

Making Digital Everyday Resource Pack

This pack is designed to help you consolidate the learning from your Making Digital Everyday training day and start to work towards passing on digital skills and enthusiasm to your end users.

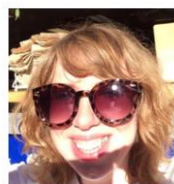
The One Digital team at SCVO are here to help if you have any questions or run into any problems.



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Section 1- Basic Digital Skills

What are Basic Digital Skills

During the training you were introduced to the Basic Digital Skills framework- designed to help ensure organisations and people have the right skills to be able to get things done online.

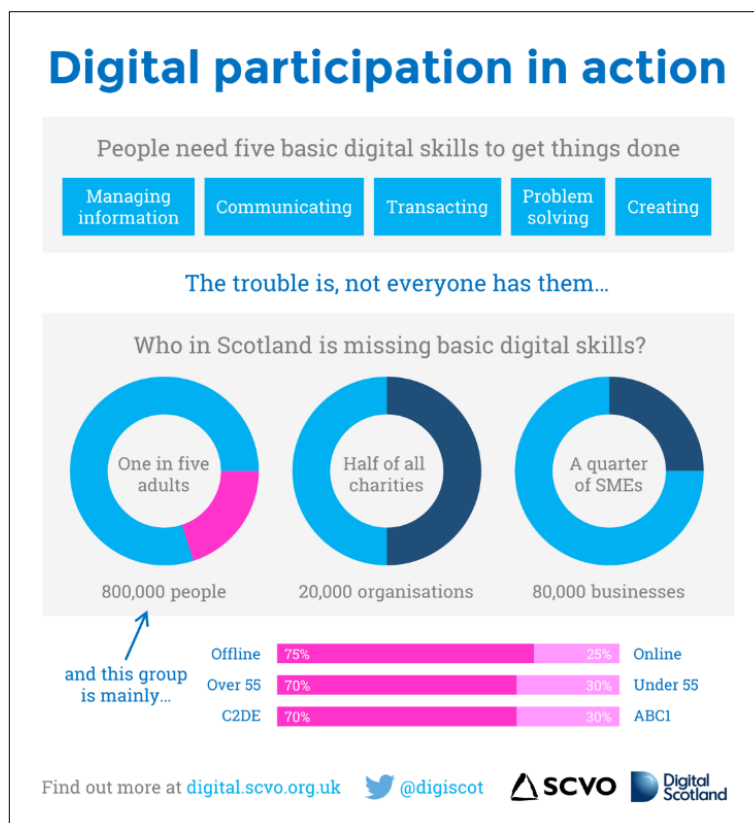
This framework was developed by Go-On UK with support from a range of other organisations and is accepted as the common measurement framework in this area of work.

You can download the full framework here, and read more here.

www.go-on.co.uk/get-involved/basic-digital-skills/

In your training you discussed why basic digital skills are important, and how many people in Scotland lack these skills.

For more information about this see '[Digital Participation in Action 2015](#)'



Section 2: Helping people to get online

When it comes to closing the digital divide, the most important insight is that the real challenge is about people, not technology.

Getting things done online takes the basic digital skills outlined above. But it's not at all essential to have a deep understanding of how the technology works (much like, say, driving a car). This means that anyone can help other people to learn: digital inclusion is the domain of anyone and everyone.

For the people who need a little help and encouragement to use the internet, we know from experience that the best way to start is to show, first hand, how the internet is relevant to something they care about. And once the spark of interest is ignited, hands-on learning, tailored around the things people are interested in and in the company of someone familiar, is the best route to independence.

The personal and local nature of these interactions mean that official media campaigns and formal courses will never win the attention of all the people we need to reach.

So frontline, trusted staff in third sector organisations – that's you – can use the relationships you already have with people and communities as a springboard to passing on basic digital skills

Testimonials:

Adrian, Digital Champion for Digital Fife Collaborative, Fife



Adrian has been a Digital Champion for [Digital Fife Collaborative](#) since 2012, helping people to get to grips with getting online. He's found it rewarding to help build the confidence in others.

"Beginners can find the terminology of computers daunting and often fear that if they do something wrong they will break the computer but I've found that those I have supported have shown an increased confidence in using computers and websites."

To read more about Adrian and other Digital Champions' experiences check out the Let's Get On website [here: http://www.letsgeton.scot/real-stories/](http://www.letsgeton.scot/real-stories/)

Lynn, Digital Champion for Magenta Living, Wirral



A Digital Champion through the [Digital Deal Story Project](#), Lynn has enjoyed helping the residents of Magenta Living to increase their basic digital skills. Focussing on older people, single parents and low income families she has supported many people to benefit from getting online from renewing passports, looking for employment to finding the best deal using comparison sites. Lynn says of one learner's experience:

"It was really emotional watching a lady Skype her grandson in Australia. We were part of bringing them together."

To read more about Lynn and other Digital Champions' experiences check out the Go On UK website [here: https://www.go-on.co.uk/get-involved/](https://www.go-on.co.uk/get-involved/)

Eleanor, supported by Citizens Online Digital Champion, Inverness-shire



In her 70's, Eleanor had no experience of using the internet but was keen to get online. With the support of a [Citizens Online](#) Digital Champion, Eleanor is now comfortable with being online and has her own tablet to send emails, search for information and keep in touch with family through social media. She says:

"I thought I would have never taken the plunge to learn how to get online but it was easier than I thought. My tutor really helped me and gave me the confidence to use my tablet at home"

"I really do enjoy being online. I'm at home during the day and I don't really see anyone, so being online allows me to keep in touch with family and friends. I also go online to find information such as road reports and I go on YouTube quite a bit to watch dancing."

To read more about Eleanor's experience of support from a Digital Champion and other experiences check out the Let's Get On website [here: http://www.letsgeton.scot/real-stories/](http://www.letsgeton.scot/real-stories/)

For more case studies on how Citizens Online have helped people to get online see their website: <http://www.citizensonline.org.uk/case-studies/>

Why Basic Digital Skills Matter

We have now reached a point where not having basic digital skills means people are excluded from many aspects of our society. Those who are most likely to lack skills also tend to face other disadvantages, such as poverty and isolation.

Having basic digital skills matters, they allow people to:

- Find other people in similar situations, for example peer support for health issues
- Find information, for example reading the news
- Apply for government services and benefits
- Get the best deal, for example good energy tariffs or train fares
- Be entertained, for example BBC iPlayer

There are lots of case studies showing successful digital participation projects, see some of our favourites here:

Challenge Fund <http://digital.scvo.org.uk/projects/>

Go On UK <https://www.go-on.co.uk/case-studies/>

Tinder Foundation <http://www.tinderfoundation.org/our-thinking/case-studies>

Barriers

During your training you looked at [this infographic](#) from the Tinder Foundation which summarised the main reasons people are not online.



This demonstrates that although access and infrastructure are issues, for the majority of people (82%) the issue is with motivation – people don't go online because they don't think they have any need to, and they don't know what the benefits might be.

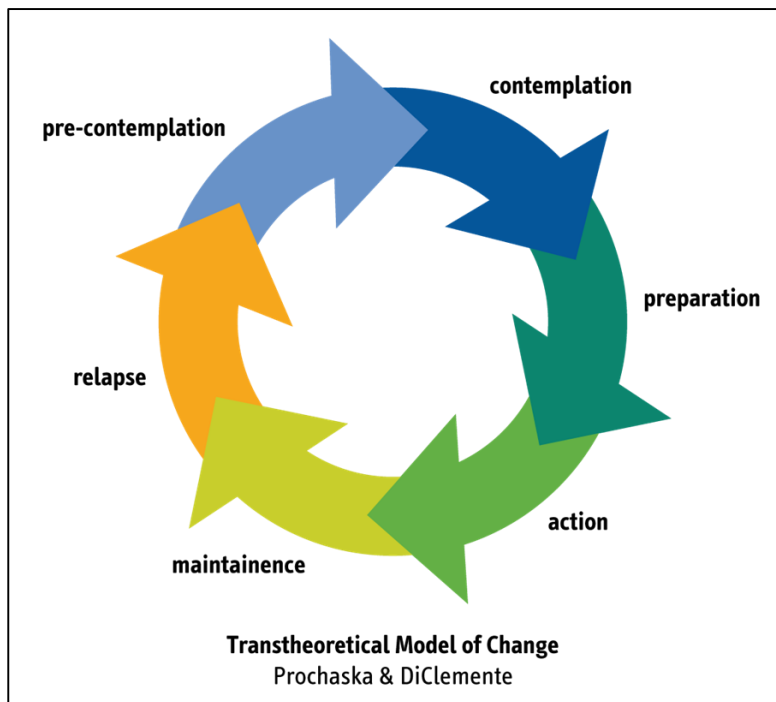
Practical information about useful apps and access issues is important, but the biggest challenge when helping people to see the benefits of digital is **behaviour change**. Your role is to help people to learn and change so that digital becomes part of their daily life.

In the training you reflected on learning styles and some theories of behaviour change, and considered how these apply to digital skills.

- **Different Learning Styles**



- **The behaviour change cycle – relapse into former behaviour is common**



You can access more information on this model at <http://www.socialworktech.com/2012/01/09/stages-of-change-prochaska-diclemente/>

- **Moving from not knowing about a skills to doing it automatically**



You can access more information on this model at <http://martialartsplymouth.co.uk/the-conscious-competence-model-of-learning/>

Section 3 - Signposting and more information

Now that you have completed the One Digital training you are part of the growing network of 'digital champions' from third sector organisations across Scotland.

The One Digital Team will be in touch with you regularly to find out how you are getting on with your action plans and to see whether we can support you as you help your organisation to become more digital.

Digital Unite – Digital Champions Network

We will be in touch soon to give you access codes for online learning courses from Digital Unite which will supplement the face to face training. Each course comes with a Mozilla Badge which you can add to your CV, and has been written to support Digital Champions who are working to improve the skills of end users. Available topics include:

- Making Digital Everyday – mandatory course to supplement training day
- Making and saving money online
- Online security, banking and money
- Finding a job 1
- Finding a job 2
- Using government services online
- Older learners
- Young people looking for work

You can access excellent introductory guides covering a wide range of topics at <http://digitalunite.com/guides>



Computer basics

It's easier to get to grips with computers than a lot of people think. Here's how to get started.



Creating documents

Easy-to-follow guides on using Microsoft Office programs.



Email & Skype

Staying in touch has never been easier or cheaper. These easy-to-follow guides will help you take advantage.



Using the internet

These guides will give you all the tools you need to become a confident internet user, surfing the web with aplomb.



Hobbies & interests

Find out just how easy it is to make the most of the many exciting, fun and useful things that the internet has to offer.



Music & audio

Music, audiobooks - you name it, it's all on the internet and really easy to get hold of and download. Here's how.



Smartphones & tablets

Powerful, convenient and multi-purpose, smartphones and tablets are the two key players in the fast-growing world of mobile computers.



TV & video

It's now possible to watch TV programmes you've missed and films you thought you'd never find again – all online. These guides explain.



Social networking & blogs

We'll show you how to get involved in these exciting, fun and flexible forms of social media.



Digital photography

There are so many great ways to store, edit and share photos – our guides will show you how.



Internet security

These essential guides detail the simple rules for staying safe online.



Shopping & banking

The chores that used to mean a trip in the car can now be done from a chair, with a cup of tea by your side.

Other good sources of information about digital skills training include:

[BBC Make it Digital](#)

Creative digital resources and programs for both children and adults.

[Cheeky Munkey \(IT support\)](#)

Using the internet for seniors - beginners guide

[Digital Fife](#)

Easy to follow online courses and resources.

[Get IT together](#)

Tailor made guides from BT for helpers and beginners.

[Get Safe Online](#)

The internet is a wonderful resource but it's important to know how to make the most of it safely. Get Safe Online offers lots of practical advice.

[Learn My Way](#)

Created by Tinder Foundation, Learn My Way is packed full of resources to help people learn to use a computer, mouse and navigate the internet for the first time. There is also loads of free support available for those who are teaching others how to get online, as well as links to other resources.

[Let's Get On](#)







Let's Get On is there to support people who are helping friends and family take that first step to getting online, as well as those who wish to develop their own online skills. The site also features a directory where you can search for centres offering classes in online and digital skills across Scotland.

SCVO Digital

A range of programmes and activities you can get involved with to help promote digital participation and basic digital skills in Scotland.

Tweet @digiscot

<https://digital.scvo.org.uk>

 Resources If you're delivering basic digital skills for people or charities in Scotland, then we're here to help. Find out more	 Charter Organisations of all kinds have signed a pledge to support digital participation in Scotland. Are you ready to join them? Find out more	 Projects We're supporting some fantastic digital participation projects across Scotland, and these are their stories. Find out more
 One Digital We're working with partners across Scotland to build digital skills in the charity and voluntary sector. Find out more	 Data We are exploring ways to open up more data about the third sector in Scotland. Find out more and how you can get involved. Find out more	 Events We organise regular networking events for people interested in digital participation. Find out when and where we'll be next. Find out more