



Resources for Digital Champions

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Developing basic digital skills

| Subject | Learn My Way Courses – beginners | Other resources – improvers |
|------------------------|----------------------------------|--|
| Keyboard skills | Using a keyboard | First Steps Just Your Type game GCF Typing tutorial Typing club |
| Mouse skills | Using a mouse | Draw a stickman Solitaire Paint (Microsoft application) |
| Computer skills | Using a computer | GCF computer basics |

| Subject | Learn My Way Courses – beginners | Other resources – improvers |
|---------------------------|----------------------------------|---|
| Using online searches | Using search engines | GCF Learn Free - search better |
| | | Digital Learn - Basic Search videos |
| | | Check photo map by Google |
| Using emails | Using email | Gmail tutorial |
| Using touchscreen devices | Using a touchscreen | GCF Learn Free - iPad basics |
| | | BBC Webwise - What is an app? |
| Creating documents | Creating a document | Excel Easy |
| | | Microsoft Office tutorials |

| Subject | Learn My Way Courses – beginners | Other resources – improvers |
|-------------------------------|--|---|
| Public services online | <p>Universal Credit – how to guide</p> <p>Introduction to public services online</p> <p>More about public services</p> | <p>DWP: What is Universal Credit? Introductory video</p> <p>Introductory video about Universal Credit with sign language</p> <p>Application checklist</p> <p>Government services and information online</p> |
| More internet skills | <p>Using Facebook</p> <p>Online shopping</p> <p>Socialising online</p> <p>Using photos online</p> <p>Smart internet</p> <p>Watching and listening online</p> | <p>Facebook tutorials</p> <p>Guide to the social networks your kids use</p> <p>Picasa tutorial</p> <p>Digital Unite guide to digital photography</p> <p>How to trust a website</p> |

| Subject | Learn My Way Courses – beginners | Other resources – improvers |
|-------------------------------|---|---|
| Managing health online | GP services online NHS Choices – how to guide | Advice for carers Drinkaware |
| Finding a job online | Universal Job Match – how to guide Job hunting online Jobs and interviews Developing your skills and career online | Guide to employment skills from Remploy National Careers Service |

Developing life skills and taking hobbies to the next level

| Subject | Resource name | Web link |
|----------------|--|---|
| Maths | Khan Academy – Counting | http://tinyurl.com/hbpvzuh |
| | Maths Is Fun – Positive and negative numbers | http://tinyurl.com/yhjveak |
| | GCF LearnFree – Addition and Subtraction | http://tinyurl.com/hjp8pba |
| | Khan Academy – Videos about Adding and subtracting | http://tinyurl.com/jsc9ct6 |
| English | British Council Grammar and Vocabulary | http://tinyurl.com/68hj2yq |
| | Basic punctuation website | http://tinyurl.com/83sy ybz |
| | British Council Writing | http://tinyurl.com/jcopjuz |
| | WorldWeb free dictionary for Windows | http://wordweb.info/free/ |

| Subject | Resource name | Web link |
|---|----------------------|---|
| Reading books online | Read any book online | http://www.readanybook.com/ |
| | | http://www.storylineonline.net/ |
| Further education and free online courses | Learndirect | http://www.learndirect.com/ |
| | Lynda | https://www.lynda.com/ |
| | Canvas network | https://www.canvas.net/ |
| | OpenLearn | http://www.open.edu/openlearn/ |

| Subject | Resource name | Web link |
|--------------------------|---------------------|---|
| General interests | Watching videos | Youtube BBC Webwise Channel 4 On Demand |
| | Gardening | Royal Horticultural society |
| | Photography | NASA Image of the Day |
| | Cooking | BBC GoodFood |
| | Reading news online | BBC News |

Useful apps

| Subject | Name of the app | Web link |
|-------------------------------------|-----------------------------------|---|
| Maths & English apps | King of Math | http://tinyurl.com/z3n46gd |
| | 10 best maths apps | http://tinyurl.com/hz3988k |
| | LearnEnglish Grammar | http://tinyurl.com/zxylm4h |
| | MathsEverywhere | http://www.mathseverywhere.org.uk/ |
| | 7 apps to improve English grammar | http://tinyurl.com/orgvem8 |
| Drawing app | Paper 53 | https://www.fiftythree.com/ |
| App for people with dementia | House of Memories | http://tinyurl.com/l4z2f5y |

Supporting people with disabilities and mental health conditions

| Resource | Description | Web link |
|-----------------------------|---|---|
| Ellie's Friends | Support for people living with cancer | https://www.elliesfriends.org/ |
| Mind | Mental health charity that provides information & support | http://www.mind.org.uk/ |
| NHS Choices | An official NHS website that has loads of information and online services | http://tinyurl.com/yecvlot |
| NHS Choices Moodzone | A page that offers practical, useful information, interactive tools and videos to help you on your way towards feeling better | http://tinyurl.com/bu5els2 |
| BBC My Web My Way | Explanation how to turn subtitles on if an online video has this option | http://tinyurl.com/hm23c2p |

| Resource | Description | Web link |
|---|--|---|
| NHS Services Explained | A page on the NHS Choices websites that explains how to access mental health services | http://tinyurl.com/onsoxf8 |
| AbilityNet | Resources to help people with mental and physical disabilities use their digital devices in a better way | https://www.abilitynet.org.uk/ |
| Mental health awareness | Mental health awareness free online course | http://tinyurl.com/hbgvf6j |
| Social Care Institute for Excellence | Free online courses on mental health | http://tinyurl.com/2cc6fh4 |
| NVAccess | Free screen reader for people with visual impairment | http://www.nvaccess.org/ |

| Resource | Description | Web link |
|---|--|---|
| Assessment tool | This assessment tool can help you review what type of equipment will meet your learner needs | http://tinyurl.com/hl8r6fd |
| Accessible information - clear and large print | This information sheet gives you an idea how to create more accessible printed materials | http://tinyurl.com/j7ntjcu |
| AbilityNet Webinars | Free webinars on how to help disabled people at work, at home, or in education | http://tinyurl.com/zt3q7m2 |
| Volunteering opportunities | AbilityNet recruits volunteers to help people with disabilities. On this page, you can find out how to join their network. | http://tinyurl.com/z4p29xh |

How to break down activities: examples

How to login to your email account

Get your computer started

- Turn on the computer and wait until it loads the welcome screen
- Ensure the internet is working
- Ensure that the keyboard and mouse are working

Open up your browser

- Find the right icon
- Point your mouse at the icon
- Double-click the mouse to open up the browser

Open up your email provider webpage

- Click on the address bar
- Type the web address of your email provider in the address bar
- Press the 'Enter' key
- Wait until it loads the welcome page

Login to your email account

- Select the 'Login' button on the welcome page
- Enter your login details
- Press the 'Enter' key to access your email account

How to take photos with your iPad

Get your iPad started

- Press the start button on your iPad
- Swipe the screen to unlock it

Load the camera

- Locate the 'Camera' button on your screen
- Tap the button to open up the camera screen

Start taking photos

- Ensure that the 'Photo' option is selected
- Direct your iPad at your subject
- Wait until a yellow square on the screen is focussed on your subject
- Press the white button on the screen to take a photo

Check your photo

- Locate your photo at the bottom right of the screen
- Tap it to open it and wait until it loads

Responding to common barriers to learning

| Barrier | Response |
|---|--|
| <p>'I'm not interested'</p> | <p>'Tell me more about your interests, the internet has something for everyone, whether you're interested in TV shows, shopping, knitting, saving money or finding out about your local football team. Why not give it a try and see for yourself?'</p> |
| <p>'I didn't do well at school and I'm worried about feeling stupid'</p> | <p>'You don't need to go anywhere near a classroom. There are lots of people still learning and there are lots of places that are set up especially to help. The sessions are informal with friendly tutors and volunteers there to help you learn at your own pace'</p> |
| <p>'I'm too old'</p> | <p>'You're never too old to learn. Just think how much new information you take in every day – you're always learning. My neighbour is 80 and uses the internet for free to speak to family and order her weekly shopping'</p> |

| Barrier | Response |
|--|---|
| <p>'I don't know how to use a computer'</p> | <p>'There're lots of places in your local community where you can go to learn more about computers and the internet. You could even join one of our sessions here, or we can help you find your nearest UK online centre'</p> |
| <p>'I can't afford it'</p> | <p>'Libraries offer free or low cost internet access. You don't even need to buy a computer; you can connect to the internet through smartphones (just make sure your tariff allows you to do this). In some public places you can connect to the internet for free using Wi-Fi hotspots'</p> |
| <p>'I'm scared I'll break it'</p> | <p>'Unless you drop it, It's very difficult to break a computer or the internet!'</p> |
| <p>'I'm worried about safety'</p> | <p>'That's a valid concern, but with a little bit of knowledge you can use the internet safely'</p> |

Frequently Asked Questions

My learner is dyslexic/has special needs, what should I do?

Materials printed on coloured paper can help learners with dyslexia to read better. This Dyslexia Style Guide will help to understand what kind of printed materials work best for people with dyslexia: <http://tinyurl.com/nbg4yye>. Also BBC produced [accessibility guides](#) that can be useful when helping your learners with special needs.

I meet my learner for the first time, where should I start?

Ask practical questions and find the **hook** to engage and keep people motivated online. Use learner's first name; this will help you build trust and set up an informal learning experience. **Body language** is a great source of information. By observing your learner's body language you can "read" their attitude and mood. Be aware of your own body language as it can assist you in building trust with your customers. You can also do a fun activity with your learners as an ice breaker. For example, check out this Learning Style assessment: <http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml>.

I am helping my learner with a task that they have never done before. Where do I start?

Break the learning content into manageable chunks and start with short activities. This will not only encourage better learning but will also help to overcome barriers to learning. You don't have to cover everything in one day. Suggest your learner do some learning today then come back in a week or two to continue.

My learner is a non-native English speaker. How should I deal with language barriers?

It can be embarrassing and hard for your learner to explain things so remain patient and positive. When you try to explain something, don't be afraid to repeat yourself, but also try and explain things in different ways. Using **metaphors** helps to explain things. For example, you may say: “*a password is a like a key to your house*”; or, when teaching how to zoom on a tablet, you may say: “*make a 'ballerina' movement*”. Pay attention to their body language as it may tell you when the learner is disengaged or does not understand you.

You can also provide information in other languages and use features like Google translate. Finally, ensure materials reflect a range of cultures, encourage learners to share their cultural experience with others.

What is the best way to work out my learner's needs?

Ask practical questions and try to find out what they already know and what they need to know. Spend some time with your learner, engage them in a conversation and find out some facts about them. For example, if your learner wants to pay a water bill online, good questions will be:

- Can you use a keyboard and a mouse easily?
- Have you got an email address?
- Have you got enough time to do it today?
- Have you ever completed online forms before?

I run drop-in sessions and I never know who may turn up or what they need so being able to access learning materials and information quickly is important. How to I deal with different learning needs in such a situation?

When you just start running drop-in sessions you may feel worried that you won't be able to help your learners because you don't know what to expect. As you run more sessions, you'll learn more about your main audience and frequently asked questions so you'll develop your knowledge and gain confidence over time.

Continuous personal development and networking are very helpful in developing your database of useful learning materials. If you have time, undertake free online courses on particular subjects, search for learning materials online or ask libraries for learning materials that they may have to hand. Familiarise yourself with local council's website and available facilities. Introduce yourself to local interest groups. Over time you'll develop local knowledge and useful contacts that will help you answer the most unpredictable questions.

What support and resources do I have to hand?

Your first point of call should be your centre's coordinator or a more experienced Digital Champion. There're also plenty of online resources that may help you. You will find the list of useful websites in this document. Over time you'll develop your own library of useful resources that you refer to.

Don't forget that you're not there to help your learner solve all their problems. Refer or signpost your learner if you think you don't have enough knowledge or their question is outside your responsibilities.

How do I promote my lessons?

A good way to promote your lessons is to distribute leaflets in your local area and spread by word of mouth. Visiting local events and interest groups can also help find learners. For example, try visiting an open day event in your local library and engage visitors in a conversation. Some of them may become your learners or introduce you to a local interest group! You can also set up a Facebook group. It's free and is a good way to get your classes promoted.

My learner continuously forgets their password so we spend a lot of time resetting their passwords. How can I help them to remember their passwords?

Try one of these two options:

- Offer your learner to write down their password on a piece of paper then put it in an envelope and seal it. Keep this envelope in your venue so you can open it in case they forget their password.
- Suggest that your learner pick a password that they can recall easily. For example, they can pick their favourite colour or food, then a meaningful number (a house number) and a name of their pet. In this instance, their password will look something like this: "Pink21whoopy".

My learner told me they have been diagnosed with a mental health issue, what should I do?

If somebody comes to you with a serious problem like this, it's important to be supportive. You can use this page <http://bit.ly/1HX6Jky> of the NHS Choices website to learn more about how and when they can access mental health services.

Everyone is different and there might be some additional needs that you come across that aren't mentioned here. The important thing to keep in mind is that it's not your job to help everyone with everything.