

52 - Using postal and banking services

Aims: - Inform refugees about postal and banking services.
- Enable refugees to use postal and banking services.

Communicative situations

- Understand the signs related to postal and banking services.
- Understand simple information about postal and banking services.
- Use a cash machine (ATM).

Materials

- Pictures of places and signs related to postal and banking services.
- Leaflet or information sheet about a bank or the post office.

Language activities

Activity 1

Use the pictures to:

- Elicit some basic information and vocabulary about postal and banking services asking e.g. *Where do you have to go to send a letter to another country? And where can you change money?*
- Refugees may be able to talk about these services in their own country.

Activity 2

Use the pictures to explain relevant signs. Refugees can:

- Write the key words and expressions on cards. Read the same signs in other photos (e.g. a photo of a street with the same signs).
- Check their understanding by asking them to match words with pictures and signs.

Activity 3

Hand out an illustrated sheet with information about the location and the opening times of the nearest post office or bank.

- Check refugees' comprehension by asking questions such as: *Where is the bank? Is it open on Saturdays? When is the post office open? What time does the bank close?* Refugees can practise times of the day and days of the week, (e.g. *The bank is open from 9.00 to 4.30 from Monday to Friday*).
- Then, ask them to work in pairs and to exchange information about the information sheet
- Ask refugees to share their information with the group.

Activity 4

Refugees imagine they are outside a bank – or, better, organise a visit to a bank or post office, or to an office specialised in international money transfer with a group of refugees. If this is not possible:

- Show photos of a cash machine and ask: *How do you use a cash machine or ATM?*
- If possible, show photos of some cash machine screens that explain the procedure for using a debit/credit card to withdraw cash. Ask refugees to explain the procedure in simple language, e.g.:
 1. *First you put in your card.*
 2. *Then you have to choose whether you want to withdraw cash, buy credit for your mobile phone etc.*
 3. *Next you have to key in your pin code and choose how much cash you want, etc.*
 4. *You have to take back your card before receiving your cash etc.*

Activity 5

Refugees practice language they may need in a post office:

- A. *How can I help you?*
B. *I want to send this letter to Iraq please.*
A. *OK put it on the scales – that's 3 euros 50.*
B. *Right. Here you are. Where can I post it?*
A. *Put it in the box marked 'overseas'.*
B. *OK. Thanks. Goodbye.*

Activity 6

Refugees practice language they may need for sending money abroad by international money transfer

- A. *Hello. I would like to send some money to ***** (name of place)*
B. *OK, first you need to fill in this form.*
A. *How long will it take for the money to arrive in ***** (name of place)?*
B. *It is more-or-less immediate*
A. *How do I pay you?*
B. *With cash or a debit card from a bank.*
A. *How will my friend collect the money?*
B. *You must get this tracking number to your friend and that is used for collecting the money in one of our offices.*
A. *That's good. Thank you.*

Ideas for learners with low literacy

- Ask refugees with low literacy to copy onto cards some of the words used in the activities above.
- Ask them to choose easy words from the leaflet or pictures of signs to copy.
- Ask them to read signs and notices found in post offices and banks.

Sample materials

Pictures of places and signs related to postal and banking services.

