

# StepChange e-learning videos

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Helping your teams support people  
on their journey to debt advice



# Welcome

- ✓ Our e-learning videos have been created for you to roll out to your frontline teams
- ✓ They can help you to improve their understanding of the charity, what debt advice is, and why it matters
- ✓ Use them in your:
  - Team briefings
  - Staff training sessions
  - Onboarding sessions
  - Colleague wellbeing sessions
- ✓ We've provided two options for access: an external YouTube link, or a direct MP4 download for easy access



# Video 1



[Watch now \(external YouTube link\)](#)

[Download video \(mp4\)](#)

## About us

Find out why we're the UK's leading debt charity and learn more about who we work with.

Great for: Introducing StepChange Debt Charity to your teams.

137  
seconds  
long

# Video 2



## What we do

Our expert advisor Emma explains what happens when a client is referred to us.

Great for: Colleagues that are new to financial services and aren't familiar with debt advice.

[Watch now \(external YouTube link\)](#)

[Download video \(mp4\)](#)

90  
seconds  
long

# Video 3



## Our debt solutions

We offer the widest range of debt solutions of any debt advice provider, this video introduces them all.

Great for: Colleagues with some knowledge of debt advice to enhance their basic training.

[Watch now \(external YouTube link\)](#)

[Download video \(mp4\)](#)

105  
seconds  
long



# Video 4



## Advisor testimonials

Find out why referring to us makes such a difference to the lives of people with debt problems.

Great for: All colleagues, so they understand the importance of debt advice services.

[Watch now \(external YouTube link\)](#)

[Download video \(mp4\)](#)

132  
seconds  
long



StepChange Debt Charity, Wade House, Merrion Centre, Leeds, LS2 8NG.  
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