

Facilitator Guidelines

- Each learner will need access to a PC to take part in the programme.
- Every PC requires access to the internet throughout the programme.
- Flash Player is needed to run parts of the programme, click here to download a free version of [Flash Player](#).
- Access to a printer is needed throughout the programme.
- It is advisable for each PC to have ear phones on hand, but this is not essential.
- It is vitally important that the information provided to learners is neutral and objective and does not in any way promote a particular financial institution.
- The programme descriptor provides a learning framework for the coursework; facilitators should explore additional aids to learning that might suit their particular group's interests, needs and abilities.
- Facilitators should check with the relevant service provider regarding all in-house policies and procedures relating to service user finances before commencing the delivery of the training.
- Facilitators must not allow the disclosure of sensitive family circumstances to occur in the class.
- Facilitators need to be sensitive to all personal information disclosed within the programme and remind the group that anything discussed during the programme is strictly private and confidential.
- It is advisable to check facts and details with the appropriate organisations listed in the useful links section if unsure of any particular specifics.

Facilitators should remember the following when working with learners who may have an intellectual disability:

- Make eye contact with the learners.
- Keep sentences short and the language simple. Try and use words of one syllable, where possible.
- Keep to the point when explaining, it is very easy to get sidetracked and not cover the session content.