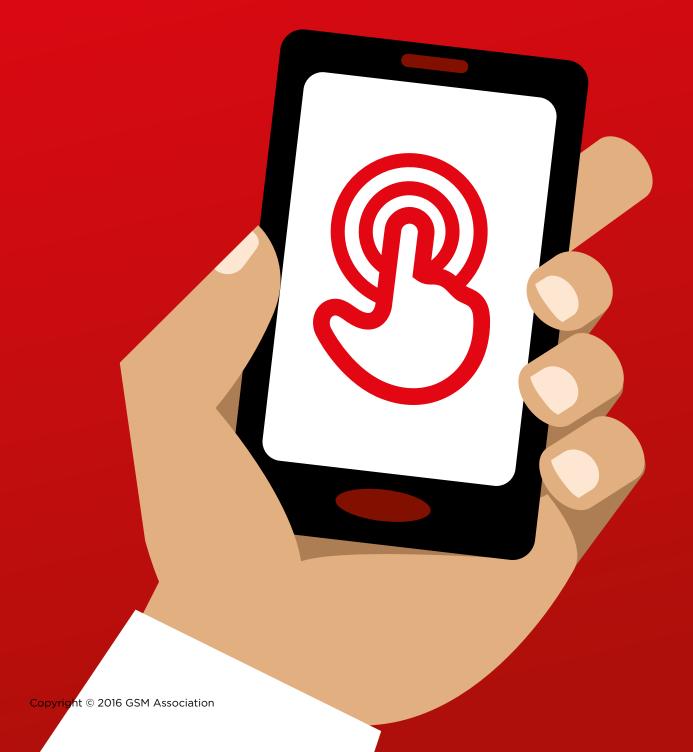# Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills in India

The GSMA represents the interests of mobile operators worldwide, uniting nearly 800 operators with more than 250 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and Internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces industry-leading events such as Mobile World Congress, Mobile World Congress Shanghai and the Mobile 360 Series conferences.

For more information, please visit the GSMA corporate website at www.gsma.com

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2CV designs and delivers projects that help change happen. Our mission is to give people a voice so that they can influence the world around them. We develop our approaches with a sensitivity for people and cultures. 2CV works with not-for-profit, government and commercial organisations to explore opportunities for change.

Learn more about our work at www.2cv.com

Connected Society

The Connected Society Programme works with the mobile industry and key stakeholders to improve network coverage, affordability, digital skills and locally relevant content, in pursuit of the wider adoption of the mobile internet.

For more information please contact us at connectedsociety@gsma.com

Digital Empowerment Foundation (DEF) works to find solutions to bridge the digital divide. DEF's mission is to empower the under-served communities and create information empowered societies. With over 200 community information, knowledge and resource centres, a network of 25000 NGOs/CBOs/CSOs at the grassroots and more than 200 MSMEs in India, South Asia and Africa, DEF continues to contribute to a wide network of communities through information, content, knowledge, service and resource ecosystems.

For more information please visit www.defindia.org

Point of View Research is a boutique research company which partners with international agencies and companies to conduct research in India. POV believes in "Begin Right to Arrive Right" and hence provides the best recruitment, researchers, moderators and translators, leading to enlightened analysis and reports. Our team helps decipher the meaning of explicit and implicit respondent expressions to help understand the nuances of the languages, its dialects and peculiarities related to the region. POV is always much more than just research.

Contents

Introduction to this toolkit

Mobile phones are much more than just a tool for making calls. Increasingly they are the primary way people across the world access the internet. Whilst the internet can provide a wide range of benefits to the user, it requires specific skills and knowledge to use a mobile phone effectively. This means that people who lack the skills and understanding are unable to access these life enhancing services.

What is this toolkit trying to achieve?

This toolkit is for Mobile Network Operators (MNOs), Non Governmental Organisations (NGOs), Development Organisations and Governments who want to provide training to improve people's basic knowledge and understanding of the mobile internet.

The tools and resources provided here, give trainers what they need to demonstrate the value and the functionality of the internet on mobile phones. As a result, trainees will be equipped with a deeper understanding of what they can use the internet for and the basic skills needed to access and use it. We believe that this will lead to increased awareness and use of the life enhancing services that the mobile internet has to offer.

The training presented in this toolkit, targets people with little or no mobile internet skills. It aims to teach those who want to learn what the mobile internet is and how to communicate and search online. This toolkit is not suitable for people with no experience of using mobile phones, and doesn't cover basic functions such as making calls or sending SMS. For this reason, this toolkit does not include information on how to download apps or open an email account, as these processes are generally too complex for those with little or no mobile internet skills. Similarly, it is not designed for those who are already familiar with the mobile internet.

Although this toolkit has been tailored for people in Maharashtra State, India, we are confident that it will be relevant in the rest of the country. Moreover, it can be adapted to meet the needs of people in other countries in conjunction with the 'How To Guide'.

Introduction to this toolkit

What is the 'How To Guide'?

The 'How To Guide' should be used in conjunction with this document, thereby enabling trainers in any country to develop and deliver contextually specific training in basic mobile internet skills to their audiences. The guide provides actions and recommendations on how to develop tailored, meaningful training sessions and resources for their particular audiences.

The 'How To Guide' also includes lots of helpful examples that can be used in addition to the information and tips from this toolkit. We would encourage all users of this toolkit to review and use the most relevant bits of the 'How To Guide' to complement their training sessions.

What is covered in this toolkit?

This toolkit provides an introduction to using the mobile internet on an entry level smartphone. It is designed as a journey that takes trainees from basic communication skills, through to more complex skills such as searching the internet. Although this framework guides the overall flow of this toolkit, it has been designed so that each training session can stand alone. This allows the trainer to choose which sessions to use depending on what is relevant to their target audience.

We use WhatsApp, YouTube and Google as our three mobile internet services to introduce people to the mobile internet. We also provide an introduction to the internet and cover safety and cost. This is based on our consumer research showing that in India these services are most relevant. Our research also showed that there was a lower level of interest in learning how to use other services (e.g. Facebook).

However, if you are planning to use this toolkit in a different location, the key services you may want to base your training on could be different, depending on what is relevant to your audience (see 'How To Guide').

What is covered in this toolkit?

Introduction to the internet
Many people don't know what the mobile internet is, even if they have heard of it. We have included some simple explanations to help answer some of the most common questions that people have about the internet.

WhatsApp
As in many countries, people in India have significant interest in WhatsApp. Due to people using SMS, its messaging functionality is something that people have some familiarity with. Using WhatsApp as an 'entry point' allows trainers to build on from what people know, whilst introducing the benefits of communication via the internet and the skills needed for this.

YouTube
YouTube enables trainees to discover internet content in a simple, engaging and relatively enclosed online environment. It also allows trainers to build on the positive regard that people in India have for audio visual channels, whilst introducing the skills necessary to use the mobile internet.

YouTube may not be available to use in all locations due to connectivity issues. In these instances, we suggest either skipping the YouTube module, or using another audio/visual application that requires less data to run (e.g. an image search application such as Google image search).

Google Search
Google Search allows people to find content that is relevant to them on the internet. This allows trainees to experience the range and depth of information available to them on the internet. It also allows them to practice their search and navigation skills. For trainers who have taken their participants through the YouTube module, this provides an opportunity to build on the skills learned with YouTube.

Safety and Cost
Staying safe and understanding the cost of using the mobile internet are covered within each of the WhatsApp, YouTube and Google modules. Our research showed that safety and cost are significant concerns for people using the mobile internet in India, so we decided to address these within each in-depth training module and separately in the bitesize training sessions.

This diagram provides a visual overview of the key services, functions and skills covered in the training.

Mobile Internet

WhatsApp

Send and receive one-to-one messages

Create and participate in groups

YouTube

Search for videos

Google

Search and navigate information

🎤 VOICE

📄 TEXT

🏞 IMAGE

How can this toolkit be used?

You can use this toolkit in different ways depending on how much time you have with your trainees.

For trainers who only have 2-3 minutes at a time with trainees, there is 'bitesize' training which consists of a 2-3 minute training session. Each session covers one topic and there are six topics to choose from: Introduction to the Internet, WhatsApp, YouTube, Google, Safety and Cost.

The bitesize sessions can also be used as a refresher for trainees who have already completed training, but would like a brief recap on what they have learned.
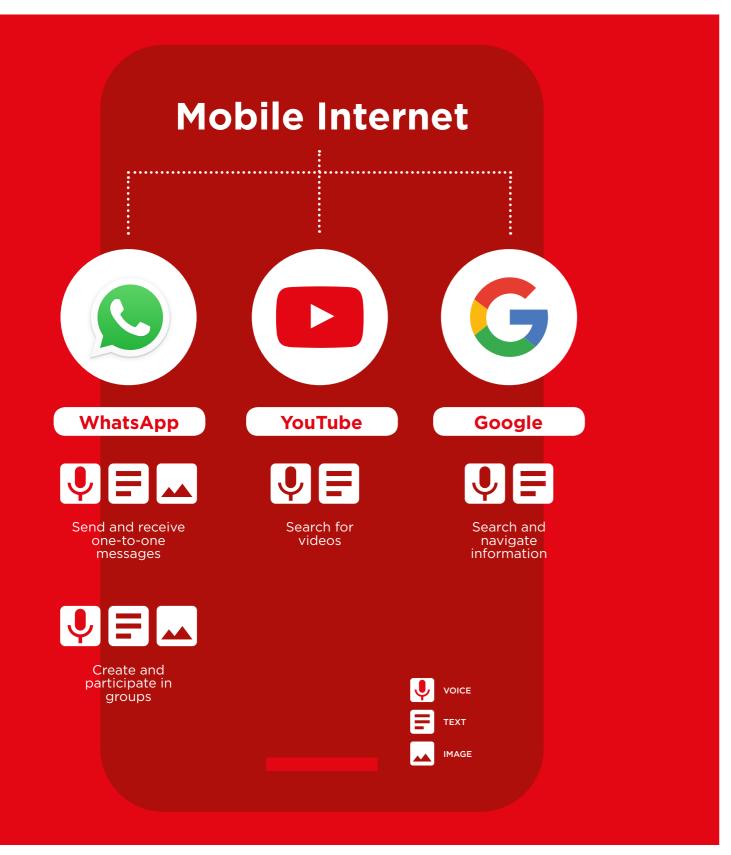
Turn to page 8 for the 'bitesize' training.

For trainers who have 45-60 minutes with their trainees there are four 'in-depth' training sessions. The in-depth training sessions begin with a 45-60 minute introductory session, followed by three mobile internet service training sessions of the same length. Each of the mobile internet training sessions cover one topic: WhatsApp, YouTube And Google. Safety and Cost are incorporated within each training session.

Bitesize Training

How to use bitesize training

This section is for trainers who only have 2-3 minutes to work with their trainees. It can also be used as a refresher, for trainees who have already completed training, but would like a brief recap on what they have learned.

Each session covers one topic and there are six topics to choose from: Introduction to the Internet, WhatsApp, YouTube, Google, Safety and Cost. Each session focuses on providing an explanation of the service and practice on the phone.

Each bitesize session follows a similar structure:

What is it?
Give a short explanation of the service. **"Quotation"** marks suggest what trainers could say

What can you use it for?
Briefly explain the benefits of the service. **"Quotation"** marks suggest what trainers could say

How does it work?
Get practical!
Use the 'How To Use posters' to help trainees use the service on a phone. This can be one you provide, or the trainee's own phone
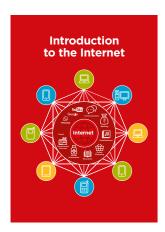
Practice!
Practice, with examples relevant to audience

This page is designed to help trainers answer more general questions that trainees may have about the mobile internet. It gives simple explanations to some questions that people often ask about the internet. It might be helpful to print this sheet off. You will also find these examples embedded within the modules of this toolkit.

What is it?

Show the 'Internet Poster' (p.86) "The Internet is a network of millions of computers around the world connected to each other with phone lines, satellites and cables. It gives you access to a huge range of information and services and it is growing all the time. The internet is for everybody. There are no restrictions on who can use it. You just need a computer, mobile phone or tablet and a data connection"

What can you use it for?

"The internet will help you to do many things. For example, you will be able to send messages or speak with friends and family, send photos, watch videos, listen to music, buy and sell things, transfer money. It will also help you find information on nearly any subject, including news, weather, entertainment, transport timetables, religion, or sport. It can also help you if you are looking for a job, need health advice, or want to learn a new skill"

Trainer to include their own personal examples of how the Internet has helped them. **Make it relevant** to the trainee: discuss how it can be beneficial in the trainee's own life

How does it work?

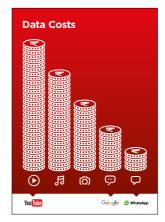**"There are two kinds of mobile phone which you can use to access the internet:**

1. A smartphone: these phones are like mini computers. Normally you control them by touching the screen rather than using buttons. They can take photos, play music and videos and have 'apps' that can quickly take you to an internet service

2. A feature phone: these have less features than a smart phone. They don't have a screen you can touch but you can play music and take photos. You can access the internet on a browser to use the online services you want

Data Costs

"To access the internet via your mobile phone, you can either use a mobile data connection or a Wi-Fi connection." **Show the 'Data Poster'** (p.88)

"Normally, when you use the internet on your phone, you are using mobile data. You will need to buy this from your local mobile network agent or a shop that sells phone credit. Some things you do on the internet, like watching videos or listening to music, use more data, so will cost you more money"

What is it?

Show WhatsApp on the phone

WhatsApp

"WhatsApp is a messaging service, a bit like SMS, where you can also send voice messages, photos and message groups of people."

"WhatsApp uses internet data so it can be cheaper to send messages, and the distance of the person you are messaging does not change the cost. For example, if you have a family member or friend who has moved to another country, you can message them on WhatsApp and it will not cost any more to message than if they were next door to your home"

Materials you will need

Smartphone Handsets

WhatsApp Posters

What can you use it for?

"You can use it for staying in touch easily with family and friends"

"You can also use it for connecting with big groups of business people / colleagues / classmates / customers: advertising products, sharing advice, discussing notes or assignments from class"

Trainer to include their own personal examples of the benefits of WhatsApp and what they use it for.

Make it relevant to the trainee: discuss how it can be beneficial in the trainee's own life

How does it work?

Put the phone in the trainee's hands and help them follow the steps

How to use WhatsApp - 1-to-1 messaging
Show the poster and go through the steps for sending: text / photo / voice message

How to use WhatsApp - group messaging
Show the poster and go through the steps for starting a group chat

Practice!

"Now you know how to use WhatsApp, what do you want to use it for?"

Trainer: Provide support for the trainee to send WhatsApp messages to contacts on their phone that they want to message

Tip: "WhatsApp has many features. For example, you can call people through WhatsApp, or share your location on a map with your contacts on WhatsApp so that they know where you are"

Explain: that there are similar messaging services to WhatsApp. Hike is a popular service in India, that is similar to WhatsApp but allows you to send graphical stickers

What is it?

Show YouTube on the phone

"YouTube lets you watch videos, like TV, but you have more videos to choose from, and you can also choose what videos to watch and when to watch them"

"You tell YouTube what kind of videos you want to find, and it will search through all the videos that people have put on YouTube, to find the kinds of videos that you want"

Materials you will need

Smartphone Handsets

YouTube Poster

What can you use it for?

"You can watch lots of different videos, movies, songs, news, sports, recipes, educational ones. There are also lots of 'how to' videos e.g. how to learn a language, how to do a dance, how to cook a recipe, how to fix a tyre on a bicycle…"

"You can also create your own videos and share them on YouTube"

The trainer can include their own personal examples of the benefits of YouTube and what they use it for

Make it relevant to the trainee: discuss how YouTube can be beneficial in the trainee's own life

How does it work?

Put the phone in the trainee's hands and help them follow the steps

Show the poster and go through the steps for a simple video search (e.g. search 'Shantabai')

"The microphone can be used to do voice searches. You do not have to type in any text"

Demonstrate the microphone: where it is and how to use it

Practice!

"Now that you know about YouTube, what are you interested in using it for?"

Give the trainee keywords to search for, according to their interest (try to keep the search simple, use only 1-2 words)

Tip: YouTube is great for videos, but the internet is bigger than YouTube! There is a lot more information on the internet. If you want to search the whole internet, you can try using 'Google search'

Explain: that there are other similar services to YouTube, which allow people to upload and watch videos. Some examples of this are Daily Motion and Vimeo

What is it?

Show Google Search on the phone

"Google Search helps you to find information that you want. You tell Google what information you want to find e.g. 'what is the population of Pune?' and it will search through all the information that people have put on the internet, to find what you want"

Materials you will need

Smartphone Handsets

Google Poster

What can you use it for?

"You can get information on jobs, cooking recipes, Bollywood movies, songs, news, information for school, college, exams etc"

"You don't have to go anywhere to find the information, it is all available on the internet on your phone"
Trainer to include their own personal examples of the benefits of Google and what they use it for

Make it relevant to the trainee: discuss how Google Search can be beneficial in the trainee's own life

How does it work?

Put the phone in the trainee's hands and help them follow the steps

Show the poster and go through the steps for a simple search
e.g. search for a famous local landmark, such as a temple, or a celebrity such as Shah Rukh Khan

Explain "The microphone can be used to do voice searches. You do not have to type in any text"

Demonstrate the microphone: where it is and how to use it

Practice!

"Now that you know about Google, what are you interested in using it for?"

Give the trainee keywords to search for, according to their interest (Try to keep the search simple, use only 1-2 words)

Tip: "There is a lot of great information on the internet, but also some that is not so great, and some that is not truthful. It is always best to look at a minimum of 2-3 results to get the best answer to what you are looking for."

Explain: that there are other similar services to Google, which allow people to search. Some examples of this are Yahoo and Bing

What is it?

"There are many great things that you can use the internet for, but it is important to remember the internet is open to everyone around the world and so it is essential to treat it like a real-life public place (e.g. a market place) and stay safe."

Materials you will need

Smartphone Handsets

Safety Poster

WhatsApp 'Block' Poster

What can you use it for?

Give out the 'Easy tips for internet safety' sheet

"Just like in a public space, you should:

1. 'Block' or ignore people you don't know or who are bothering you

2. Keep your personal information private (e.g. who you are, where you live, passwords)

3. Tell someone you know and trust if you feel uncomfortable about anything you see or experience on the internet

4. Be polite and respectful to people and do not bother them"

Trainer: Give your own examples for each tip, if you have time

How do you stay safe?

Put the phone in the trainee's hands and help them to follow the steps

Ask which service they want to learn to stay safe on (WhatsApp, YouTube, Google)?

WhatsApp: "If someone you do not know messages you or bothers you on WhatsApp and you do not want them to, you can 'block' them so that they cannot contact you again" Show the **'How To Block'** poster and demonstrate the steps (p.116)

YouTube: "If you are looking at videos on YouTube and you see one that you think is bad or offensive, you can go back to the previous page, refine your search and continue looking at other videos"
Demonstrate this on YouTube - Press the back button, delete the keywords in your search box and change your search by using different keywords

Google: "If you are looking at information on Google and you see something that you think is bad or offensive, you can go back to the previous page, change your search, and continue looking at other information"
Demonstrate this on Google - Press the back button, delete the keywords in your search box and change your search by using different keywords

What is it?

"Whenever you use the internet on your phone, you are using 'data'. This means you need to buy data from your mobile network. Some activities on the internet use more data, so cost more to do"
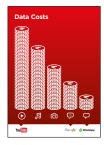
"You can buy data for the internet; it is like buying phone credit for calls and messages. Data for the internet can be bought from your local mobile network agent or phone credit seller who will top it up for you"

"Sometimes internet data can also be bought in 'data vouchers' or 'data cards' that you can use to top up your mobile internet yourself"

Materials you will need

Smartphone Handsets

Cost Poster

What uses data?

Show the cost poster
"Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music, stickers and ringtones also uses more and downloading and playing videos uses the most. Videos tend to use more data than other internet uses"

"Some internet services are linked to activities that use more data:

- e.g. watching videos on YouTube tends to use a lot of data

- e.g. Google costs less for looking at text and images, but will cost more if you watch videos"

Explain that "software updates also use data and so will cost money"

How do you check your data costs?

Put the phone in the trainee's hands and help them to follow the steps

"It is useful to check your data to understand how much you have used, and how much different activities cost

You can check how much data you have, just like when you check how many minutes or texts you have by typing in a code on your phone from your mobile network"

Demonstrate to the trainee how to check data. This is different depending on which country you are in and which network you are with. Ask a mobile agent if you need help

Tip: "You can buy data in different amounts depending on what you are going to use the internet for. Ask for advice from your local mobile agent on which amount is best suited to you."

In Depth Training

How to design your training

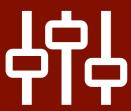These are suggestions for implementing the in-depth training.

1. Single-gender sessions

Split men and women into separate training sessions. This provides an equal opportunity for practical experience and space to discuss gendered interests and concerns openly

2. Small group practice

Split trainees into small groups of no more than 6 people. Provide one trainer to support each group. This enables trainees to gain practical experience and allows for peer-to-peer learning and support

3. Skill level groups

Match trainees in groups with others who have similar knowledge and skill levels. It is very important that trainees are a similar skill level to the others in their group, so that they feel confident and interested. Feel free to move trainees into different groups after the training has started if it becomes apparent that trainees are not at a similar skill level to others in their groups

4. Shared devices

If people don't have their own smartphone, provide entry level smartphones with data pre-loaded. Try to ensure the phones are similar (e.g. have the same Operating System) and have similar functionality. This allows everyone to move through the same steps in the training and overcome concerns about using personal data or sharing personal information. Ideally we recommend no more than three trainees per device

Tips for trainers

Start with the basics

Though the trainees may be familiar with some internet services, they will have gaps in their knowledge

Keep it simple

Use short and non-technical explanations

Make it relevant

Use personal interests to keep trainees engaged

Encourage Action

Focus on getting trainees onto the phone to practise

Appreciate Trainees

Reward the trainees with regular positive encouragement. Certificates could be given to trainees if appropriate to your training session

Interact with Trainees

Encourage two-way communication between the trainees and their trainer

How to use in-depth training

This is an in-depth training guide for trainers who have 45-60 minutes with their trainees. The training consists of four x 45-60 minute sessions. It begins with an introductory session, followed by three training sessions covering one topic: WhatsApp, YouTube and Google. Safety and Cost are incorporated within each training session.

Although the training has been designed so that each session builds on the previous one, each training session can also stand alone. This means you can choose the training sessions you want to use with your trainees, depending on what is relevant for them. If you cannot use YouTube in your location due to connectivity issues, you can skip this module and use another audio-visual service that requires less data to run.

Images of people and examples included in this guide are relevant to India, particularly Maharashtra State. If you want to use this guide in other places, we recommend you include your own examples and images of people that are relevant to your location.

In-depth training consists of four main types of activity:

Explanation. Short explanations to introduce benefits of a service

Activity. Practical exercises on phones

Discussion. To encourage trainees to consider the relevance in their lives

Recap. To reinforce lessons of each module

Training session checklist

Before each training session make sure you give yourself plenty of time to prepare. Ensure you leave enough time to set up the mobile phones. It can take longer than you think!

Check that you have all the materials that you will need for your session (see the material needed on the overview page of each module)	Understand your training content
Make sure that all of the phones are charged	Activate the mobile internet on all of the phones with a mobile network provider (remember that this can take a number of days)
Download and set up all of the services you plan to use onto the phones. *This toolkit doesn't include a module on how to download apps. This is because this is a more complex and intimidating process that requires an email account, which many new or basic trainees will not have. Moreover, most entry level Android handsets have YouTube and Google Search pre-installed. If you need help downloading WhatsApp, you can find a helpful guide on how to do this here*	Name your phones. Stick a label on the back of each phone with its name and mobile number so you can identify it during the training.
	Check your connectivity – if using Mi-Fi/Wi-Fi, check that these are working and that all of the phones are signed in
Make sure all of the mobile numbers you are going to use are stored on all the mobiles that will be used in training.	Load mobile internet data onto all of the phones
Clear all personal data (e.g. photos, messages, etc.) before handing it over to the participants	

Module 1 - introduction

Learning Objectives

- Understand the purpose of the training and know who is in the room
- Set the tone: ensure the trainee feels safe, confident and motivated to learn about the mobile internet and knows the ground rules
- Understand the potential benefits of using the internet in their lives

45-60

Time Duration:

45-60mins

Tip: Set the internet homepage on the shared devices to the Google image results of a famous local place (e.g. Gateway of India). This provides trainees with a fun and interesting first experience of getting on the internet. To set the homepage, open your browser and go to the website you want to set as your homepage. Open your browser menu and click on settings, then set the 'current page' as your homepage.

Material you will need:

Smartphone Handsets	Persona posters x 3 For men show male personas, for women show female personas	Icon Cutouts
Glossary Handouts	Ground Rules	Small Rewards

Pens, paper, masking tape and a small ball

Warm up with fun and games

Introduction game

- Take a small ball in your hands and briefly introduce yourself as the trainer: say your name, your background and why you are here.
- Then throw the ball to one of your trainees and ask them to stand up and introduce themselves to the group. Once they have finished, ask them to throw it to the next person
- The game finishes when everyone in the room has caught the ball and introduced themselves

→ Introduce the training

Session Ground Rules
This space is:

Safe

A shared community

Positive & open
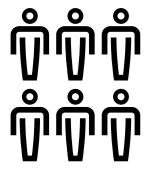
Fair

Explain the purpose of the training:

- "We are here to learn about the mobile internet: what it is, how to use it and what you can do with it"
- **Discuss** the ground rules
- **Explain** what you will be covering in the training e.g. How to use WhatsApp, YouTube, Google and what each is particularly useful for
- **Explain** "You will be introduced to the internet on smartphones"
- **Explain** the role of trainers: "As trainers we are here to help you learn and to support you"
- **Explain** "Today is all about you! There are no right or wrong answers or questions. It is not a test, we want to help you to learn!"

Create mini-groups

Split your trainees into mini-groups (no more than 6 people per group):

Make a line down the middle of the room and mark three points on the line:

I think using the internet on my mobile is easy

I have used the internet on my phone but don't know it very well

I have never used the internet on my mobile

- **Ask** your trainees to stand on a place on the line that represents where they feel most comfortable with their ability to use the mobile internet
- **Split the trainees into groups** of no more than 6 according to where they stand - each trainer in the room will work with one group
- **Explain** that these groups will be used throughout the training

Tip: It is very important that the trainees are a similar skill level to the others in their group, so that they feel confident and comfortable. Feel free to move trainees into different groups after the training has started if it becomes apparent that trainees are not at a similar skill level in their groups.

Small group introductions:

- **Ask** each person to tell the group their name / where they are from / what they are interested in
- **Ask** your trainees to write their names on masking tape and stick it onto their chest
- **Set intentions for the training:** Ask "What do you want to learn?"
- **Write** each trainee's intentions for the training on paper and stick up on the wall
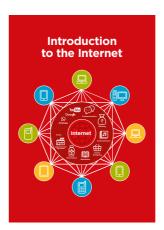
💬 Explain internet benefits

Explain that the trainer is going to ask questions and the trainees can put up their hands to answer

- "Who here has used the internet on a mobile phone before?"
- "Can anyone stand up and tell us what the internet is?"

Explain what the internet is and where it comes from

- **Explain** "Your mobile network provider can connect you to it through your mobile phone"

Show the 'Internet Poster'

- **Explain** "The internet is a network that allows computers and some mobile phones to send and receive information across the world. It is like a big library of information that people across the world can access, use and add to"

Show the 'Persona Posters'

These posters are to help you explain to trainees what a person might use the mobile internet for

- **Explain** "The internet can help you to support your business, develop your skills, care for your family and friends, and lots more!"

Explain internet benefits

Bring the benefits of the internet to life!

Tell your own story of how the internet is useful for you (the trainer), your friends and family or your community. Some examples might include:

- Connecting with people on **WhatsApp** - getting news from friends and family, advertising your business to your network etc

- Learning and developing your skills and being entertained on **YouTube** e.g. 'how to' videos such as how to do a dance, how to cook a recipe or how to fix a tyre on a bicycle

- Finding useful information on **Google** to help with your life, school work, business, etc.

Make the internet relevant for your trainees

Discuss with trainees how the internet could help them:

- **Ask** "What could you learn to use on the internet that would help you?" Give them some suggestions.

- **Ask** "What are you most interested in and excited to learn about?"

Tip: Link discussions and activities in the training back to how the internet can be helpful or useful in their lives. This will help to keep the training relevant and interesting for them

Give out the smartphones

Give out the smartphones (ensure that there are no more than three people to one phone)

- **Demonstrate** how to 'tap' (touch an icon on the screen), 'swipe' (drag finger to right or left across screen), 'zoom' (drag two fingers apart on screen)

- **Ask** the trainees to take turns holding the phone, encourage them to play with it and try tapping, swiping and zooming

- **Ask** the trainees to 'tap' on the icons on the screen and see what happens

Tip: Show the trainees who are nervous or unfamiliar with the phone where the 'camera' icon is and encourage them to take photos with the phone. This can help them to have fun and feel comfortable with touching the phone

Ask your trainees to take a group photo (group selfie!) with the phone

- **Ask** the trainees to show the trainer and other trainees the photo

Discuss with your trainees what they recognise on the phone

- **Ask** "Where does it show the battery life?"

- **Ask** "Where does it show the phone signal?"

Discuss with your trainees why it is a 'smart' phone

- **Ask** "What makes it 'smart'?"

Tip: Give your trainees as much time as they need to explore and feel comfortable with the phone

Activity: Play 'Find the icon' game

- **Hold up** each mobile icon, one at a time
- **Ask** "Where is this on the phone and what is it?"
- **Explain** to your trainees what each icon is, if they need support
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

Activity: Get onto the internet

- **Ask** your trainees to find the 'ball' internet icon on their phone screen and click on it (the internet will open on the website of your choice if you have set this up – see Introduction Overview on p20 for details). Please note that different phones may have different browsers (see below).
- **Explain** "You are all now on the internet! That's how easy it is! Congratulations!"
- **Give your trainees plenty of time** to explore and discuss what they can see

Tip: There are many different 'browsers' for using the internet. Some of the most common icons for these are displayed below. Depending on the phone you use, you may use one of these rather than the one shown above.

Module 2 - WhatsApp

Learning Objectives

- The trainees know how to communicate on WhatsApp
- The trainees feel excited and motivated about how tools like WhatsApp can be used to connect with people

Time Duration:
45-60mins

Material you will need:

Pens, Paper and Masking Tape	Smartphone Handsets	Small Rewards	WhatsApp Posters x 3
Glossary Handouts	Cost Poster	Safety Tips	Icon Cutouts

→ Introduce WhatsApp

WhatsApp

Show the trainees the WhatsApp icon cut-out and ask them to find this on their phone.

Ask "Does anyone know what this is?" "What is it for?"

Give a short explanation of WhatsApp:

- "WhatsApp makes it easy to connect and chat with people; family, friends and colleagues"
- "WhatsApp is a messaging service, a bit like SMS, but you can also send voice messages, photos, videos, as well as message groups of people. WhatsApp uses internet data rather than phone credit. This means it can be cheaper to send messages, and the distance of the person you are messaging does not change the cost"

Bring the benefits to life!

- Tell your own story of how WhatsApp is beneficial to you (the trainer), your friends and family. Some examples might include:
- Connecting with big groups of business people / colleagues / classmates / customers / friends / family, to advertise products, share advice, discuss notes or assignments from class and share news
- Give specific examples or stories of how WhatsApp can be used

Make WhatsApp relevant for your trainees

Discuss with the trainees how WhatsApp can be beneficial in their own lives:

- **Ask** "What would you like to use WhatsApp for in your own life?" Give them some suggestions based on their interests
- **Ask** "What are you most interested in and excited to learn about WhatsApp?"

Remember: Link discussions and activities in the training back to how the internet can be helpful or useful in your trainee's own lives. This will help to keep the training relevant and interesting for them.

Activity: Messaging one-to-one

Get practical!

Explain "You are now going to try using WhatsApp on the phone"

Show the 'How to use WhatsApp: 1-to-1 Messaging' poster

- **Explain** "This poster shows the steps for sending 1-to-1 messages on WhatsApp"

- Take your trainees through the steps on their shared phones and explain that you can send text, images or voice messages

Ask them to try sending messages to each other on the phones

1. Send a text message greeting:

- Hold up the chat icon for WhatsApp

- Explain where to find it and demonstrate how to use it

- Ask the trainees to send text message greetings to each other

2. Send a selfie photo of their group:

- Hold up the camera icon for WhatsApp

- Explain about the camera, where to find it and demonstrate how to use it

- Ask the trainees to send these photos to each other

3. Send a voice message greeting:

- Hold up the microphone icon for WhatsApp

- Explain about the microphone, where to find it and demonstrate how to use it

- Ask the trainees to send voice message greetings to each other

- **Explain** "When you send someone a WhatsApp message, you can see if it has been delivered to their phone and if they have read it". A) Sent = 1 grey tick B) Delivered = 2 grey ticks C) Read = 2 blue ticks

- **Ask** "Can you think of some examples of when you would send a voice message, or a picture rather than a text message?"

Activity: Group messaging

Explain "You are now going to try using 'group chat'"

Explain Explain 'group chat' "On WhatsApp, more than one person can be in the same group conversation"

Show the 'How to use WhatsApp: group Messaging' poster

- **Explain** "This poster shows the initial steps to create a WhatsApp group"

- **Demonstrate** how to create a WhatsApp group and invite your trainees, on their shared phones, to all join one WhatsApp group (send invites using the numbers for the shared phones)

- **Send a text or a voice message** to the trainees' WhatsApp group, asking the trainees to share their group selfies in the group chat

- **Ask** "Can you think of examples of when you would use group messaging rather than 1-to-1 messaging?"

Tip: Leave the trainees' WhatsApp group open for the rest of the training and ask trainees to keep participating in the group chat e.g. ask them to share their thoughts, feelings, any pictures and feedback in the group chat

Personal Uses

Discuss with your trainees how WhatsApp can be beneficial in their own lives

- **Ask** "Now you know how to use WhatsApp, what do you want to use it for in your own life?" Give them some suggestions based on their interests

- **Ask** "What are you most interested in and excited about doing, now that you are learning how to use WhatsApp?"

🔒 Safety

Ask "What does safety mean to you?"

Ask your trainees to imagine they are in a typical public place, e.g. like the market. Ask them to discuss what they would do to keep safe in this place. Prompt them with the following questions and answers:

Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful – they are not always who they say theyare
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you don't know or trust because they may misuse it
What do you do if you feel unsure or uncomfortable about something you see or experience?	Tell someone you know and trust about what happened
How do you treat people you interact with?	You are polite and respectful to people

Explain "It is important to remember the internet is a public place, and it is important to treat it like a public place and stay safe"

🔒 Safety

Give your trainees the 'Safety tips' handout

- **Discuss** with your trainees what these tips mean for using the internet
- **Bring the tips to life** by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment

WhatsApp Safety

- **Ask** "If someone you do not know tries to message you, or someone tries to bother you on WhatsApp and you don't want them to, what can you do?"
- **Explain** "On WhatsApp you can 'block' them so they can't contact you again on the same number"
- **Show the 'Block Process' poster** and demonstrate how to block people on WhatsApp
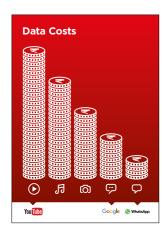
₹ Cost

Explain "Now you know how to use WhatsApp, and what it can be used for, let's talk about how much it costs to use! To use the internet on your phone you have to buy data from your mobile network provider"

Explain "The cost of each WhatsApp message is much cheaper than SMS. If the person you are messaging is far away (even in another country) it does not change the cost – they can be in another state or next door to your home"

Show the 'Cost' poster

Data Costs

- **Explain** "Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music uses a bit more and playing videos uses the most."

- **Explain** "Some internet services are linked to activities that use more data"

- **Ask** "Where is WhatsApp on the poster?" and "What does that mean for how much it tends to cost?"

- **Ask** "What makes it cost more? **Answer** "Videos"

- **Ask** "What makes it cost less?" **Answer** "Using text"

₹ Cost

Checking data

- **Ask** "Why is it useful to check how much data you have used?"

- **Answer** "To understand how much of your data you have used up and how much different activities cost to do"

- **Explain** "You can check how much data you have, just like you check how many minutes or texts you have; by typing in a code on your phone from your mobile network"

- **Explain** "You can buy data in different amounts depending on what you are going to use the internet for. Ask advice from your local mobile agent on which amount is best suited to you"

- **Explain** "if you access the internet in a Wi-Fi zone, you will not use your data package. Your local mobile agent may be able to help you find your local Wi-Fi zones. However, the nearest zone may be too far to travel to

- **Demonstrate** to your trainees how to check their data

Tip: Checking how much data you have varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data

⟳ Recap

Play the WhatsApp icon game

- **Hold up** each WhatsApp icon, one at a time
- **Ask** "Where is this on the phone and what is it?"
- **Explain** to your trainees what each icon is, if they need support
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

Explain: that there are similar messaging services to WhatsApp. Hike is a popular service, in India, that is similar to WhatsApp but also allows you to send graphical stickers

Tip: "Many applications and services on the internet use similar icons and words. When you are using the internet look out for these icons, so next time you see them, you can remember what they mean"

Recap on WhatsApp

- **Discuss with your trainees what they have learned about using WhatsApp**
- "What have you learned about using WhatsApp?", "What can you use it for?"
- "How is it different from SMS?", "What can you do with WhatsApp that you can't do with SMS?"
- "Do you still have any concerns about using WhatsApp?"
- "What do you want to use WhatsApp for in your own life? What are you most interested in and excited about using it for?"

Tip: Run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing

⟳ Recap

Tip: If trainees would like to access the internet and WhatsApp on their own phones, give them some time here to practise what they've learned and offer support and encouragement
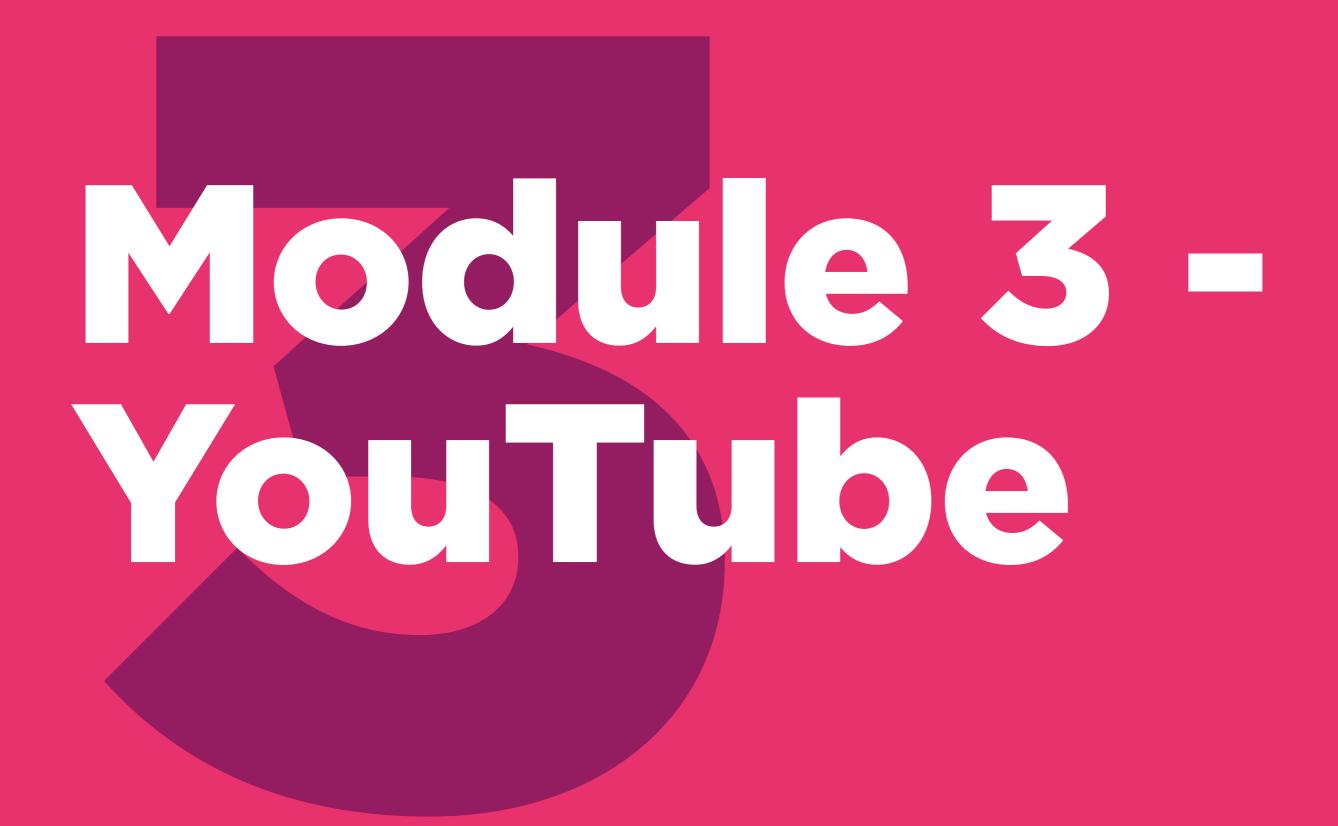
Going to the next level

If you reach the end of the session and still have extra time:

- **Ask** "Do you have any further questions about anything we have covered in the session?"
- **Ask** "What else would they like to know about the mobile internet?"

Some more advanced features of WhatsApp you can discuss with your trainees include:

- **Uploading photos** from your photo gallery to a WhatsApp conversation
- **Sharing your location** on WhatsApp so that friends and family know where you are
- **Setting up a WhatsApp profile,** including privacy settings
- **Downloading apps** from the app store (you will need to cover email also, as having email is necessary to download apps)

Module 3 - YouTube

Learning Objectives

- Trainees know how to use YouTube to access videos and music
- Trainees understand the range of content available and feel excited and motivated about accessing relevant content on YouTube

45-60

Time Duration:
45-60mins

Remember: YouTube may not be available to use in all locations due to connectivity issues. In these instances, we suggest either not doing the YouTube module, or using another audio/visual application that requires less data to run.

Alternatively you can change the YouTube account settings on the phone so that it plays videos using a lower bandwidth. Additionally, you can download YouTube videos to play offline, by clicking on the icon under the video.

Materials you will need:

Pens, Paper and Masking Tape	Smartphone Handsets	Small Rewards	YouTube Poster x 1
Glossary Handouts	Cost Poster	Safety Tips	Icon Cutouts

Introduce YouTube

Show the trainees the YouTube icon and ask them to find this on the phone

Ask "Does anyone know what this is?" "What is it for?"

Give a short explanation of YouTube

- "YouTube lets you watch videos, like TV, but you have more videos to choose from, and you can also choose what videos to watch and when to watch them"
- "You tell YouTube what kind of videos you want to find, and it will search through all the videos that people have put on YouTube, to find the kinds of videos that you want"
- "You can watch lots of different videos; movies, songs, news, sports, recipes, and educational ones. There are also lots of 'how to' videos e.g. how to learn a language, how to do a dance, how to cook a recipe, how to fix a tyre on a bicycle and others"
- "You can also create your own videos and share them on YouTube"

Bring the benefits to life!

Tell your own story of how YouTube has helped you (the trainer), your friends and family. Some examples might include:

- Watching music, songs, learning a new skill, improving a skill, creating your own video
- Give specific examples or stories of how YouTube can be used

Make YouTube relevant for your trainees

Discuss with your trainees how YouTube can be beneficial in their own lives:

- **Ask** What could you learn to use YouTube for in your own life?" Give them some suggestions based on their interests.
- **Ask** "What are you most interested in and excited to learn about?"

Remember: : Link discussions and activities in the training back to how the internet can be helpful or useful in your trainees own lives. This will help to keep the training relevant and interesting for them.

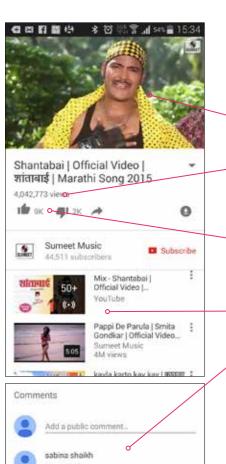## Activity: Basic use of YouTube

Get practical!

Explain "You are now going to try using YouTube on the phone"

Show the 'How to use YouTube' poster

- **Explain** "This poster shows the steps for using YouTube to search for videos"
- Take your trainees through the steps on their shared phones for a simple YouTube search for 'Shantabai'

Show the results page for the 'Shantabai' video

- **Explain** what your trainees are looking at:
- "The image at the top is the video – you can tap on it to make it play or pause"
- "This is the number of times the video has been viewed by people on YouTube and can give you an indication of how popular it is"
- "You can 'like' or 'dislike' the video by clicking on the thumb icons. The number next to each shows how many people have liked and disliked it"
- "These are links to other videos you can play that are similar"
- "When you scroll down to the bottom, you see a 'comments' box, where people have written comments about the video. You can add your own comment here about the video!"

Ask "Have you got any questions about what you are looking at here?"

Activity: Basic use of YouTube

Hold up the microphone icon for YouTube

- **Explain** "The microphone can be used so that you do not have to type any text. When you can't spell or write the words you want to search, you can just tell YouTube the words you want to search for"
- **Demonstrate where to find it:** "Click in the search box and the microphone will appear on the right"
- **Demonstrate how to use it:** "Press the microphone icon and speak loudly, clearly and slowly"
- **Ask** your trainees to search for 'Shantabai' using the microphone

Ask your trainees to practise searching for videos with the following exercises:

1. Type 'Shantabai' into the YouTube search box and play it
2. Type a local famous location (e.g. 'Gateway of India) into the search box and play it
3. Give your trainees one word to type into the search box that is relevant to them e.g. 'recipes', 'jobs', 'farming', 'mehndi', and play the results

Activity: Multiple word search

Explain "We are now going to try a more detailed search by using more search words – this can be helpful to find the videos you want"

Ask your trainees to practise searching for videos by putting different combinations of two to three words into the YouTube search box. They can do this using the microphone or by typing in text. Give your trainees different words to combine, based on what they searched for earlier. For example:

- "Indian", "Recipes", "Marathi"
- "Jobs", "Pune", "Marathi"

Tip: Give your trainees plenty of time to explore different results and different word combinations

Activity: Personal Searches

Discuss with your trainees how YouTube can help them in their own lives

- **Ask** "Now you know how to use YouTube, what do you want to use it for in your own life?" Give them some suggestions based on their interests

- **Discuss** with your trainees what words they can use to search according to their interest (keep your search word suggestions simple, and use only 1-2 words).

- **Ask** each trainee to take turns using the phone to search for videos they are interested in and ask the other trainees to support them with this

- **Ask** "What videos do you want to search for next?"

Tip: "There is a lot of great information on the internet, but also some which is not so great, and some that is not completely truthful. It is always best to look at 2-3 results to get the best answer to what you are looking for."

Safety

Ask "What does safety mean to you?"

Ask your trainees to imagine they are in a typical public place, like the market. Ask them to discuss what they would do to keep safe in this place. Prompt them with the following questions and answers:

Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful – they are not always who they say they are
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you don't know or trust because they may misuse it
What do you do if you feel unsure or uncomfortable about something you see or experience?	Tell someone you know and trust about what happened
How do you treat people you interact with?	You are polite and respectful to people

Explain "It is important to remember the internet is a public place, and it is important to treat it like a public place and stay safe"

🔐 Safety

Easy tips for internet safety

'Block' or ignore people you don't know, or who are bothering you.

Keep your personal information private

Tell someone you know and trust, if you feel uncomfortable about anything you see or experience

Be polite and respectful to people

Give your trainees the 'Safety tips' handout

- **Discuss** with your trainees what these tips mean for using the internet

- **Bring the tips to life** by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment

YouTube Safety

- **Ask** "Is there anything that you are concerned about when using YouTube?"

- **Ask** "If you are looking at videos on YouTube and you see one that you think is bad or offensive, what can you do next?"

- **Explain and demonstrate for your trainees** "You can press the back button, delete the words in your search box and refine your search by using different words"

> **Tip:** "You are in control of what you search for – you can search for good things or you can search for bad things. It is your responsibility to search for good things."

₹ Cost

Explain "Now you know how to use YouTube, and what it can be used for, let us talk about how much it costs to use! To use the internet on your mobile, you have to buy data from your mobile network provider, just like you do with phone credit"

Data Costs

Show the 'Cost' poster

- **Explain** "Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music uses a bit more and playing videos uses the most"
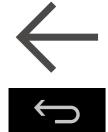
- **Explain** "Some internet services are linked to activities that use more data"

- **Ask** "Which service tends to cost more to use?" **Answer** YouTube. Watching videos on YouTube tends to use a lot of data"

Checking Data

- **Ask** "Why is it useful to check how much data you have used?" **Answer** "To understand how much of your data you have used up and how much different activities cost to do"

- **Explain** "You can check how much data you have, just like you check how many minutes or texts you have, by typing in a code on your phone from your mobile network"

- **Explain** "You can buy data in different amounts depending on what you are going to use the internet for. Ask advice from your local mobile agent on which amount is best suited to you"

- **Explain** "if you access the internet in a Wi-Fi zone, you will not use your data package. Your local mobile agent may be able to help you find your local Wi-Fi zones. However, the nearest zone may be too far to travel to"

- **Demonstrate** to your trainees how to check their data

> **Tip:** The data checking process varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data

Recap

Play the YouTube icon game

- **Hold up** each YouTube icon, one at a time
- **Ask** "Where is this on the phone and what is it?"
- **Explain** to your trainees what each icon is, if they need support
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

Explain: that there are other similar services to YouTube, which allow people to upload and watch videos. Some examples of this are Daily Motion and Vimeo

Tip: "Many applications and services on the internet use similar icons and words. When you are using the internet look out for these icons, so next time you see them, you can remember what they mean"

Recap on YouTube

Discuss with your trainees what they have learned about using YouTube

- What have you learned about using YouTube?"
- "How is it different from watching TV?", "What can you do with YouTube that you can't do with TV?"
- "Do you still have any concerns about using YouTube?"
- "What personal uses could you have for it?", "What professional uses could you have for it?"
- "What do you want to use YouTube for in your own life? What are you most interested in and excited about using it for?"

Tip: Run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing.

Recap

Tip: "YouTube is a great place to find videos, but there is lots more information on the internet that is not video and that will not be accessible through YouTube. The internet is much bigger than only YouTube! One way to find other information can be through Google Search"

Tip: If trainees would like to access the internet and YouTube on their own phones, give them some time here to practise what they've learned and offer support and encouragement

Going to the next level

If you reach the end of the session and still have additional time:

- **Ask** "Do you have any further questions about anything we have covered in the session?"
- **Ask** "What else would they like to know about the mobile internet?"

Some more advanced features you can discuss with your trainees include:

- **Evaluating results:** "How do you decide which video to select on the search results page? How do you know if one option is better than another?"
- **Creating videos:** "You can also create your own videos and share them on YouTube"
- **Sharing videos:** "If you were able to share your own YouTube videos, what would you share?"
- **Downloading apps** from the app store (you will need to cover email also, as having email is necessary to download apps)
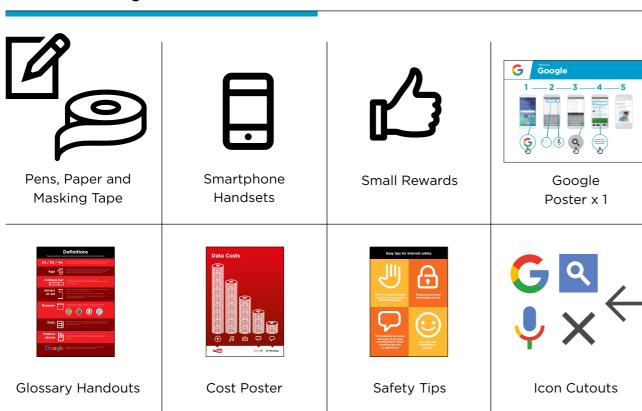
Module 4 - Google

Learning Objectives

- The trainees know how to use Google to access content on the internet
- The trainees understand the range of content available and feel excited and motivated about accessing relevant content on the internet

45-60

Time Duration:
45-60mins

Materials you will need:

Pens, Paper and Masking Tape	Smartphone Handsets	Small Rewards	Google Poster x 1
Glossary Handouts	Cost Poster	Safety Tips	Icon Cutouts

💬 Introduce Google

Show the trainees the Google icon and ask them to find this on the phone

Ask "Does anyone know what this is?" "What is it for?"

Give a short explanation of Google Search

- "Google Search helps you to find information that you want. You tell Google what information you want to find e.g. 'what is the population of Pune?' and it will search through all the information that people have put on the internet, to find what you want"

- "You can get information on places, jobs, cooking recipes, Bollywood movies, songs, news, information for school, college, exams etc"

Remember: Link discussions and activities in the training back to how the internet can be helpful in your trainees lives. This will help to keep the training relevant and interesting for them.

Bring the benefits to life!

- **Tell your own story** of how Google Search is beneficial to you (the trainer), your friends and family. Some examples could include:

- Finding information on places, jobs, people, celebrities, cooking recipes, Bollywood movies, songs, news, information for school, college, exams etc"

- Give specific examples or stories of how Google Search can be used

Make YouTube relevant for your trainees

- Discuss with your trainees how Google Search can help them in their lives

- **Ask** "What could you learn to use Search for in your own life?" Give them some suggestions based on their interests

- **Ask** "What are you most interested in and excited to learn about?"

Activity: Basic use of Google

Get practical!

Explain "You are now going to try using Google Search on the phone!"
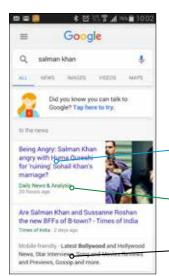
Show the 'How to use Google' poster

- **Explain** "This poster shows the steps for using Google to search for information"

- Take your trainees through the steps on their shared phones, for a simple search with the word 'India'

Show the Google tabs

('all', 'images', 'videos' and 'maps')

- **Explain** "When you click on different tabs, Google Search will show you different kinds of results or answers. For example, if you click on the 'images' tab, you will only see images when you search"

- **Ask** your trainees to click on the different tabs on the phone and tell you what different kinds of results they get when they have searched for the word 'India"

Show the results page for the 'all' tab

('all', 'images', 'videos' and 'maps')

- **Explain** what your trainees are looking at:

"Google has given a list of lots of different websites that relate to the word you searched

- **Blue** text is the link to each website, if you click on that it will take you to the website

- **Green** text is the 'address' of each website – where it lives on the internet

- **Black** text is a description or excerpt from that website"

Ask "Have you got any questions about what you are looking at here?"

Activity: Basic use of Google

Hold up the microphone icon for Google

- **Explain** "The microphone can be used so that you do not have to type any text. When you can't spell or write the words you want to search, you can just tell Google the words you want to search for"

- **Demonstrate where to find it:** The microphone icon appears on the right of the search box"

- **Demonstrate how to use it:** "Press the microphone icon and speak loudly, clearly and slowly"

- **Ask** your trainees to search for 'Shah Rukh Khan' using the microphone

Ask your trainees to practise searching for information with the following word searches:

1. Type the name of a Bollywood celebrity into the search box and search for them (e.g. Shah Rukh Khan, Alia Bhatt)

2. Type the name of a local famous location into the search box and search for it (e.g. 'Gateway of India')

3. Give your trainees 1 word to type into the search box that is relevant to them (e.g. 'bicycle', 'shop', 'recipes', 'jobs', 'farming', 'rangoli'), and help them explore the results

Wikipedia is a website that is often near the top when you do a Google search. It provides information on a huge range of subjects. Wikipedia is written by the people who use it, and thousands of changes are being made every hour. The information it provides can be useful but you must also evaluate the information for yourself, as you do not know who the author was

WIKIPEDIA
The Free Encyclopedia

Activity: Multiple word search

Explain "We are now going to try a more detailed search by using more search words – this can be helpful to find the information you want"

Ask your trainees to practise searching for information by putting different combinations of 2-3 words into the Google search box. They can do this using the microphone or by typing in text. Give your trainees different words to combine, based on what they searched for earlier. For example:

- "Indian", "Recipes", "Marathi"
- "Jobs", "Pune", "Marathi"

Tip: Give your trainees plenty of time to explore different results and different word combinations

Activity: Personal searches

- **Discuss with your trainees how Google Search can help them in their lives.**

- **Ask** "Now you know how to use Google Search, what do you want to use it for in your own life?" Give them some ideas based on their interests

- **Discuss** with your trainees what words they can use to search, according to their interest (try to keep the search words simple, and use only one to two words)

- **Ask** each trainee to take turns using the phone to search for information they are interested in, and ask the other trainees to support them with this

- **Ask** "What information do you want to search for next?"

Tip: "There is a lot of great information on the internet, but also some which is not so great, and some that is not completely truthful. It is always best to look at two to three results to get the best answer to what you are looking for"

Safety

Ask "What does safety mean to you?"

Ask your trainees to imagine they are in a typical public place, like the market. Ask them to discuss what they would do to keep safe in this place. Prompt them with the following questions and answers:

Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful – they are not always who they say they are
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you don't know or trust because they may misuse it
What do you do if you feel unsure or uncomfortable about something you see or experience?	Tell someone you know and trust about what happened
How do you treat people you interact with?	You are polite and respectful to people

Explain "It is important to remember the internet is also public place, and it is important to treat it like a public place and stay safe"

🔒 Safety

Give your trainees the 'Safety tips' handout

- **Discuss** with your trainees what these tips mean for using the internet

- **Bring the tips to life** by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment
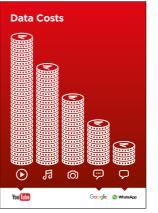
Google Safety

- **Ask** "Is there anything that you are concerned about when using Google?"

- **Ask** "If you are looking at information on Google and you see or open something you think is bad or offensive, what can you do next?"

- **Explain** and demonstrate for your trainees "You can press the back button, delete the words in your search box and refine your search by using different words"

- **Explain** "When you use Google Search, you build up a 'search history', which is remembered by Google on your phone. You can see some of your search history when you click in the search box. This search history can be deleted"

Tip: "You are in control of what you search for – you can search for good things or you can search for bad things. It is your responsibility to search for good things"

₹ Cost
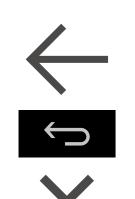
If you have already covered cost in the previous WhatsApp and YouTube modules, only use this as a recap

Explain "Now you know how to use Google, and what it can be used for, let us talk about how much it costs to use! To use the internet on you mobile, you have to buy data from your mobile network provider, just like you do with phone credit".

Show the 'Cost' poster

- **Explain** "Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music uses a bit more and playing videos uses the most."

- **Explain** "Some internet services are linked to activities that use more data"

- **Ask** "Where is Google on the poster? What does that mean for how much it tends to cost?"

- **Ask** "What makes it cost more? **Answer** "Videos"

- **Ask** "What makes it cost less? **Answer** "Text"

₹ Cost

Checking Data

- **Ask** "Why is it useful to check how much data you have used?"

- **Answer**: "To understand how much of your data you have used up and how much different activities cost to do"

- **Explain** "You can check how much data you have, just like you check how many minutes or texts you have by typing in a code on your phone from your mobile network"

- **Explain** "You can buy data in different amounts depending on what you are going to use the internet for. Ask advice from your local mobile agent on which amount is best suited to you.

- **Explain** "if you access the internet in a Wi-Fi zone, you will not use your data package. Your local mobile agent may be able to help you find your local Wi-Fi zones. However, the nearest zone may be too far to travel to.

- **Demonstrate** to your trainees how to check their data

Tip: The data checking process varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data

↻ Recap

Play the Google icon game

- **Hold up** each Google icon, one at a time

- **Ask** "Where is this on the phone and what is it?"

- **Explain** to your trainees what each icon is, if they need support

- **Ask** trainees to search for how old Shah Rukh Khan or Alia Bhatt are

- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

↻ Recap

Explain: that there are other similar services to Google, which allow people to search. Some examples of this are Yahoo and Bing

Tip: "Many applications and services on the internet use similar icons and words. When you are using the internet look out for these icons, so next time you see them, you can remember what they mean"

Recap on Google Search

Discuss with your trainees what they have learned about using Google Search

- "What have you learned about using Google Search?"

- "Do you still have any concerns about using Google Search?"

- "What personal uses could you have for it?" "What professional uses could you have for it?"

- What do you want to use Google Search for in your own life? What are you most interested in and excited about using it for?"

Tip: Run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing.

Tip: If trainees would like to access the internet and Google on their own phones, give them some time here to practise what they've learned and offer support and encouragement

↻ Recap

Going to the next level

If you reach the end of the session and have extra time:

- **Ask** "Do you have any further questions about anything we have covered in the session?"
- **Ask** "What else would they like to know about the mobile internet?"

Some more advanced features you can discuss with your trainees include:

- **Evaluating results**: "How do you decide which link to select on the search results page?" "How do you know if one option is better than another?"
- **Identifying advertising:** "How can you identify which Google results are paid adverts?", "How does Google use your search history to tailor advertising to you?"
- **Google Maps:** "How do you use directions?" "Where is Buckingham Palace?"
- **Downloading apps** from the app store (you will need to cover email also, as having email is necessary to download apps)

'Thank you' & close training

After you have completed the training, congratulate your trainees and hand out certificates as a reward.

Thank the trainees

- **Ask** "Do you have any final questions?"
- **Thank your trainees** for their time, input and participation in the training

Give out the handouts

- **Give your trainees the handouts** for the training if you haven't already done so
- These include the ''Safety tips', 'Definitions' and 'WhatsApp, YouTube and Google How To Use Posters' that can be found in the Resources section of this toolkit
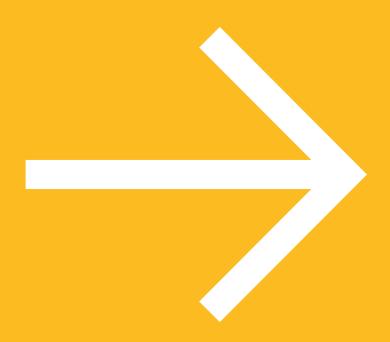
Conduct a closing ceremony

- Give each trainee a signed certificate (certificate templates are included in the Resources section)
- You can also provide the trainers with certificates for having completed the training 'as trainers'

Tip: You can make this more of a ceremony for trainees, by asking them to come up to the front of the room one person at a time to receive their certificate and shake the trainer's hand
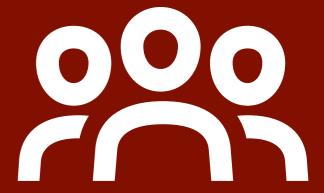
Posters Cut-outs And Info-sheets

Session Ground Rules
This space is:

Safe

Keep all information in this training confidential. We suggest you don't share personal numbers with the other members of group

A shared community

There are people with different backgrounds, knowledge and opinions. This is our shared space, so respect and support everyone

Positive & open

Please be respectful and positive in your opinions and discussions. There are no right or wrong answers and we are not here to test you

Fair

We will work in small groups and we will provide you with shared phones. We would like to give everyone an equal chance to be heard and to take turns using a phone

Easy tips for internet safety

'Block' or ignore people you don't know, or who are bothering you

Keep your personal information private

Tell someone you know and trust, if you feel uncomfortable about anything you see or experience

Be polite and respectful to people

Definitions

2G / 3G / 4G

The internet can run at different speeds when you use it. 2G internet is the slowest, 3G internet is faster and 4G internet is the fastest

App

An app gives you a shortcut to a service on your phone. For internet services e.g. WhatsApp, Facebook, Google, apps provide a quick and easy way to get onto the internet to use that service

Address bar

www.india.in

The address bar shows you what website you are on.
In the address bar there will always be the address of the website e.g. www.google.in

Advert or Ad

Buy Now!

An ad is a piece of information that is trying to sell you something. It is good practice to avoid clicking on ads

• Ads can be videos or images that pop up on your screen

• Ads can also be the links at the top of Google results and on the right side of the screen

Browser

A web browser, or simply "browser," is an application used to access and view websites. Common web browsers include;

Google Chrome   Mozilla Firefox   Opera   Microsoft Internet Explorer

Data

Whenever you use the internet on your phone, you are using data. You can buy data from your mobile network provider, just like you do with phone credit

Feature phone

A mobile phone that has the ability to access the internet and store and play music but lacks the advanced functionality of a smartphone

Google

Google is an internet service that makes it easy to find any information that you want to find on the internet

Definitions

Internet

The Internet is a network of millions of computers around the world connected to each other with phone lines, satellites and cables. It gives you access to a huge range of information and services and it is growing all the time. The internet is for everybody. There are no restrictions on who can use it. You just need a computer, mobile phone or tablet and a data connection

Link

A link connects you from one website to another. To go to the other website, you can touch the link and this will connect you and take you to that other website

Megabytes & Gigabytes

Megabytes (MB) and Gigabytes (GB) are units of data that you use when using the mobile internet. GB are 1000 x bigger than MB. If you download or stream a song, that will use approximately 5MB (1MB per minute)

Search

The search function helps you find what you are looking for. You type the words to what you are looking for into a search box and then you will see a list of links to potential answers

Smartphone

A mobile phone that has the ability to access the internet, store and play music and videos, and run 'apps'. These phones typically also have a touchscreen

You Tube

YouTube is an internet service that makes it easy to find, watch and listen to videos on the internet (and only videos)

Website

Information on the internet is kept on different websites. There are lots of separate and different websites on the internet e.g. Google is a website, YouTube is a website

WhatsApp
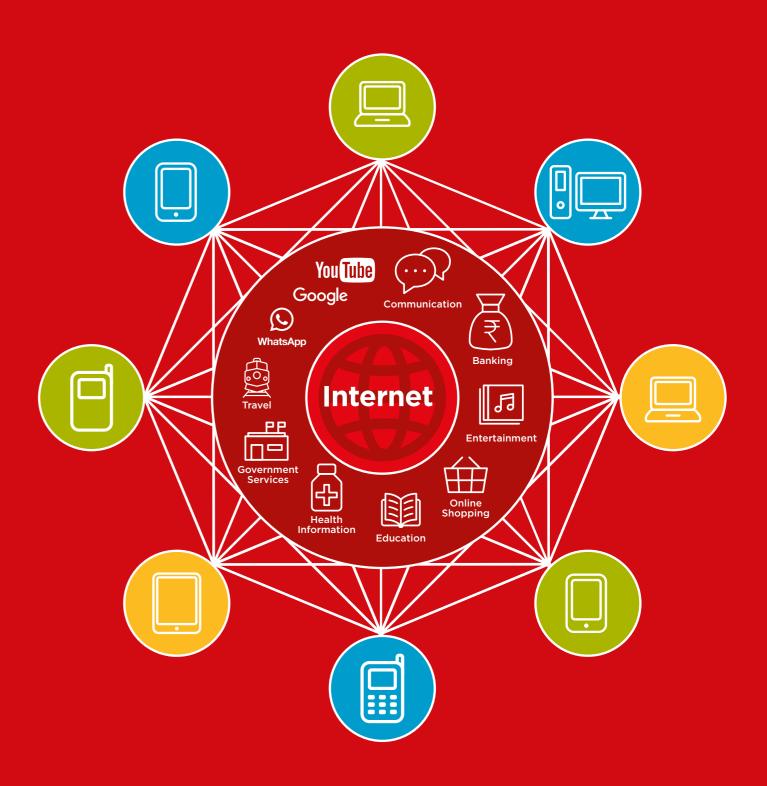
WhatsApp is an internet service that makes it easy to connect and communicate with people that you know; family, friends and colleagues

WiFi
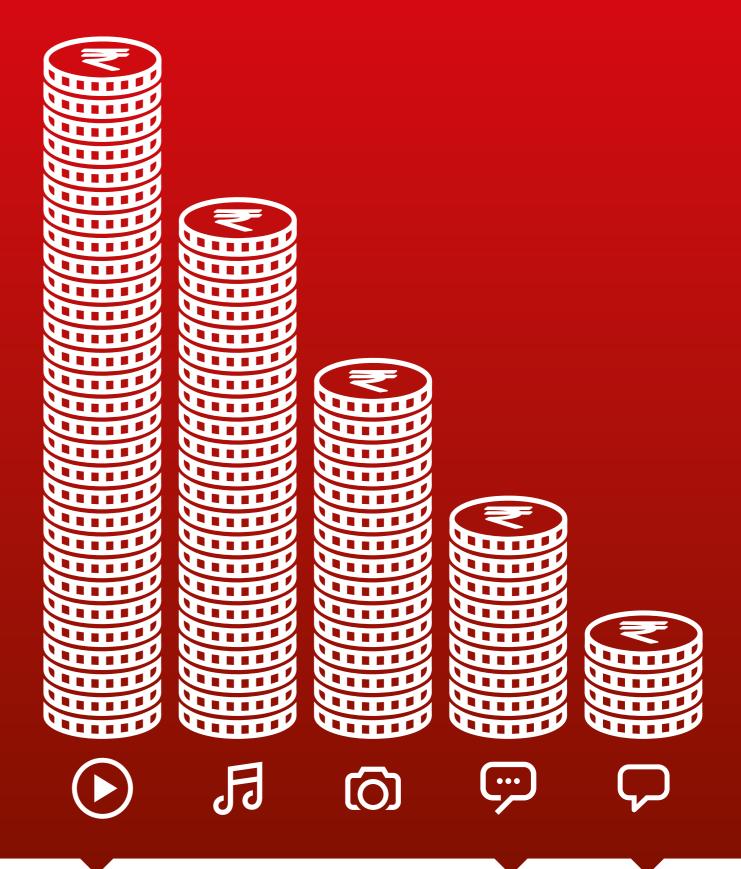
A WiFi zone is an area where you do not have to use your own data to access the internet on your phone; you can connect to the internet for free. WiFi zones are available in some public places such as coffee shops and cafes

Introduction to the Internet

Data Costs
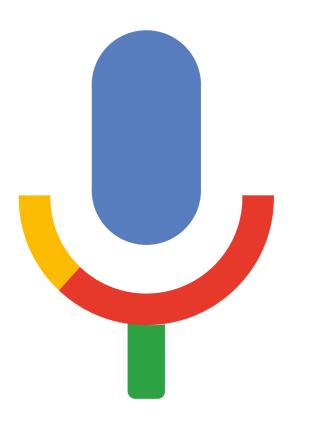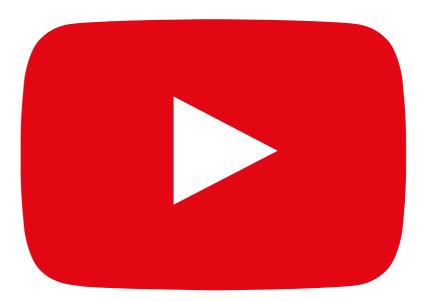
CERTIFICATE

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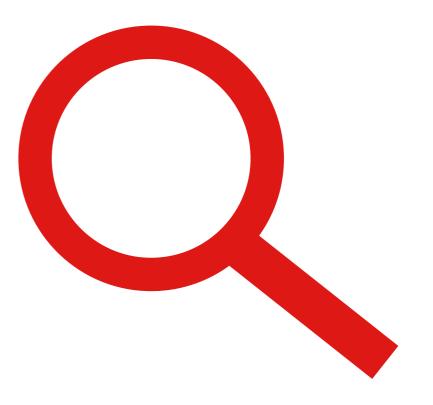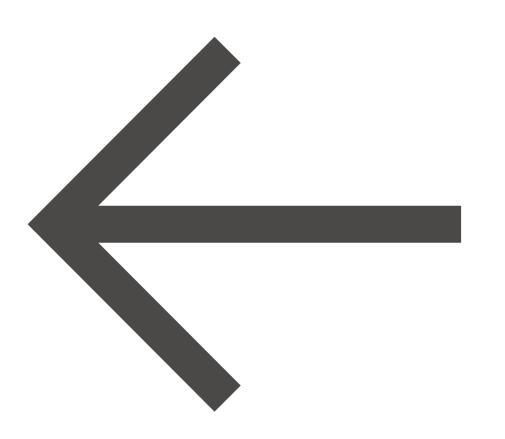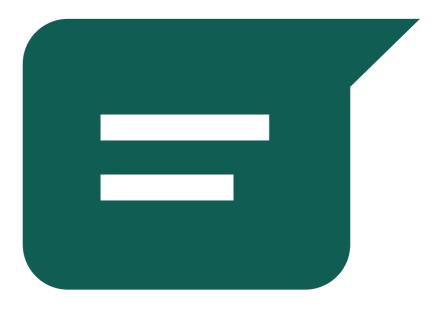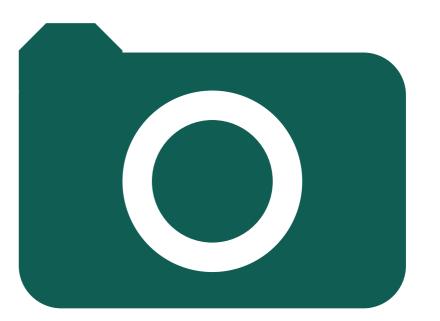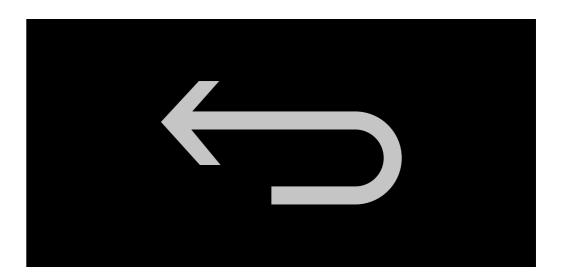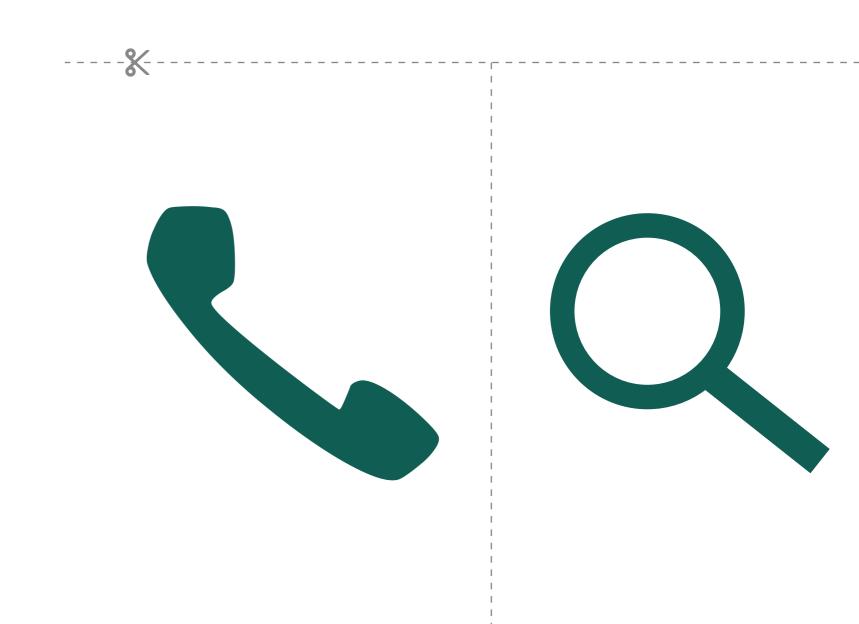
Has completed
BASIC MOBILE INTERNET SKILLS
training

★ ★ ★ ★ ★

_____   _____
Date   Signed

CERTIFICATE

Has completed
BASIC MOBILE INTERNET SKILLS
training

★ ★ ★ ★ ★

Date   Signed
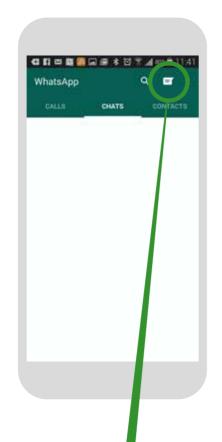
WhatsApp One-to-One Messaging

1 → 2 → 3 → 4 → 5

How to use
WhatsApp Group Messaging

1 → **2** → **3**

WhatsApp

New group

Adam Bekker
Available

Adam Roff
Battery about to die

Adam Whitemam, 68b B...
no status ***

Adie Buckland
Hey there! I am using WhatsApp.

Adie

Adolf ools
Probab laughing!

WhatsApp
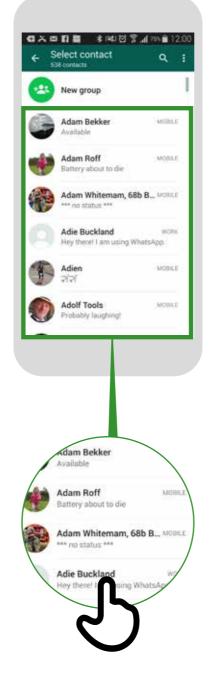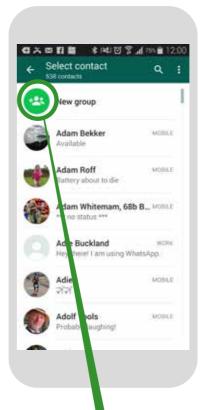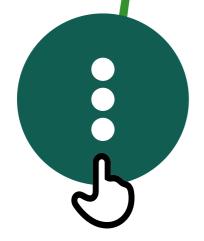
How to use
WhatsApp How To 'Block'
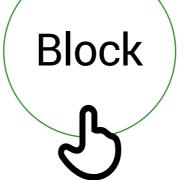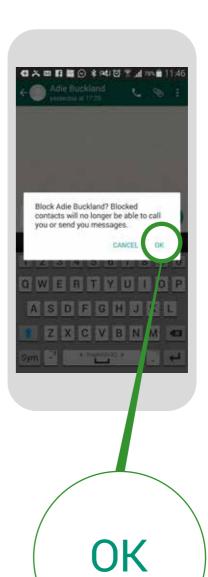
WhatsApp

1 ⟶ 2 ⟶ 3 ⟶ 4

More

Block

OK

How to use
Google

1 → **2** → **3** → **4** → **5**

Search, or say "Ok Google"

Search,
or say
"Ok Google"

salman khan

salman khan new movie

salman khan movies

salman khan songs
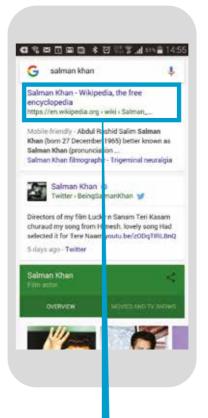
salman khan age

salman khan net worth

kan   khan   khans

salman khan

Salman Khan - Wikipedia, the free encyclopedia
https://en.wikipedia.org › wiki › Salman_...

Mobile friendly - Abdul Rashid Salim Salman Khan (born 27 December 1965) better known as Salman Khan (pronunciation ... Salman Khan filmography - Trigeminal neuralgia

Salman Khan
Twitter - BeingSalmanKhan

Directors of my film Luckhan Sanam Teri Kasam churaud my song from Himesh. lovely song Had selected it for Tere Naam youtu.be/zODqTlRLBnQ
5 days ago - Twitter

Salman Khan
Film actor

OVERVIEW   MOVIES AND TV SHOWS

en.m.wikipedia.org/wiki/

Search Wikipedia

Salman Khan

This article is about the Indian film actor.
For other people named Salman Khan, see
Salman Khan (disambiguation).

Salman Khan

Khan in 2015

Born   Abdul Rashid Salim Salman Khan

Salman Khan -
Wikipedia, the free
encyclopedia

YouTube

1 ⟶ **2** ⟶ **3** ⟶ **4** ⟶ **5**

"Swati uses the internet to support and care for her family and friends"

Take care of my family

"Aarti uses the internet to help support her business"

Support my business

"Seema uses the internet to help her learn more skills"

Learn more skills

"Pradip uses the internet to support and care for his family and friends"

Take care of my family

"Arunan uses the internet to help support his business"

Support my business

"Arvind uses the internet to help him learn more skills"

Learn more skills