Designing Financial Inclusion Products for Persons with Disabilities Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Designing Financial Inclusion Products for Persons with Disabilities equips participants with essential skills to create accessible, affordable, and inclusive financial solutions tailored to diverse disability segments. As global financial systems embrace inclusive growth, developing disability-responsive financial products is critical for promoting economic empowerment, reducing exclusion, and ensuring equal participation in formal financial ecosystems. Designing Financial Inclusion Products for Persons with Disabilities Training Course focuses on disability-inclusive product design, human-centered innovation, barrier analysis, digital accessibility, policy alignment, and universal design principles that bridge long-standing financial access gaps for persons with disabilities.

Participants will gain practical knowledge on adaptive delivery channels, inclusive credit and savings models, behavioral insights in disability finance, consumer protection mechanisms, and the role of assistive technology in expanding financial inclusion. Through case studies, real-world applications, and practical design frameworks, the course prepares practitioners to build sustainable, rights-based financial solutions that support independence, resilience, and socioeconomic mobility for persons with disabilities.

Programme Curriculum

Designing Financial Inclusion Products for Persons with Disabilities Training Course

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Course Objectives

1. Understand disability-inclusive financial inclusion frameworks and global best practices.
2. Identify financial access barriers experienced by persons with various disabilities.
3. Apply human-centered design principles to disability-inclusive product development.
4. Integrate trending digital accessibility tools into financial service delivery.
5. Strengthen consumer protection and rights-based financial practices.
6. Analyze market data to develop disability-segmented financial solutions.
7. Design inclusive savings, credit, and microinsurance products.
8. Apply behavioral insights to improve product adoption and usability.
9. Strengthen accessibility standards across digital and physical financial channels.
10. Align product design with disability-related regulatory and policy frameworks.
11. Engage disability organizations and stakeholders in co-creation processes.
12. Build monitoring and evaluation systems for disability-inclusive finance.
13. Develop scalable strategies for sustainable inclusion at institutional level.

Organizational Benefits

- Enhanced institutional capacity to serve persons with disabilities
- Increased customer base through inclusive market expansion
- Strengthened compliance with disability rights policy and accessibility standards
- Improved product adoption through user-centered design
- Reduction of service delivery barriers across financial channels
- Stronger partnerships with disability organizations and advocacy groups
- Enhanced reputation as an inclusive and socially responsible institution
- Greater digital transformation through accessible technologies
- Improved risk management through tailored financial assessment tools
- Increased institutional impact on national inclusion goals

Target Audiences

- Financial service providers and product designers
- Microfinance practitioners and development finance staff
- Government and regulatory officials
- Social protection and disability program leaders
- Digital finance and mobile money innovators
- NGO and community-based inclusion officers
- Researchers and financial inclusion analysts
- Consultants working on accessibility and inclusive finance

Course Duration: 5 days

Course Modules

Module 1: Foundations of Disability-Inclusive Finance

- Understanding disability rights and inclusive finance frameworks
- Types of disabilities and their impact on financial access
- Global trends in disability-inclusive financial inclusion
- Mapping financial barriers across demographic groups
- Role of universal design in accessibility
- Case Study: National disability-inclusive financial inclusion strategy

Module 2: Human-Centered Product Design for Disabilities

- Principles of human-centered and participatory product design
- Understanding user needs across disability categories
- Accessible communication and service delivery techniques
- Applying inclusive design tools and innovation templates
- Developing product prototypes for diverse users
- Case Study: Inclusive savings product co-created with disability groups

Module 3: Accessible Digital Financial Services

- Designing accessible mobile money and digital banking platforms
- Assistive technologies supporting financial access
- Accessible interfaces, navigation, and content standards
- Digital identification and e-KYC for persons with disabilities
- Cybersecurity considerations for vulnerable users
- Case Study: Digital wallet enabling access for visually impaired users

Module 4: Inclusive Credit and Lending Models

- Understanding credit barriers for persons with disabilities
- Designing disability-responsive loan products
- Alternative credit scoring and risk assessment tools
- Agent networks and adaptive service delivery channels
- Responsible lending, affordability, and customer safety
- Case Study: Customized microcredit improving incomes for disabled entrepreneurs

Module 5: Inclusive Savings, Insurance, and Payments

- Developing accessible savings mechanisms
- Microinsurance for health, livelihoods, and mobility needs
- Payment solutions suited for mobility and sensory disabilities
- Technology-enabled savings and insurance access
- Strengthening consumer trust and brand reliability
- Case Study: Accessible payment system improving financial independence

Module 6: Regulatory and Policy Considerations

- Disability rights frameworks affecting financial inclusion

- Regulatory reforms supporting inclusive product design
- Compliance with accessibility and consumer protection guidelines
- Role of central banks and financial regulators
- Inclusive procurement and institutional policy development
- Case Study: Regulatory change expanding access to financial services

Module 7: Market Research and Data for Disability Inclusion

- Conducting disability-segmented market analysis
- Gathering user insights ethically and respectfully
- Using data to inform product design and rollout
- Monitoring accessibility and usability indicators
- Strengthening evaluation systems for inclusive outcomes
- Case Study: Data-driven redesign increasing product adoption

Module 8: Building Sustainable Disability-Inclusive Ecosystems

- Partnering with disability organizations and advocacy groups
- Creating institutional accessibility action plans
- Strengthening staff capacity and disability awareness
- Integrating accessibility considerations into organizational strategy
- Scaling successful inclusive finance models
- Case Study: Multi-stakeholder collaboration improving long-term inclusion

Training Methodology

- Instructor-led presentations and expert briefings
- Practical design exercises and accessibility simulations
- Case study discussions and real-world scenario analysis
- Group work, co-creation activities, and peer learning
- Demonstrations of assistive technologies and digital accessibility tools
- Continuous feedback, design refinement, and participant evaluation

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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