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## CURRICULUM

### Module 3: Online banking

*Please, list the individual topics of the module*

- a) Introduction to online banking
- b) Online banking environments
- c) Online account management

### GENERAL DESCRIPTION OF THE MODULE

*Please, make a general description of the module and refer to the importance of the module in the whole curriculum. Describe also whether the knowledge of the module is the basis for another module (for example: module 1 is the basis for module 2).*

This module follows the modules on digital financial services basic terminology and money management for seniors. Its focus lies on building seniors' comfort and confidence using online banking while understanding the major components and the given framework.

At the beginning seniors will get an introduction to the basics of online banking. Here the development of online banking from the ways banks have evolved to the digital technologies that now make everyday finances more convenient, the meaning of online banking, pros and cons of online banking and different online banking services will be presented and discussed.

The next topic of this module focuses on the familiarization with online banking. Within the introduction to the topic, seniors will get to know basic framework interfaces for navigation in the online banking environment. Seniors/Training participants will be led to an online learning environment that replicates an online banking system to get to know its major components. Additionally, different platforms that



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banks are using will be presented and as they differ among countries always with a specific national focus, meaning, for example, that Austrian training participants will get more information on Austrian online banking systems.

The last topic includes all information needed in order to manage an account online. Here seniors will learn how to check their bank balance, pay their bills and transfer money to other accounts, check their bank statements and go paperless (how to activate the option of resigning to receive paper documents from the bank), etc. Again, this topic will be implemented with a practical approach and an online game-based learning solution.

In general, this module will serve as a guide to seniors to become self-sufficient using online banking.

## **LEARNING OBJECTIVES AND DESIRED COMPETENCES OF THE MODULE**

*Please describe the learning objectives and desired competences of the module. Try to integrate the results of the Skill Card and upgrade them.*

The main objective of this module is to help seniors gain new knowledge and build the skills they need to get started with online banking in a confident manner. And for seniors that already use the online banking the main objective is to help them become more knowledgeable and comfortable with navigating in an online banking environment.

In order to achieve the main objectives, there are several learning objectives of the module. At the conclusion of the module seniors will be able to:

- explain how banking has evolved
- list benefits and challenges of online banking
- identify different online banking services
- access to online banking
- recognize that there are different online banking environments, all having the same major components
- implement the knowledge gained in their life (e.g.: transfer money between accounts, transfer money to an external account, pay bills online, etc.)



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In line with learning objectives the main competence gained within this module will be the ability of seniors to make different financial online transactions and upgrade their digital literacy and confidence in dealing with online banking systems.

In order to achieve listed learning objectives and competence seniors will learn typical features and functions of online banking sites, such as: view accounts, view transactions, transfer money between accounts, schedule bill payments, and view bank statements.

## **LENGTH OF THE MODULE**

*Please, write, how many hours has the module*

8 hours

## **TEACHING AND LEARNING CONCEPT OF THE MODULE**

*Possibilities are face-to-face, E-learning or a webinar. If necessary, it would be possible to describe why you use a certain method. Also think on possibilities to include learning games in the module and discuss about it with VITECO.*

Face-to-face learning supported with the presentation slides gathered in the handbook including learning games and videos for managing online accounts will be prepared.



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## DETAILED INFORMATION ON THE TOPICS

| TOPIC                                 | LENGTH OF THE TOPIC | LEARNING CONTENTS   | AIM  | LEARNING TASKS/ACTIVITIES   | OUTCOME   | TEACHING METHODS                      |
|---------------------------------------|---------------------|---|--|---|---|---------------------------------------|
| <b>Introduction to online banking</b> | 2,5 hours           | <ul style="list-style-type: none"> <li>- Development of online banking from the ways banks have evolved to the digital technologies that now make everyday finances more convenient</li> <li>- What is online banking</li> <li>- Online banking services</li> <li>- Advantages and disadvantages of online banking</li> </ul> | Participants: <ul style="list-style-type: none"> <li>- are able to understand how banking has evolved</li> <li>- know what is online banking</li> <li>- know about benefits and challenges of online banking</li> <li>- are familiar with different online banking services</li> </ul> | Participants: <ul style="list-style-type: none"> <li>- prepare a list of their own benefits of online banking</li> <li>- prepare a list of online banking services they are most interested in</li> </ul> | Overview about the basics of online banking including benefits and challenges of online banking | Face-to-face with presentation slides |



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| TOPIC                             | LENGTH OF THE TOPIC | LEARNING CONTENTS  | AIM  | LEARNING TASKS/ACTIVITIES   | OUTCOME   | TEACHING METHODS  |
|-----------------------------------|---------------------|--|--|---|---|---|
| <b>Online banking environment</b> | 2,5 hours           | <ul style="list-style-type: none"> <li>- Access through bank's website</li> <li>- Access through bank's mobile app</li> <li>- Enter personal and account information</li> <li>- Create username and password</li> <li>- Choose security questions</li> <li>- Verify email address</li> <li>- What if I forget the username and password</li> </ul> | Participants are able to: <ul style="list-style-type: none"> <li>- create their own online account</li> <li>- register themselves for online banking</li> <li>- navigate online banking</li> </ul> | Participants: <ul style="list-style-type: none"> <li>- register for online banking</li> <li>- search information available on the online banking environment</li> <li>- check different online banking environments (different platforms banks are using; adapted to each country)</li> </ul> | Registration for the online banking<br><br>Overview of different online banking environments available on the market. | Face-to-face with presentation slides<br>Video tutorials with explaining the steps for registration<br>Presenting different free available platforms banks are using the country. |



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| TOPIC                            | LENGTH OF THE TOPIC | LEARNING CONTENTS   | AIM  | LEARNING TASKS/ACTIVITIES  | OUTCOME   | TEACHING METHODS  |
|----------------------------------|---------------------|---|--|--|---|---|
| <b>Online account management</b> | 3 hours             | <ul style="list-style-type: none"> <li>- Monitor the account with alerts</li> <li>- Transfer money between accounts</li> <li>- Transfer money to an external account</li> <li>- Set up online bill payment (direct debit)</li> <li>- Set up a one-time payment</li> <li>- Set up a recurring payment</li> <li>- Track pending transactions</li> <li>- Contacting the bank using the message centre</li> </ul> | Participants: <ul style="list-style-type: none"> <li>- are able to use common online banking functions to manage their money.</li> </ul> | In real banking environment and with real life examples<br>Participants: <ul style="list-style-type: none"> <li>- transfer money between accounts</li> <li>- transfer money to an external account</li> <li>- set up alerts</li> <li>- pay bills online</li> <li>- play a game with online transactions</li> </ul> | Performing some of the most common online banking transactions. | Face-to-face with presentation slides<br>Video tutorials<br>Game learning |

## FURTHER METHODOLOGICAL RECOMMENDATIONS

*Please indicate methodological recommendations for the whole module.*

Seniors should become as much independent as possible within this module. Some short videos with guidelines related to common online banking transactions that will help seniors to be comfortable with online banking also after the end of DEFINE trainings will be prepared.



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Further, a list of useful links where seniors can find additional practical explanations, additional cases etc. should be prepared. Within the module different online banking environment will be presented. Moreover, seniors will be shown how to work on different platforms in order to get the whole picture and total understanding of online banking. Here, partners will customize their training according to the online banking offer that exists in their country.

Games will be included in the module within the third topic for self-evaluation in order to check the knowledge gained within the training.

## REFERENCE LIST FOR THE WHOLE MODULE

*Please indicate the most important literature which is used for the whole module. Examples are books, journals, internet links, videos, games etc.*

List of literature:

- Ascherman, T. (2018). *Wie funktioniert Online-Banking? Einfach erklärt*. Retrieved May 10, 2020, from: [https://praxistipps.chip.de/wie-funktioniert-online-banking-einfach-erklaert\\_45616](https://praxistipps.chip.de/wie-funktioniert-online-banking-einfach-erklaert_45616)
- Beers, B. (2020). *Internet Banks: Pros and Cons*. Retrieved May 13, 2020, from: <https://www.investopedia.com/articles/pf/11/benefits-and-drawbacks-of-internet-banks.asp>
- Cronin, Mary J. (1997). *Banking and Finance on the Internet*. John Wiley and Sons. ISBN 0-471-29219-2.
- Csiszar, J. (2017). *Advantages and disadvantages of online banking*. Retrieved May 10, 2020, from: <https://www.gobankingrates.com/banking/banks/disadvantages-advantages-of-online-banking/>
- Frankfield, J. (2020). *Online Banking*. Retrieved May 13, 2020, from: <https://www.investopedia.com/terms/o/onlinebanking.asp>
- Pritchard, J. (2020). *The basics of online banking*. Retrieved May 13, 2020, from: <https://www.thebalance.com/what-is-an-online-bank-315204>
- Zhu, K. (2020). *What are advantages and disadvantages of online banking?* Retrieved May 10, 2020, from: <https://www.valuepenguin.com/banking/advantages-of-online-banking>
- wikiHow. *Hot to use online banking*. Retrieved May 10, 2020, from: <https://www.wikihow.com/Use-Online-Banking>



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## REFERENCE FOR FURTHER READING

Please indicate the most important literature which is used for the individual topics of the module. Examples are books, journals, internet links, videos, games etc.

List of literature:

- Bawag PSK. (2020). *E banking per internet*. Retrieved May 10, 2020, from: <https://www.bawagpsk.com/BAWAGPSK/PK/ebanking/313520/->.html
- Georgieva, L. (2018). *Digital inclusion and the Elder: The case of online banking*. Retrieved May 10, 2020, from: [http://lrec-conf.org/workshops/lrec2018/W14/pdf/2\\_W14.pdf](http://lrec-conf.org/workshops/lrec2018/W14/pdf/2_W14.pdf)
- Erste Sparkasse. (2020) . Retrieved May 10, 2020, from: [https://www.sparkasse.at/sgruppe/privatkunden/digitales-banking/george\\_login](https://www.sparkasse.at/sgruppe/privatkunden/digitales-banking/george_login)
- Kreissparkasse Rottweil. (2020). Retrieved May 10, 2020, from: <https://www.sparkasse-rottweil.de/de/home/module/online-banking-schulung.html>
- Raiffeisen bank. (2020). Retrieved May 10, 2020, from: <https://www.raiffeisen.at/de/online-banking/mein-elba/erklaervideos.html>
- Statista (2019). Online banking penetration in selected European markets in 2019. Retrieved May 10, 2020, from: <https://www.statista.com/statistics/222286/online-banking-penetration-in-leading-european-countries/>