GSMA

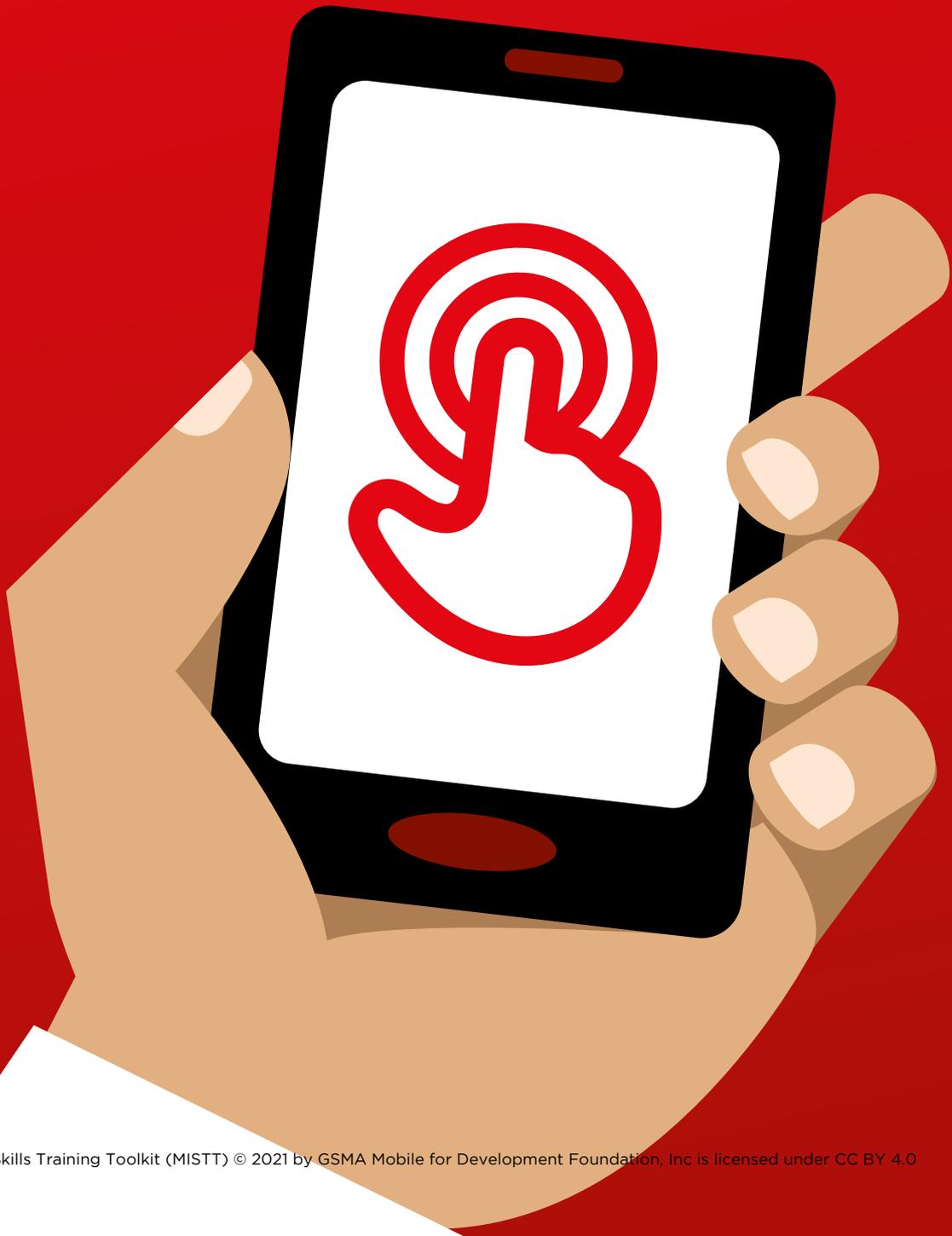# Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

Module 1 - Introduction

Bitesize Training

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?
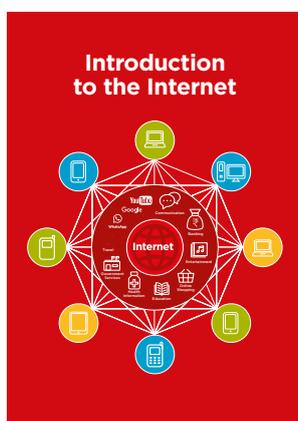
Show the 'Internet Poster' (p.172) "The internet is a network of millions of computers around the world connected to each other with phone lines, satellites and cables. It gives you access to a huge range of information and services and it is growing all the time. The internet is for everybody. There 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

Data Costs
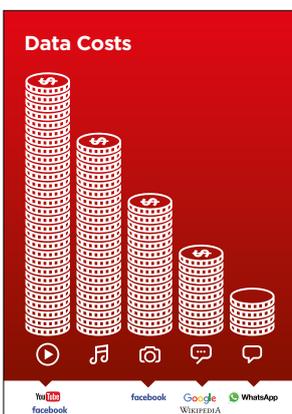
"To access the internet via your mobile phone, you can either use a mobile data connection or a Wi-Fi connection."
Show the 'Data Poster' (p.174).

"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."

In Depth Training

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
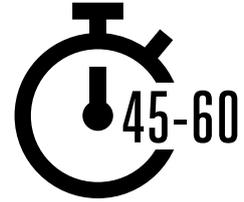
45-60

Time Duration:
45-60mins

Tip: Set the internet homepage on the shared devices to the Google image results of a famous local place. 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:
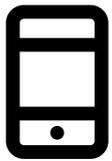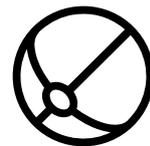
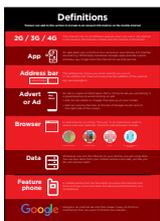|		
Smartphone Handsets	Persona posters x 3 For men show male personas, for women show female personas	Icon Cutouts
Glossary Handouts	Ground Rules	Small Rewards

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
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

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, Wikipedia and Facebook 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
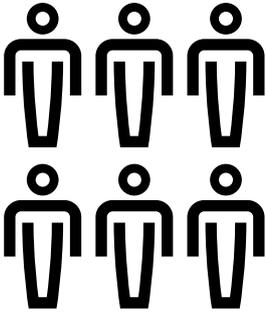
Split your trainees into mini-groups (no more than six people per group).

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

I think using the internet on my mobile phone is easy

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

I have never used the internet on my mobile phone

- **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 six 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"
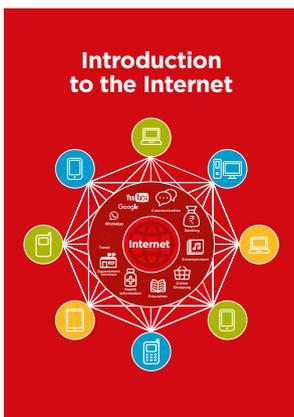
Show the 'Internet Poster'

- **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"

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

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 p.12 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.
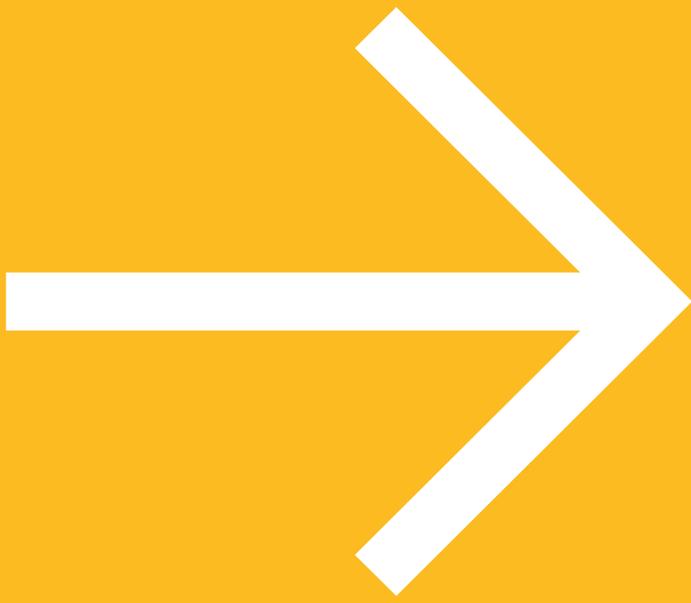
Posters Cut-outs And Info-sheets

Easy tips for internet safety
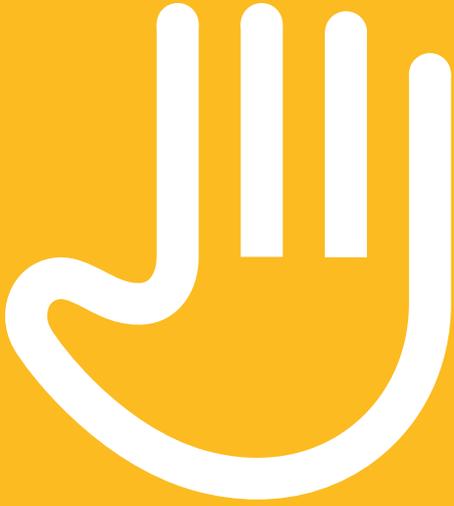
'Block' or ignore people you don't know, or who are bothering you

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

Trainers can add to this section to include local relevant information on the mobile internet

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 feature phone is 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

Trainers can add to this section to include local relevant information on the mobile internet

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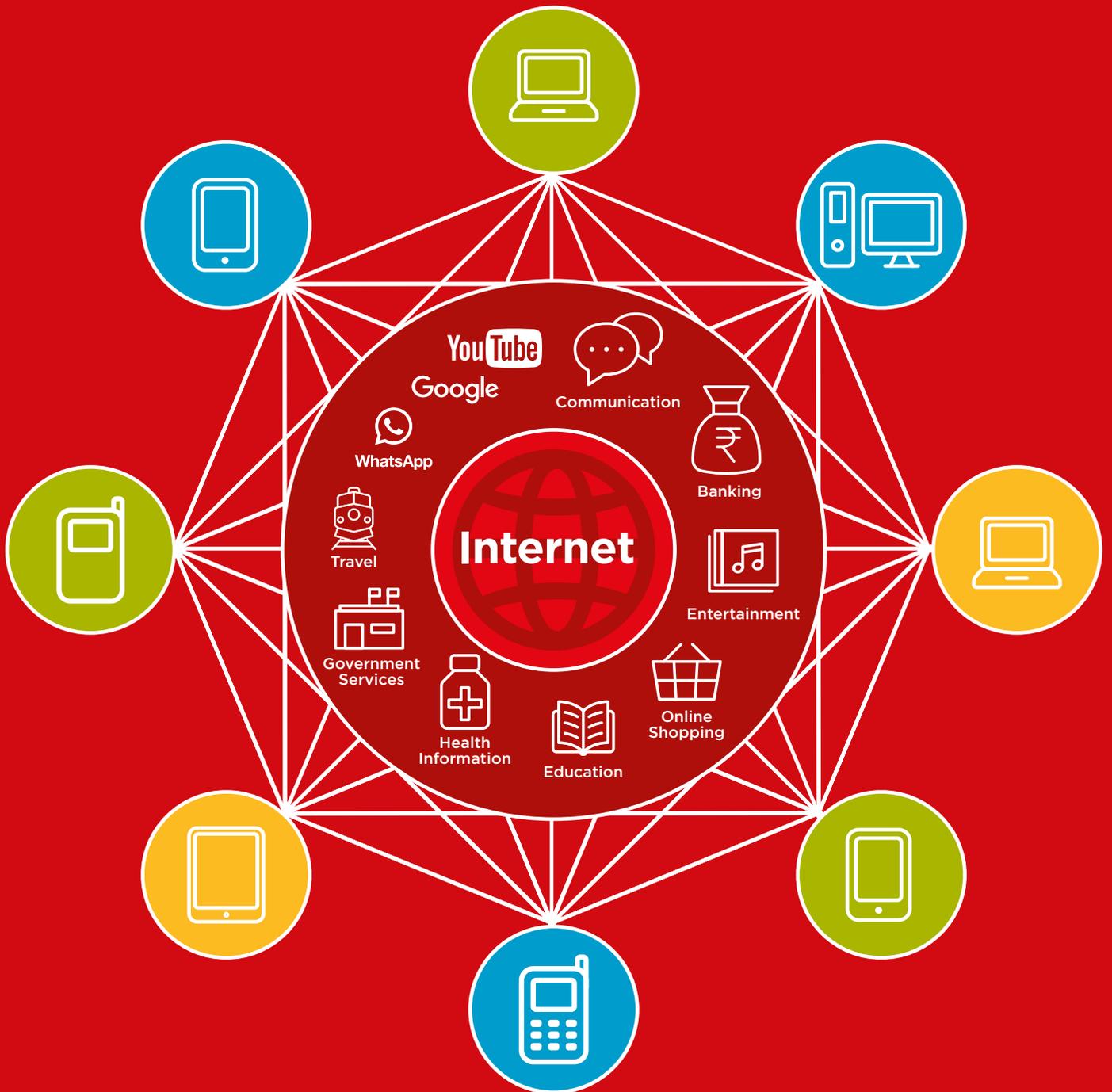
WhatsApp is an internet service that makes it easy to connect and communicate with people that you know; family, friends and colleagues.
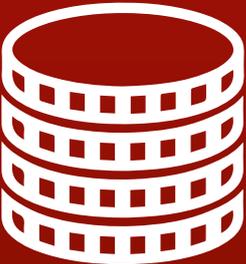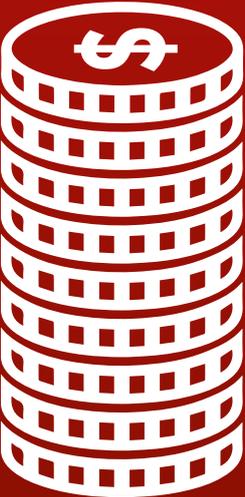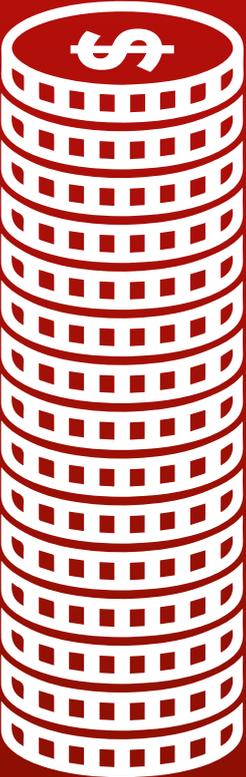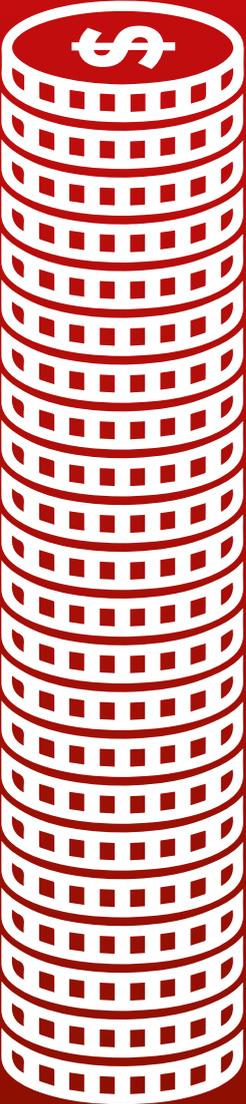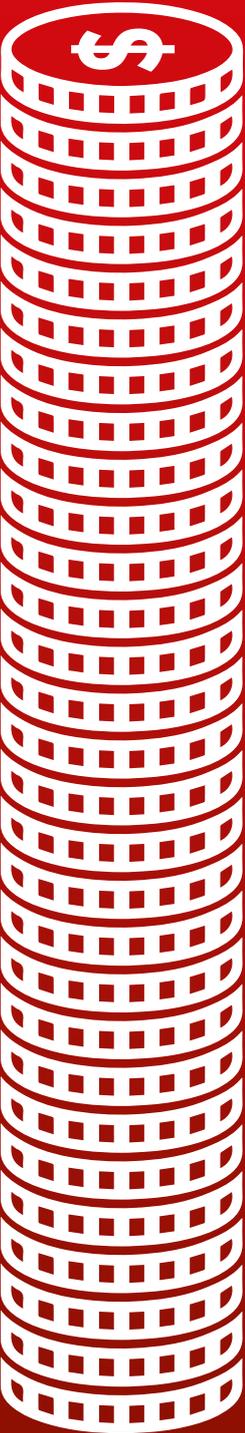
WiFi

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