Responsible Inclusive Finance Training - Participant Agenda
July 25th and 26th, 2022
Jakarta, Indonesia

Detailed Agenda:

Day 1	Subject
0900 to 0950	**Welcome** • Introductions and opening remarks (OJK + ILO) • Icebreaker activity (puzzle partner game) • Overview of schedule and details of first day's agenda
0950 to 1050	**Setting the Context** • Exploring the global and local risks that inhibit qualitative financial inclusion and financial services • Historical context related to RIF • RIF in Indonesia
1050 to 1120	BREAK
1120 to 1200	**Defining Responsible Inclusive Finance** • Definition of RIF and what it means • Exploring the global standards for RIF (Universal Standards (USSEPM) and Client Protection Standards (CP)
1200 to 1300	LUNCH
1300 to 1330	**Linking RIF global standards with Indonesia's financial sector development plans** • Mapping the international standards with Master Plan Structural Framework (MPSF), Roadmap of Indonesian Banking Development (RIBD), and National Financial Inclusion Strategy (NFIS)
1330 to 1500	**Role of a financial institution's governance structure in ensuring RIF** • Importance and role of the board in ensuring RIF • Ensuring implementation of RIF • Good governance in the context of increasing digitization • Reporting on RIF
1500 to 1530	BREAK
1530 to 1700	**Client-centered products and processes** • How can financial institutions ensure their products and process are appropriate to clients? • Ensuring client-centricity during digitization (e.g., use of agents, the relevance of digital skills)

Day 2	Subject
0900 to 0930	**Welcome and review of day 1** • Overview of the day's schedule • Questions from day 1
0930 to 1045	**Financial literacy and its evolution** • Exploring the evolution from financial literacy to financial capability • What is digital financial capability and its components
1045 to 1100	BREAK
1100 to 1230	**Strengthening consumer protection** • Deep dive into the global Client Protection Pathway and Standards for ensuring good client protection practices in financial institutions • Exploring the standards • Transparency in practice • Preventing over-indebtedness – a systems approach
1230 to 1330	LUNCH
1330 to 1500	**Responsible Finance and increasing digitization** • Ensuring client centricity in digital finance offering • Overview of CGAP's basic regulatory enablers for DFS • Exploring consumer risks in DFS • Deep dive into the Responsible Digital Finance Standards
1500 to 1530	BREAK
1500 to 1630	**Adopting specific standards and action plan** • Identify specific standards that OJK would like to ensure financial institutions are following • Create an action plan as to how these can be incorporated into the sector and supervised