



**OECD Technical Assistance Project on Financial Education in
the
Commonwealth of Independent States, Phase II***

**Agenda of Peer Learning on
“How to effectively deliver digital content
of financial education: lessons from the
COVID-19 pandemic”**

**Friday, 6 November 2020
11:00-14:00 (CET)**

The meeting will be held via videoconference using [Zoom](#)
Interpretation in English and Russian will be provided

For further information, please contact:
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**with the financial support of the Ministry of Finance of Russian Federation*

The meeting on the COVID-19 implications on financial education policies in the CIS will be held via videoconference using [Zoom](#).

*Your **unique** link to participate will be sent upon approval of your **registration***

When connecting, please rename yourself to "COUNTRY - Abbreviated authority - Your name" so that we can easily identify participants. Observers should add "zz" at the start and turn off their video.

Please connect early to allow enough time for us to process the waiting room & start the meeting on time.

To ensure the meeting runs smoothly, please follow this [link](#) to better familiarise yourself with Zoom.

Format of the Peer Learning event

- Ahead of the event, the Peer Learners – those who would like to hear more about the experiences and good practices of other countries and institutions – have been asked to submit a set of questions on the topic of the event. This is to allow the Peer Presenter to focus their discussion.
- The OECD has prepared a quiz / poll in order to understand what the expectations of participants are.
- The Peer Presenter has prepared and sent out reading materials to help the participants prepare for the discussions.

Participants:

- Peer Presenters: Central Bank of Armenia, Ministry of Finance of the Russian Federation
- Peer Learners: National Bank of the Kyrgyz Republic, National Bank of Tajikistan, Central Bank of the Republic of Uzbekistan
- Peer Learning Coordinator: OECD

11:00-11:10

Item 1. Introduction

Welcome participants, recall the format of the event, and present the results of the Poll.

Sevak Mikayelyan, Head of the Consumer Rights Protection and Financial Education Center,
Central Bank of Armenia

OECD Secretariat

11:10-12:10

Item 2. Presentation of Peer Learning Theme: “How to effectively deliver digital content of financial education: lessons from the COVID-19 pandemic”

The Central Bank of Armenia will share how they reacted to the challenge of COVID-19 in terms of delivery of financial education programmes; their approaches to digital delivery; any measurable outcomes; and lessons learned.

The presentation will be followed by poster sessions: different policy makers from the Peer Presenter will present different solutions using a poster (5 minutes max per presenter). Each session will give a brief overview of how to respond to one of the questions the Peer Learners have shared in advance.

Araks Manucharyan, CBA, Expert in Financial Education: The delivery of financial education programs during the COVID-19 pandemic: the content and delivery methods/approaches

Davit Kharatyan, CBA, Expert in Communication in the field of Financial Education: The role of the websites and social media during the COVID-19 pandemic, effective ways to use them.

Arthur Pokrikyan, Expert in Financial Education: Evaluation and Impact assessment of virtual financial education. Lessons learned from the "Financial education at Schools: online trainings" and "Virtual Savings Game" projects

Serob Khachatryan, Expert in Education: Behavioural and cognitive biases contributing or preventing the digital delivery of financial education

12:10 - 12:15

Item 3. Discussant presentation

A Peer Learner will react to the presentation of the Peer Presenter and provide briefly some of their own experiences and insights on the topic.

National Bank of Tajikistan

12:15 - 12:20

Item 4. Discussant presentation

A Peer Learner will react to the presentation of the Peer Presenter and provide briefly some of their own experiences and insights on the topic.

Central Bank of the Republic of Uzbekistan

12:20 - 12:25

Item 5. Discussant presentation

A Peer Learner will react to the presentation of the Peer Presenter and provide briefly some of their own experiences and insights on the topic.

National Bank of the Kyrgyz Republic

12:25 - 12:30

Item 6. Discussant presentation

A Peer Learner will react to the presentation of the Peer Presenter and provide briefly some of their own experiences and insights on the topic.

National Bank of Belarus

12:30 - 12:55

Item 6. Presentation and Reaction on presentations of peer presenters

The Ministry of Finance of the Russian Federation will, as a peer Presenter, comment on the challenges faces by digital delivery, will provide reactions to the presentations of the countries, and will share some of their own experiences on digital financial education.

Anna Zelentsova, Advisor, Ministry of Finance of Russian Federation and co-chair of the G20 GPMI

Evgenia Blisjavka, Director, National Centre of Financial Literacy, Russian Federation

Ekaterina Lavrenova, Expert on educational programs, Ministry of Finance, Russian Federation

12:55 – 13:00

Coffee Break: Participants will take a break, but remain online and logged into the Zoom session.

13:00 – 13:30

Item 7. Breakout sessions – responses to the pre-submitted questions by the Peer Learners

Responses to the questions – all participants take part in a number of breakout sessions. OECD to split participants into breakout sessions and allocate them to a particular sessions that will be defined by a Question / Theme.

All participants, Breakouts sessions will be listed by Question / Theme

Suggestions for topics/themes during the breakout sessions

- **Araks Manucharyan:** Powerful content and effective methods to deliver financial education digitally.
 - **Davit Kharatyan:** Attractive and efficient websites and social media pages.
 - **Arthur Pokrikyan:** Impact evaluation of online Financial Education programs.
 - **Serob Khachatryan:** The ways to use/prevent the behavioural and cognitive biases in the digital delivery of financial education.
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13:30 - 13:50

Item 8. Summary of breakout sessions

Volunteer rapporteurs from each breakout session to give short summaries of the sessions to all participants.

Volunteer rapporteurs, each rapporteur will have 5mins, depending on number of interventions.

13:50 - 13:55

Item 9. Conclusions and summary

Sevak Mikayelyan, Head of the Consumer Rights Protection and Financial Education Center, Central Bank of Armenia

OECD Secretariat

13:55 - 14:00

Item 10. Brief Evaluation

A Brief poll to receive immediate feedback from participants on the format, content, and outcomes.

The OECD will prepare a write-up of the Peer Learning event, after the event, including the presentations by the participants and the set of questions/responses on the topic, aiming to prepare a learning note on the topic of how to effectively to deliver digital content of financial education.

Suggested reading on the topic:

The OECD will prepare a write-up of the Peer Learning event, after the event, including the presentations by the participants and the set of questions/responses on the topic, aiming to prepare a learning note on the topic of how to effectively to deliver digital content of financial education.

- OECD (2018), G20/OECD INFE Policy Guidance on Digitalisation and Financial Literacy ([link to English version](#))
 - OECD (2017), G20/OECD INFE Report on ensuring financial education and consumer protection for all in the digital age ([link to English version](#))
 - “OECD Going Digital” Project: a resource portal on making the digital transformation of work for growth and well-being ([link to the portal in English](#))
 - OECD COVID-19 porta: an online resource on tackling the coronavirus crisis, analysis, and global policy efforts and practices in response to COVID-19 ([link to the portal in English](#))
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