

## 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.

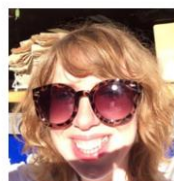
The One Digital team at SCVO are here to help if you have any questions or run into any problems.



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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. The framework also outlines the key areas that people need to understand to use digital safely.

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/](http://www.go-on.co.uk/get-involved/basic-digital-skills/)

The Scottish Government Digital Participation Framework endorses this definition of basic skills. They represent the entry point to the digital world and have the advantage of being easily measureable

If you are supporting people who have mastered these skills, you might find it helpful to think about the next steps in the digital pathway. These are outlined in the Scottish Government National Digital Participation Framework:

<http://www.gov.scot/Publications/2014/04/6821/6>

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’](#)

[Across the Divide - Full Report](#)

[Digital Participation: A National Framework for local action](#)



## 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 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>

Making Digital Real: Case Studies of How to Help the Final Fifth Get Online  
<http://www.carnegieuktrust.org.uk/publications/2014/making-digital-real>

## 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.

Other challenges that can make it difficult for people to acquire basic digital skills include:

- Infrastructure - access to broadband connection and equipment
- Literacy and language skills
- Pace of Change - staying on top of new technology and software
- Understanding boundaries and the reach of the '[digital footprint](#)'
- Online Safety – fear / apprehension about safety of data and personal information
- Resources – time, money, space
- Trainer confidence and knowledge
- Accessibility requirements – visual impairment, motor difficulties etc.

## Section 3: Passing on digital skills

### Training needs

When thinking about how you pass skills on to end learners you might find it helpful to use the [Basic Digital Skills Assessment](#) to gain an understanding of what the learner is already able to do, and where they want to develop their skills.

You can also talk about other challenges or fears that they have about using digital services and technology to help you put the right support in place. Questions that can help you to uncover this information include:

- Is there anything that could get in the way of your learning (health, transport problems etc?)
- What are your hobbies/interests?
- What have you seen other people do online that you like?
- What do you know about the internet that you don't like?

The answers to questions like these can help you build learning goals, and a learning plan with people.

You have been given access to the '[Digital Champions Network](#)' – this is an online community of people who are sharing digital skills across the UK. When you log into the network you will get access to an online learning module designed to consolidate the learning from your face to face training.



You also have access to a forum where you can ask others about how they have supported learners with particular challenges, and a range of other online learning modules and resources and guides. For example:

- Sample learner session plans for common topics
- Learner feedback forms
- Guides to print off and give to learners

### Learning needs and styles

As well as identifying specific training needs with your end learners, you also need to consider their individual learning style, and the process they will need to travel through in order to change their behaviour.

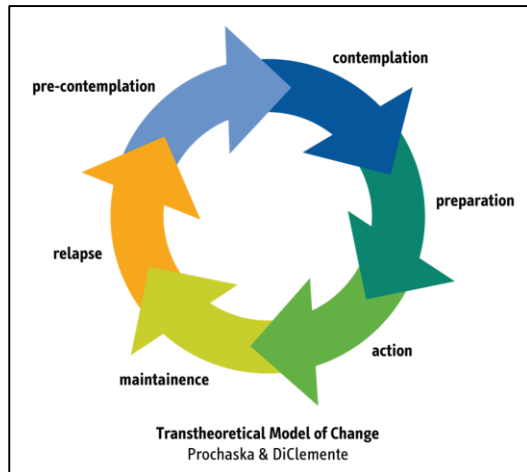
In the training you reflected on learning styles and some theories of behaviour change, and considered how these apply to digital skills.

- **Different Learning Styles**



For information about different learning styles (visual, auditory, kinaesthetic) and a free short questionnaire to help assess the predominant style for your learners see <http://vark-learn.com/the-vark-questionnaire/>

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



This model is commonly used to provide support for people who want to change their behaviour. It might be helpful to think about these stages as they apply to using digital solutions to achieve a life goal.

For example, to achieve the goal of losing weight someone might start to track their daily steps using a phone app but will have to move through these stages to implement the change. You can access more information on the behaviour change cycle at <http://www.socialworktech.com/2012/01/09/stages-of-change-prochaska-diclemente/>

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



Another model that can help you think about learning new skills is the conscious/unconscious model. This describes the stages people move through as they become more competent at the skill. In a digital setting an example might be learning to use facebook – by the final stage the learner will be able to review their timeline, look at friends' photos albums and update their status without any effort. 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 end learners to become more digital.

### Digital Unite – Digital Champions Network

As mentioned above you should now have a code to let you access the 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

New courses will soon be published covering working with older learners, and employability skills for young digital champions.

You can access excellent introductory guides covering a wide range of topics which you can share with your learners from <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:**

[Ability Net](#)

AbilityNet charity supporting disabled people to use digital technology - website has information about assistive technology, accessibility settings and more.

[BBC Make it Digital](#)

Creative digital resources and programs for both children and adults.

[Digital Fife](#)

Easy to follow online learning 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.

[Let's Get On](#)

Let's Get On – Scottish Government campaign to support people to take that first step to getting online. The site also features a directory where you can search for centres offering classes in online and digital skills across Scotland.

[Learn My Way](#)

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.

[Common Sense Education- digital citizenship](#)

American site aimed at young people and teachers. Some nice simple video animations about digital footprint, power of words, oversharing and other boundary issues.

[GCF Learn Free](#)

American site with short and simple tutorials for online learning, covers full Microsoft Office suite.

[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 Email

[Onedigital@scvo.org.uk](mailto:Onedigital@scvo.org.uk)

**Low cost equipment**

[Pass IT On](#)

Pass IT On is a charity which adapts donated computers for people with disabilities who live in the EH (Edinburgh and Lothians) post code area

[Digital Participation Charter](#)

Sign the charter and your organisation and joint a network of organisations sharing details of venues, equipment and resources to help achieve Digital Participation.

#### [Happus](#)

Provider of affordable PCs, Laptops and Tablets. Support to set-up and get started included in the purchase price.

#### [ReusingIT](#)

Reusing IT provides high quality, professionally refurbished computers for reuse by families on low income, and by overseas organisations working in education, health and agriculture.

#### [Reuse My Pc](#)

Computer donation charity that targets school age children and third sector organisations working on digital skills.