time horizon (2019–2023) and financially supported by the Ministry of Foreign Affairs of the Netherlands, the ILO and 4 other partners (IFC, UNHCR, UNICEF and WB), together with national and local institutions, have joined efforts to develop a new paradigm in responding to forced displacement crises, particularly through the involvement of development actors.

As displacement has become increasingly protracted, the actors are more and more from the humanitarian development nexus, and the responses are becoming more focused on durable solutions, to support more dignified, inclusive and comprehensive programmes for refugees and the communities that host them. Self-reliance and empowerment need to be facilitated and, financial inclusion is part of the equation.

This new training course “Making financial inclusion work for refugees and host communities” is targeting managers of financial services providers FSPs that currently serve or consider serving refugees and host communities with financial services.

Introduction

This training programme helps financial service providers to diversify their product portfolio through serving refugees and host communities, in a strategic and cost-effective manner. It is relevant to institutions that are looking for ways to serve these population groups more effectively, as well as institutions that have not yet diversified and are seeking guidance on where and how to start.

The course is designed for middle and high level managers of various types financial services providers. The course is also useful for funding agencies and technical assistance providers who are supporting financial inclusion of refugees and the diversification efforts of the FSPs.



Goals

Participants of the course will:

1. Be exposed to accumulated experiences, global, regional and local, in serving refugees and host communities
2. Design a specific outreach strategy for serving the target group
3. Obtain tools and strategies for serving the segment within a broader diversification context
4. Prepare an action plan ready for implementation



Audience

This first delivery will focus on FSPs from Kenya and Uganda. The target audience is:

- Managers of the FSP in charge of developing new products and expansion into new markets: operations managers, marketing managers, business development managers, product and portfolio managers
- Managers in charge of developing human resources and implementation of the expansion strategies, branch and department managers
- Social performance management staff
- Other staff members engaged in the design and implementation of the strategy



Course dates and location

16-20 November 2020, Nairobi, Kenya



Number of participants

Up to 25.



Language

English



Content

This training course will be based on most recent global, regional and local experiences, best practices and failures that are documented by the industry so far. The content of the ILO Managing Product Diversification manual will be used as a conceptual framework, while the experiences of various other partners will be embedded into the programme.

In particular, the programme will cover following content blocks:

1. Delivering value, new market development, tools to understand the market and deciding who to serve within the refugee and host communities
2. Designing an outreach strategy to serve refugees and host communities: products, communication, delivery and relationship
3. Managing HR, institutional culture and structure
4. Risk management and setting up a successful business model



Methodology

- The course applies highly interactive, case study based methodology supported by classroom discussions and group works.
- Activities on design of the outreach strategy by each of the attending FSPs are part of the course, with a concluding action plan and next steps ready for implementation.



Draft Timetable

In the Annex (the final version will be shared closer to the training dates).