Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

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The GSMA represents the interests of mobile operators worldwide, uniting more than 750 operators with almost 400 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 the industry-leading MWC events held annually in Barcelona, Los Angeles and Shanghai, as well as the Mobile 360 Series of regional conferences.

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

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GSMA Connected Society

The Connected Society programme works with the mobile industry, tech companies, the development community and governments to increase access to and adoption of the mobile internet, focusing on underserved population groups in developing markets. Key activities include: Generating and disseminating insights and learnings on the mobile internet coverage and usage gap.

Supporting mobile operators to extend coverage and drive usage.

Undertaking advocacy and policy work to ensure that mobile operators' efforts to achieve greater digital inclusion are being effectively supported by governments, the international community and other stakeholders.

For more information, please visit
www.gsma.com/connected-society

Or contact us at: connectedsociety@gsma.com

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Contents

Introduction 2
Introduction to this toolkit 3
What is covered in this toolkit 3
Overview of training content 4
How can this toolkit be used? 8

Bitesize training 9
How to use bitesize training 10
What is the mobile internet? 12
WhatsApp 14
YouTube 16
Google 18
Wikipedia 20
Facebook 22
Online Safety 24
Cost 28
Mobile Money 30
Android 34
Accessibility Features 36
KaiOS 40

In-depth training 42
How to design your training 44
Tips for the trainers 45
How to use in-depth training 46
Training session checklist 47
Module 1: **Introduction** 48
Module 2: **WhatsApp** 58
Module 3: **YouTube** 70
Module 4: **Google** 82
Module 5: **Wikipedia** 96
Module 6: **Facebook** 106
Module 7: **Online Safety** 112
Module 8: **Mobile Money** 122
Module 9: **Android** 134
Module 10: **Accessibility Features** 148
Module 11: **KaiOS** 170

Resources: posters and handouts 186
Icon cut-outs
Certificates

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. Similarly, it is not designed for those who are already familiar with the mobile internet.

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 setting up their mobile phone. 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, Google Search, Wikipedia, Facebook, KaiOS and Android to introduce people to the mobile internet. We also provide a general introduction to the internet, mobile money, safety and cost and how people with hearing or visual impairments can make use of the internet. We also provide an introduction to the internet and cover safety and cost. This is based on our consumer research showing that these services are most relevant in most countries.

If you want to adapt this toolkit for use in your country, you may want to adapt these services depending on what is relevant to your audience. The accompanying 'How to Guide' might be useful if this is the case.

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

People in many countries have an 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 enthusiasm people have for audio-visual content, 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.

What is covered in this toolkit?

Wikipedia

Wikipedia is a free internet reference (or encyclopaedia), which provides neutral, factual information about educational topics. This module provides trainees with an example of the wide range of information that can be found on the internet, on a website that uses a small amount of a customer's mobile data. It also introduces them to the idea that content on the internet is often created by ordinary people all over the world.

Facebook

Facebook is a social network that allows people to correspond with business contacts, receive news, stay in touch with family and friends, or follow celebrities and sports teams. This modules demonstrates the wide range of possibilities presented by a social network and gives them an understanding of an 'account' and 'sharing' content.

KaiOS

KaiOS-enabled phones are like a smartphone without a touchscreen. A 'smart' featurephone, it is cheaper than a traditional smartphone but still gives trainees access to a camera, Wi-Fi, Bluetooth, GPS and apps. Crucially it also gives trainees the opportunity to explore the internet on an easy to use device.

Android

Android enabled devices are widely used by many people across the world. It gives trainees access to a full range of internet services. This module builds on previous modules, presenting a range of more 'advanced' internet services available through Android devices (e.g. Google Assistant) and giving trainees a more in depth understanding of how their device can be set up (e.g. Google Account), including settings that can save them money or keep them safe.

What is covered in this toolkit?

Mobile Money

Mobile provides users with one of the key routes to financial inclusion. This module provides trainees with a basic overview of how to use mobile money, including: understand the registration process; sending money to a friend or family member; paying a bill and understand basic safety implications. This can be taught as 'stand alone' module or with the rest of MISTT.

Safety and Cost

Staying safe and understanding the cost of using the mobile internet are covered within each of the WhatsApp, YouTube Google, Wikipedia and Facebook 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.

Accessibility Features

Around 15 per cent of people in the world have some form of disability. These people can face barriers to access services such as education and healthcare, that other people don't face. However, mobile phones can help remove some of these barriers and allow people with disabilities to do everyday things that they would otherwise find difficult to do. This module gives advice for trainers who want to assist those with visual and hearing impairments.

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

KaiOS

More advanced Internet features.

Setting up devices.

Android

More advanced Internet features.

Setting up devices.

Mobile Money

Financial services via mobile

Wikipedia

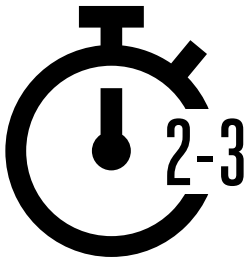
Search and navigate free information

Facebook

Connect with friends and family

How can this toolkit be used?

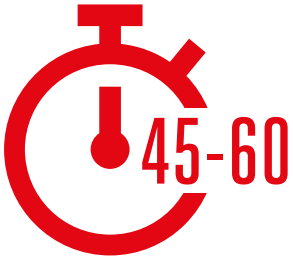
You can use this toolkit in different ways depending on how much time you have with your trainees.



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, Wikipedia, KaiOS, Android, Assistive Technology and 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 10 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, Google. Wikipedia, Facebook, KaiOS, Android, Assistive Technology and Safety and Cost are incorporated within each training session.

Turn to page 40 for the 'in-depth' training.

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, KaiOS, Android, Assistive Technology and 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!

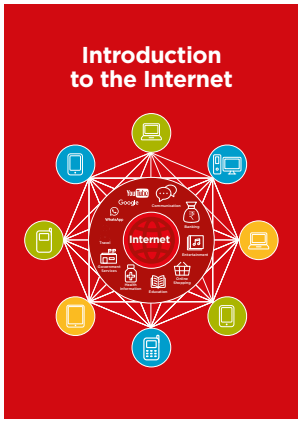
Use the ‘How To Use posters’ to help trainees use the service on a phone. This can be one you provide, or the trainee’s own phone

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.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."

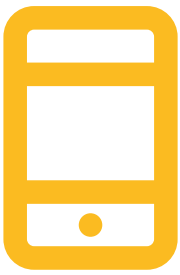
What can you use it for?

"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?

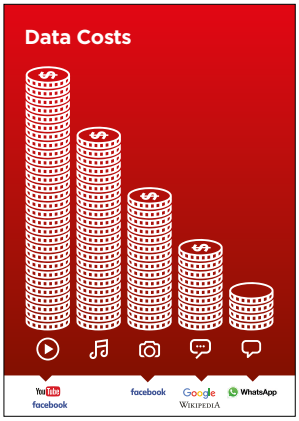
"There are two kinds of mobile phone which you can use to access the internet



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



"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."

What is it?

WhatsApp

Show WhatsApp on the phone

"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."

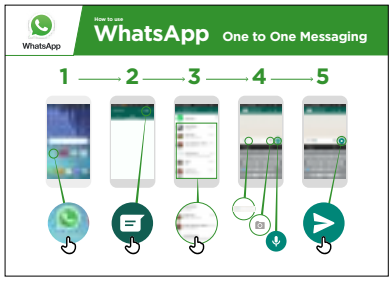
"You can also use it for connecting with big groups of business people / colleagues / classmates / customers: advertising products, sharing advice, discussing notes or assignments from class."

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. Others include Messenger, WeChat and Viber but there are many others.

What is it?

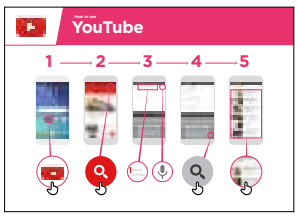
Show YouTube on the phone

"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 or how to fix a tyre on a bicycle."

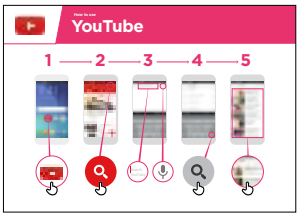
"You can also create your own videos and share them on YouTube."

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 a popular local song).

"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.

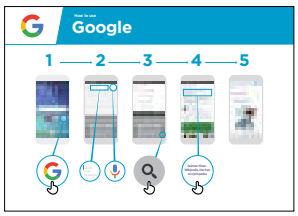
What is it?

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 the world' 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?

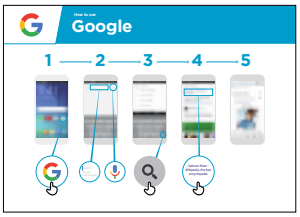
"You can get information on jobs, cooking recipes, movies, songs, news or information for school and college, exams."

"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 or a celebrity

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?

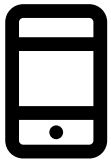
WIKIPEDIA
e Free Encyclopedia

Show Wikipedia on the phone

"Wikipedia is a free internet reference (or encyclopedia), which provides neutral, factual information about educational topics. It is often the first site to appear when you do a Google search, or you can type the word "wiki" along with the words you are searching for."

"Wikipedia is written by ordinary people, all over the world. People make changes to the site every hour. You can make sure the information you find is reliable by looking at the bottom of every page, where the sources of information are listed."

Materials you will need



Smartphone Handsets

Wikpedia Posters

What can you use it for?

"You can use Wikipedia to search many different subjects. For example, you can search for information about sports, music, history, other countries or science."

"Wikipedia is available in almost 300 languages. Each is written by people who speak that language, so some Wikipedias have more articles than others. For example, French Wikipedia has 2 million articles, but there are more than 5 million articles on English Wikipedia."

Explain: Trainer to include their own personal examples of the benefits of Wikipedia 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 Wikipedia
Show the poster and go through the steps for searching for a Wikipedia article (e.g. 'Africa', 'music' or 'World Cup').

Practice!

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

Trainer: Provide support for the trainee to search for a Wikipedia article on their phone.

Tip: "Wikipedia is available in almost 300 languages. Each is written by people who speak that language, so some Wikipedias have more articles than others. For example, French Wikipedia has 2 million articles, but there are more than 5 million articles on English Wikipedia."

Explain: You may find that Wikipedia appears when you use another service, like Google or Yahoo, to search the internet. Often Wikipedia is the first result of a search. You can often look at Wikipedia first to get an overview of a topic, and then explore through the references to find more reliable information."

What is it?

Show Facebook on the phone

"Facebook connects you to people in your community and around the world. You can use it to correspond with business contacts, receive news, stay in touch with family and friends or follow your favorite celebrities and sports teams."

"Using words, photos and videos, you can communicate with one person, a specific group of people or people around the world."

Materials you will need

Smartphone Handsets

Facebook Posters

What can you use it for?

"You can use it to stay connected with family and friends, in any town or village, read local and global news and stay up to date or get updates on your favorite celebrities or sports teams."

"You can also share your own photos, videos and thoughts with everyone, your friends or just a few friends."

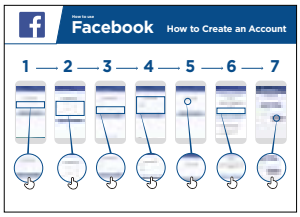
Make it relevant to the trainee: provide examples and discuss how it can be beneficial in the trainee's own life.

Example: Sharing pictures with friends, finding news or connecting with new people for business.

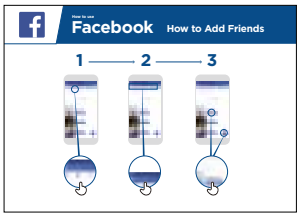
How does it work?

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

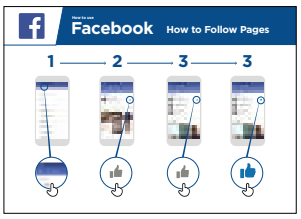
1) Access Facebook



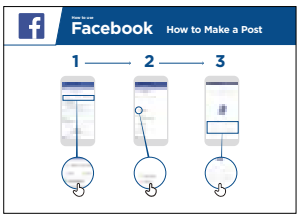
2) Create an Account



3) Add Friends



4) "Like" Celebrities, Sports and News



5) Post text or photos.

Help the trainee download Facebook and register for an account.

Ask them what they care about most – e.g. something they want to learn about, job opportunities, sports/ entertainment or their business — and focus your limited time on what is most important to them.

Practice!

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

Trainer: Provide support to user to run through one of the above posters.

Explain: "You control who can see the information you put on Facebook.

You can have a post appear to the public (everyone using Facebook) or only to specific friends."

What is it?

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

Materials you will need

Smartphone Handsets

Safety Posters

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: To give their own examples for each tip (if time).

How do you stay safe?

Ask trainee which service they want to learn to stay safe on (WhatsApp, YouTube, Wikipedia, Facebook, KaiOS, Android or mobile money).

Demonstrate following the below:

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 (see p.225).

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.

Wikipedia: "If you are on Wikipedia, all the information is from people all over the world! Remember that you should check what the source of this is to make sure it is correct."
Demonstrate this on Wikipedia: show trainees the list of sources and references at the bottom of a Wikipedia page.

Facebook: "If you are on Facebook you can change who sees your profile and who can contact you."
Demonstrate this on Facebook: show them Privacy Shortcuts where they can adjust who can see their profile and who can contact them with Friend requests.

KaiOS: "If you are using a KaiOS phone, there are a number of ways you can change your phone so that you stay safe. You can find them in the 'privacy and security' on your phone.
Demonstrate this on KaiOS: show trainee how to find the 'privacy and security' via the main KaiOS menu.

Android: "If you don't use your Android phone for some time it will turn the screen off to save the battery. It is important to create a password so that other people can't use your phone if they find it"
Demonstrate this on Android: show trainee how they can set up PIN / passcode on their device to keep it secure.

Mobile money: "Remember that your 'PIN number' is your own personal number. It is really important that you keep this safe as it is how you access your account. Be careful about sharing this number with anyone, even mobile money agents or customer care staff, whether in person, via SMS or the mobile internet!"
Demonstrate this on mobile money service: show trainee when a PIN is needed in a normal mobile money transaction (e.g. when sending money to a friend or family member).

BITESIZE - SAFETY

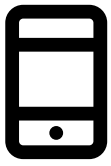
What is it?

"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."

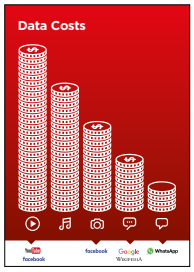
"You can buy data for the internet; it is like buying phone credit for calls and messages. Data for the internet can be bought from your local mobile network agent or phone credit seller who will top it up for you."

"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.

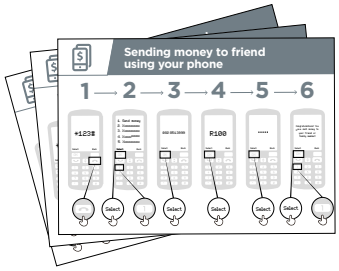
Tip: "You can buy data in different amounts depending on what you are going to use the internet for. Ask for advice from your local mobile agent on which amount is best suited to you."

What is it?

Show a basic mobile phone with a mobile money service, ensuring the menu is open showing key functions.

What you'll need

Mobile phone



Mobile money posters

What can you use it for?

Explain:

"A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone - without having a bank account! Depending on your mobile operator, you can also do lots of other things like pay your bills, and save or borrow money."

Share examples from your own (the trainer's) life about how mobile money has been useful.

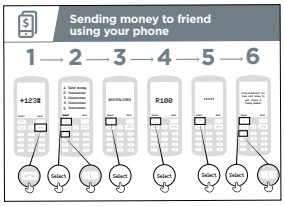
Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

How does it work?

Place the phone in the trainees' hands (or use the trainees' phones) and help them follow the below steps

Demonstrate how the trainee can send money to a friend using the steps on the poster

Tip: At the beginning of the training session check who already has a mobile money account. If there are trainees without a mobile money account take them through the registration process (see 'In Depth' section for details). Show the "Sending money to friend using your phone" poster



Show the "Sending money to friend using your phone" poster

Explain: "I will now show you how you can send money to a friend using your phone!"

Ask: "If you want to send money using your account for real, we can do this! Or if you don't have money in your mobile money account or don't want to send it right now, I can demonstrate how it is done so that you know for the future."

How does it work?

- Your mobile operator will have a short number to use their mobile money service. It will look something like *123#. Type it in and press the ‘call’ button
- You will get a list of options on screen (e.g. 1,2,3,4,5...). You need to choose ‘transfer / send’ money. This is normally number 1 (at the top). Press 1 on your phone keypad and move then ‘select / ok’
- Type in the phone number of your friend or family member that you want to send the money to. Press ‘select / ok’
- Now type in the amount of money you want to send to your friend or family member (e.g. 100). Press ‘select / ok’
- Type in your personal PIN number. This is a special number that you choose and only you will know. This helps protect your account. Choose a hard to guess PIN! Press ‘select / ok’
- Finally, you need to press 1 to ‘confirm’ that you want send this money. Press ‘select / ok’. Congratulations! You have sent money to your friend or family member!

Tip: If the trainee does not want to send any money, then show them how they can do, without sending the money for real.

Practice

Ask: "Now that we have seen how to send money using mobile money, who could you send money to?"

Trainer: Allow the trainee to run through the process of sending money to someone on their own. If they need help at any stage then assist them.

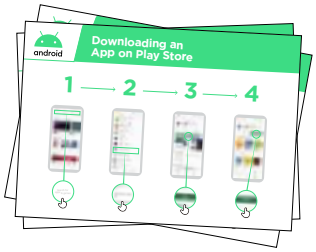
Tip: Remember that your 'PIN number' is your own personal number. It is really important that you keep this safe as it is how you access your account. Be careful about sharing this number with anyone, even mobile money agents or customer care staff, whether in person, via SMS or the internet!

What is it?

Explain:
"A smartphone is like a mini computer that you control by touching the screen rather than using buttons. They can take photos, play music and videos and have apps that can help you enjoy the best of the internet and do more with your phone. Android enabled devices are the most popular smartphones across the world. Your Android enabled phone quickly gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos."

Materials you will need

Android smartphone



Android Posters

What can you use it for?

Explain: "An Android smartphone can help you access the internet. This means you can search for the latest news and information, share pictures with friends and enjoy your favourite music and sport. It also means you can get a map and pick the best route to your next destination with Google Maps, or learn a new skill on YouTube."

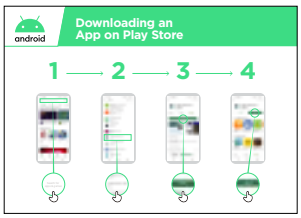
Share examples from your own life about how smartphones are useful to you.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

How does it work?

Place the phone in the trainee's hand and help them follow the steps

Demonstrate how the trainee can download an app using the Play Store



Show the "Downloading an App in Play Store" poster

Practice!

"Now that you can download apps from the Play Store, what kind of Apps are you interested in?"

Demonstrate: Help your trainee download an app from the Play Store. Then, help them use it. If they are unsure what kind of app they are interested in, give them some prompts (e.g. sport, weather, language learning, music).

Tip: Once you have an App on your phone it will stay there until you delete it. You don't need to keep going to the Play Store to get it.

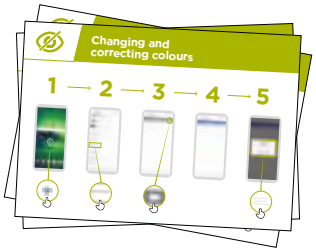
Accessibility features for people with little or no vision

What is it?

Explain:
"Some people with low or no vision may find it difficult to see what is on the screen. There are features on the phone that can help them. We need to show a variety of options relevant to their needs. Often people use a combination of features."

Materials you will need

Android Phone



Accessibility Features Posters

What can you use it for?

Explain: "Your mobile phone can help you if you cannot see it. Three of these ways are:"

- **Magnification (making things bigger on the screen):** "Magnification is a function that makes everything on your phone look larger. Many people use magnification to help them view small things. For people with low vision it makes it possible for them to see whats on the screen."

"Michael uses magnification to read the news each day, he finds it easier to read stories with lots of text if the text is 3x normal size"

- **Making the phone speak aloud:** "'TalkBack' is when you can listen to your phone without needing to see the screen. When you do something on your phone it will speak to you and tell you what is happening, it will also vibrate to let you know what is happening."

"Ayesha has always used magnification (making the screen appear larger) on her phone but has found that recently this makes her eyes sore after a few hours and she uses TalkBack when this happens"

- **Changing colours and contrasts:** "Some people find it difficult to see some colours and contrasts making it difficult to read what is on the screen. You can change the way the colour on the phones look to make it easier to use."

"Susan uses high contrast display settings to easily read what she is writing, when using WhatsApp or email. She finds that she makes fewer mistakes when everything is clearer"

How does it work?

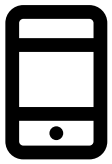
- **Ask** the person what they would like to do with their phone
- **Trainer** to check whether the trainee's phone has the accessibility features set up

Accessibility features for people who are hard of hearing or deaf

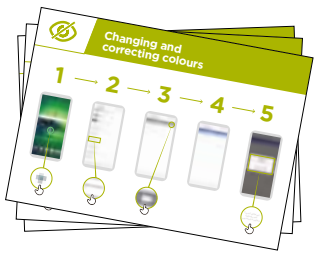
What is it?

Explain:
"People who are hard of hearing or deaf can use phones like anybody else as mobile phones have features that can help."

Materials you will need



Android Phone



Accessibility Features Posters

What can you use it for?

Explain: "Your mobile phone can help you if you cannot hear it. Three of these ways are:"

- **Amplification:** "If you find it hard to hear what people are saying around you, your Android phone can help. There is something called 'Sound Amplifier' that will make sounds clearer for you to hear."

"Andrew uses 'Sound Amplifier' when he is talking to people in the cafe, he finds this allows him to hear what someone is saying much more clearly as it reduces the background noise"

- **Captions:** "When your phone is playing a video or audio, you can turn on 'captions'. This means you can see the words on the screen of what is being said. It is very helpful when people find it difficult to hear a song or a video."

"Sandra uses captions in video calls. She often finds that the captions help her to pay attention to the call when the words become difficult for her to hear"

- **Transcription:** "'Live Transcribe' is similar to captions. It means that when people are talking you can see text on the screen of what they are saying. For people with a little hearing or no hearing, 'Live Transcribe' can be very useful."

"Sahid connects his hearing aid to his phone which makes speech much clearer and easier for him to understand when talking to his brother and sister through WhatsApp"

Make it relevant to the trainee: discuss how these features could be beneficial in the trainee's own life.

How does it work?

- **Ask** the person what they would like to do with their phone
- **Trainer** to check whether the trainee's phone has the accessibility features set up

What is KaiOS?

KaiOS
enable tomorrow

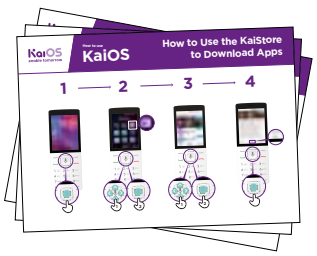
Show a KaiOS-enabled phone:

"A KaiOS-enabled phone is like a smartphone without a touchscreen. It is cheaper than a traditional smartphone. It comes with a camera, Wi-Fi, Bluetooth, GPS and apps so you can do more than calling and texting. KaiOS-enabled phones use less data and the batteries last longer."

"A KaiOS phone gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos on WhatsApp and Facebook. Over 100 million people use KaiOS phones to connect to the internet and improve their lives."

What you'll need

KaiOS Phone



KaiOS Posters

What can you use it for?

"You can use your KaiOS phone to search for information, share pictures with friends and stay up to date with the news."

"You can use your KaiOS phone to do the same as you would do on a smartphone: See what your friends are posting on Facebook, message your contacts for free using WhatsApp, get a map and directions to your next destination with Google Maps, or learn a new skill on YouTube."

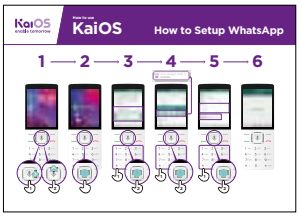
Share examples from your own life about how internet-connected phones are useful.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

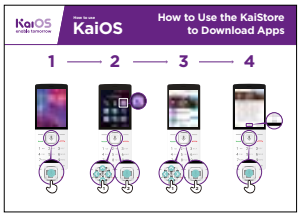
How does it work?

Place the phone in the trainee's hand and help them follow the steps

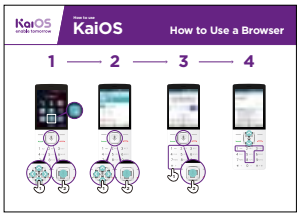
Help the trainee download their first app and perform their first search in the browser.



How to connect to Wi-Fi
Show the poster and go through the steps for connecting to Wi-Fi (Press center button > Settings icon > Wi-Fi > On > Find available network > Select).



How to download apps
Show the poster and go through the steps for downloading apps (Press center button > Store icon > Select app > Press).



How to use a browser
Show the poster and go through the steps for using the browser (Press center button > Browser icon > Select app).

Practice!

"Now that you've discovered what you can do on a KaiOS phone, what do you want to use it for? "
Trainer: Help your trainee download an app from the KaiStore. Then, help them use it.

Tip: If it's difficult to read a website, press "1" to zoom out and "3" to zoom in.

Explain: "Apps are easier to use than the browser, because they are made specifically for KaiOS."

"Visit the KaiOS website to learn more about the internet, apps and KaiOS phones: https://life.Kaiostech.com"

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

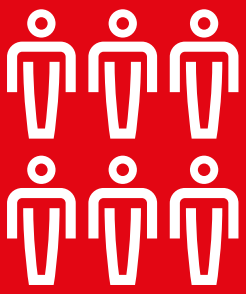
In Depth Training

How to design your training

These are suggestions for implementing the in-depth training.

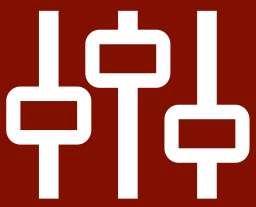
1. Single-gender sessions

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 six 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

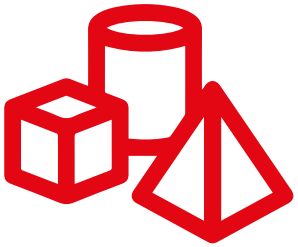
Match trainees in groups with others who have similar knowledge and skill levels. It is very important that trainees are a similar skill level to the others in their group, so that they feel confident and interested. Feel free to move trainees into different groups after the training has started if it 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

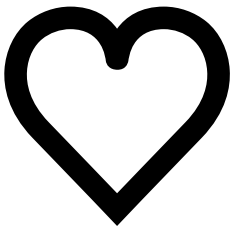


Though the trainees may be familiar with some internet services, they will have gaps in their knowledge

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

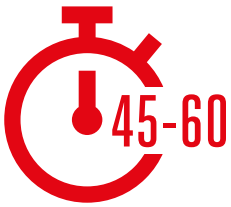
Appreciate Trainees

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 45-60 minute sessions. It begins with an introductory session, followed by five training sessions covering one topic: WhatsApp, YouTube, Google, Wikipedia and Facebook. 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.

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

Explanation. Short explanations to introduce benefits of a service

Activity. Practical exercises on phones

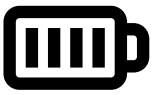
Discussion. To encourage trainees to consider the relevance in their lives

Recap. To reinforce lessons of each module

Training session checklist

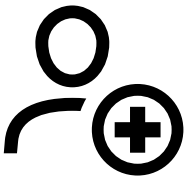
Before each training session make sure you give yourself plenty of time to prepare. Ensure you leave enough time to set up the mobile phones. It can take longer than you think!

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)



Make sure that all of the phones are charged

Download and set up all of the services you plan to use onto the phones.



Make sure all of the mobile numbers you are going to use are stored on all the mobiles that will be used in training.

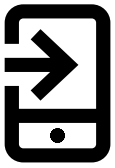
Clear all personal data (e.g. photos, messages, etc.) before handing it over to the participants

Understand your training content

Activate the mobile internet on all of the phones with a mobile network provider (remember that this can take a number of days)

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



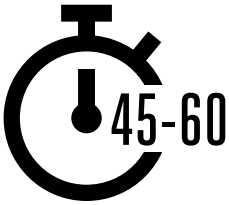
Load mobile internet data onto all of the phones

MODULE 1 - INTRODUCTION

Module 1 - Introduction

Learning Objectives

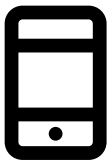
- Understand the purpose of the training and know who is in the room
- Set the tone: ensure the trainee feels safe, confident and motivated to learn about the mobile internet and knows the ground rules
- Understand the potential benefits of using the internet in their lives



Time Duration:
45-60mins

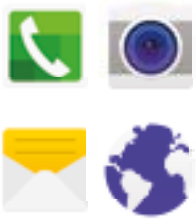
Tip: Set the internet homepage on the shared devices to the Google image results of a famous local place. This provides trainees with a fun and interesting first experience of getting on the internet. To set the homepage, open your browser and go to the website you want to set as your homepage. Open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

Material you will need:

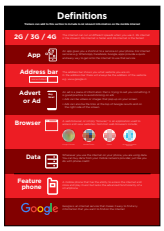


Smartphone Handsets

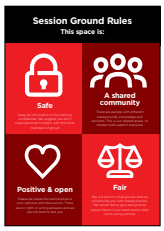
Persona posters x 3
For men show male personas, for women show female personas



Icon Cutouts



Glossary Handouts



Ground Rules

Small Rewards

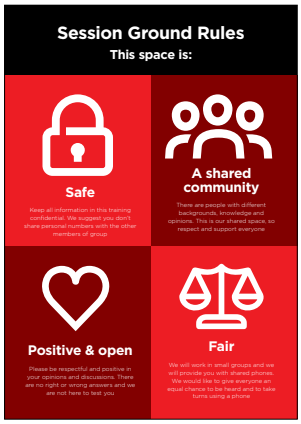
Pens, paper, masking tape and a small ball

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

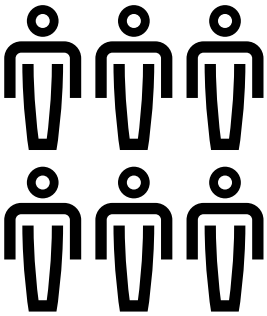
Introduce the training



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:

- **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.

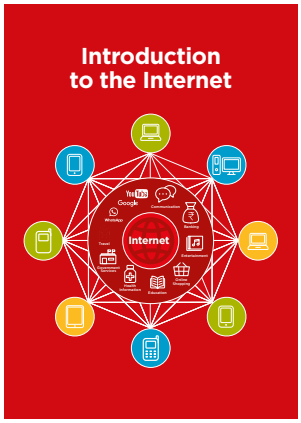
Explain internet benefits

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"

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

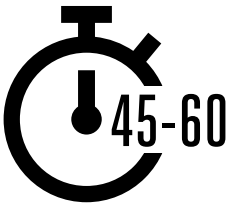
Tip: There are many different 'browsers' for using the internet. Some of the most common icons for these are displayed below. Depending on the phone you use, you may use one of these rather than the one shown above.

MODULE 2 - WHATSAPP

Module 2 - WhatsApp

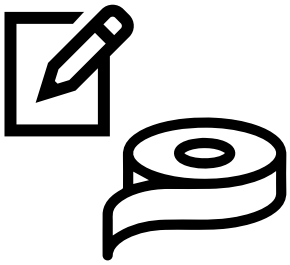
Learning Objectives

- 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

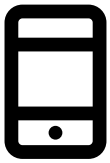


Time Duration:
45-60mins

Material you will need:



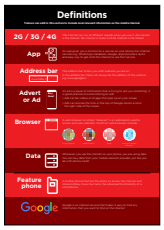
Pens, Paper and Masking Tape



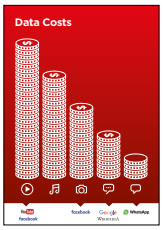
Smartphone Handsets

Small Rewards

WhatsApp Posters x 3



Glossary Handouts



Cost Poster

Safety Tips

Icon Cutouts

Introduce WhatsApp

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:

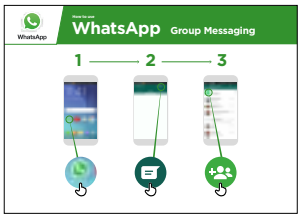
- Hold up the microphone icon for WhatsApp
- Explain about the microphone, where to find it and demonstrate how to use it
- Ask the trainees to send voice message greetings to each other

- **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:

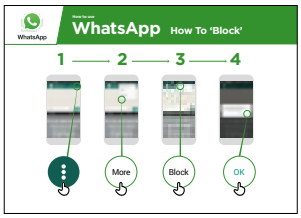
Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful – they are not always who they say theyare
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you 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



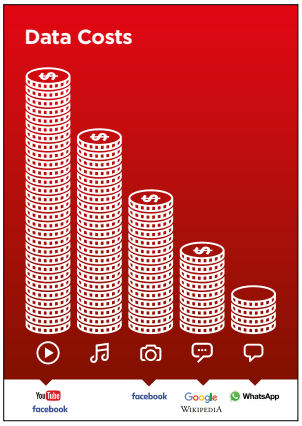
WhatsApp Safety

- **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

- **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 for 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. These include: Telegram, Line, Viber, Hike or Facebook Messenger.

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:

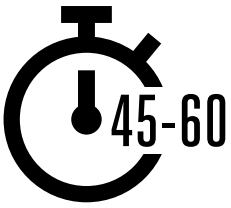
- **Uploading photos** from your photo gallery to a WhatsApp conversation
- **Sharing your location** on WhatsApp so that friends and family know where you are
- **Setting up a WhatsApp profile,** including privacy settings
- **Downloading apps** from the app store (you will need to cover email also,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

MODULE 3 - YOUTUBE

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

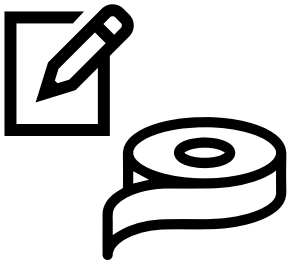


Time Duration:
45-60mins

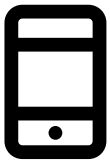
Remember: YouTube may not be available to use in all locations due to connectivity issues. In these instances, we suggest either not doing the YouTube module, or using another audio/visual application that requires less data to run.

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:

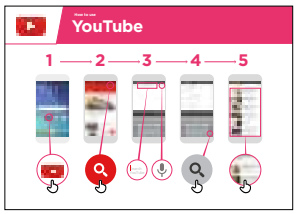


Pens, Paper and Masking Tape

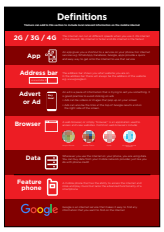


Smartphone Handsets

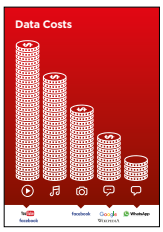
Small Rewards



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:

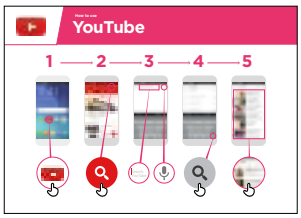
- **Ask:** What could you learn to use YouTube for in your own life?" Give them some suggestions based on their interests
- **Ask:** "What are you most interested in and excited to learn about?"

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

Show the result page for a popular 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 something using the microphone

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

1. Type the name of a popular local song into the YouTube search box and play it
2. Type a local famous location 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', 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:

- 'Africa', 'new", music'
- 'Premier Leage', 'best', 'goals'

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

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

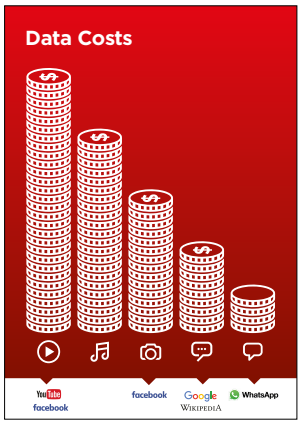
YouTube Safety

- **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."



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:

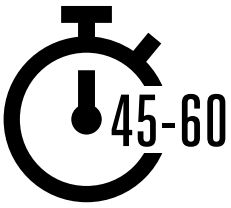
- **Evaluating results:** "How do you decide which video to select on the search results page? How do you know if one option is better than another?"
- **Creating videos:** "You can also create your own videos and share them on YouTube"
- **Sharing videos:** "If you were able to share your own YouTube 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

Module 4 - Google

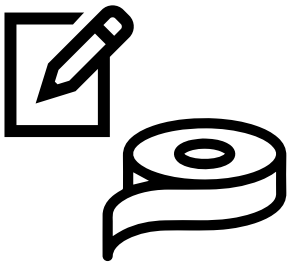
Learning Objectives

- 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

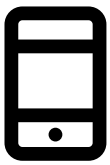


Time Duration:
45-60mins

Materials you will need:

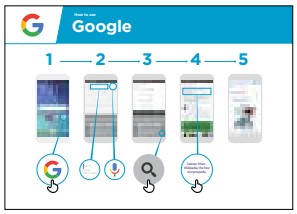


Pens, Paper and Masking Tape

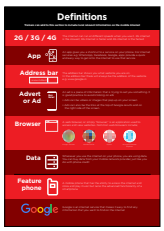


Smartphone Handsets

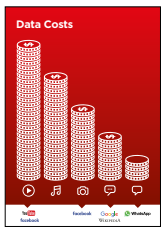
Small Rewards



Google Poster x 1

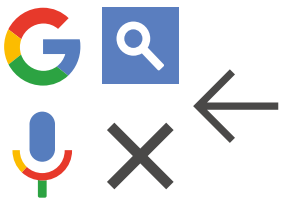


Glossary Handouts



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 the world?' 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, 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, movies, songs, news, information for school, college or exams"
- Give specific examples or stories of how Google Search can be used

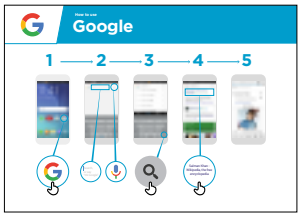
Make YouTube relevant for your trainees

- 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!"



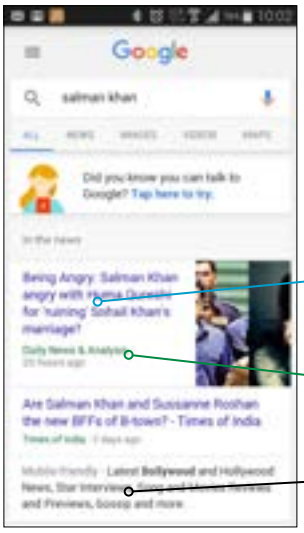
Show the 'How to use Google' poster

- **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"

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"



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 the name of a popular celebrity using the microphone

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

1. Type the name of a celebrity into the search box and search for them
2. Type the name of a local famous location into the search box and search for it
3. Give your trainees 1 word to type into the search box that is relevant to them (e.g. 'bicycle', 'shop', 'recipes', 'jobs', 'farming'), and help them explore the results

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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.

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.

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

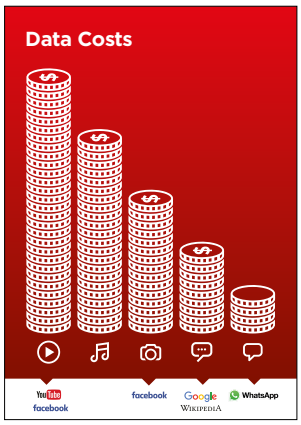
- **Ask:** "Is there anything that you are concerned about when using Google?"
- **Ask:** "If you are looking at information on Google and you see or open something you think is bad or offensive, what can you do next?"
- **Explain** and demonstrate for your trainees "You can press the back button, delete 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"

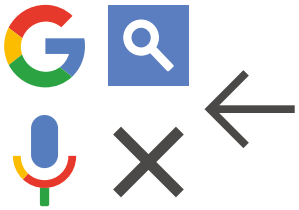
$ Cost

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 their favorite celebrity is
- **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:

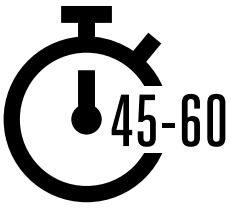
- **Evaluating results**: "How do you decide which link to select on the search results page?" "How do you know if one option is better than another?"
- **Identifying advertising:** "How can you identify which Google results are paid adverts?", "How does Google use your search history to tailor advertising 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)

MODULE 5 - WIKIPEDIA

Module 5 - Wikipedia

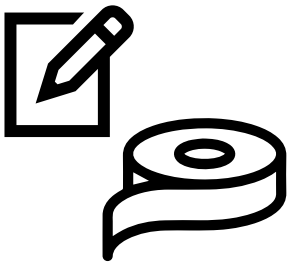
Learning Objectives

- The trainees know how to use Wikipedia to access free knowledge and information.
- The trainees understand that Wikipedia is created by people all over the world, and feel excited about using it to learn new things.

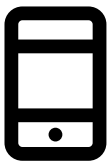


Time Duration:
45-60mins

Materials you will need:

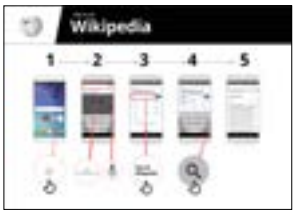


Pens, Paper and Masking Tape

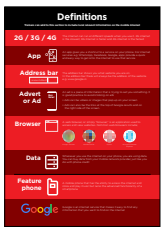


Smartphone Handsets

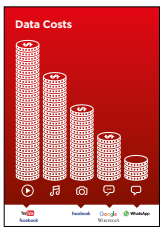
Small Rewards



Wikipedia Poster x 1



Glossary Handouts



Cost Poster

Safety Tips

Icon Cutouts

Introduce Wikipedia

Show the trainees the Wikipedia logo cut-out.

Ask Does anyone know what Wikipedia is?" "What is it used for?"

Explain that trainees can access Wikipedia by searching through Google. Ask them to open Google and search for 'Wikipedia'

Give a short explanation of Wikipedia

- "Wikipedia is a free internet reference (or encyclopedia), which provides neutral, factual information about educational topics."
- "Wikipedia is a website. It is often the first site to appear when you do a Google search, or you can type the word "wiki" along with the words you are searching for.
- "Wikipedia is written by ordinary people, all over the world. People make changes to the site every hour. You can make sure the information you find is reliable by looking at the bottom of every page, where the sources of information are listed."

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 Wikipedia is beneficial to you (the trainer), your friends and family. For example, you may use it to help a child with his or her homework, to find the answer to a question about geography or science. Offer specific examples.
- **Ask** trainees to share topics they are most interested in. The answers could be a sports team or game, pop culture interests, or current events.

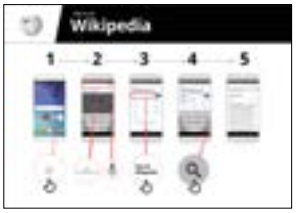
Make Wikipedia relevant for your trainees

- Discuss with the trainees how Wikipedia might benefit their own lives.
- **Ask:** "What questions would you like to answer using Wikipedia?" Give them some suggestions based on their interests.
    - Sports (e.g. the Olympic Games, the World Cup)
    - Pop culture (e.g. music)
    - History (e.g. Africa)
    - Learn about other countries (e.g. U.S.A)
    - Science (e.g. Solar Eclipse)

Activity: Basic use of Wikipedia

Get practical!

Explain: "Now, we are going to try using Wikipedia on the phone!"



Show the 'How to use Wikipedia' poster

- **Explain:** "This poster shows the steps for using Wikipedia to search for information."
- Take your trainees through the steps on their shared phones and do a simple search for their favorite musician.

- **Explain** what your trainees are looking at:
- Each page begins with a summary of the thing you have searched for.
- As you read further down the page, you will discover more details, including history, politics, or other people connected.
- Each fact has a number at the end. This matches the number of a "Reference" at the bottom of the page, which is where the information came from.

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

Show trainees how to learn more about topics.

- **Explain:** "Wikipedia is organised by topic. There is a page is about your favorite musician, but also about music in your country, and another page about African music."
- "From any Wikipedia page, you can go directly to other pages because all of the blue words are links."
- "Clicking on a blue word will take you to another Wikipedia page, with more information about the word."
- **Ask** your trainees to click on any of the words in the page about Afropop and then share what they find.

Activity: Checking Information

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

Explain: "Wikipedia is written by people all over the world. Anyone can add to an article, or update information. Anyone who edits Wikipedia has to explain where the information came from. So you can check for yourself to see whether what you read is true."

Ask your trainees to search for the Wikipedia page for their country and then scroll down to the references on the bottom of the page.

Activity: Personal searches

- **Ask your trainees to practise searching for information about the following topics within Wikipedia:**
- Type your country into the search bar.
- Type the name of the nearest large city into the search bar.
- Invite your trainees to type a topic into the search box that is relevant to their interests (e.g., sports players, hobbies, professions).

Tip: Encourage your trainees to click through the blue words on each article to find more information that is interesting to them.

- **Wikipedia is available in multiple languages.**

Explain: "Wikipedia is available in almost 300 languages. Each is written by people who speak that language, so some Wikipedias have more articles than others. For example, the French Wikipedia has 2 million articles, but there are more than 5 million articles on the English Wikipedia."

Show your trainees the "Read in another language" button at the top of the page.

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 on Wikipedia

Ask: "Is there anything that you are concerned about when using Wikipedia?"

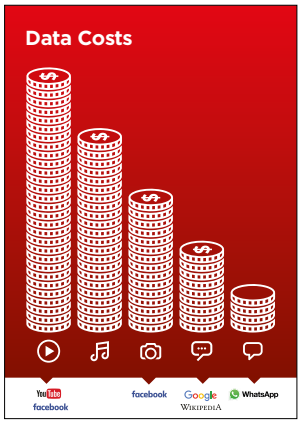
Ask: "If you click on something in Wikipedia and you see or open something you think is bad or offensive, what can you do next?"

Explain and demonstrate for your trainees "You can press the back button, and click on other links within Wikipedia."

$ Cost

If you have already covered cost in the previous modules, only use this as a recap.

Explain "Now you know how to use Wikipedia, 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."



Show the 'Cost' poster

- **Explain:** "Different activities use different amounts of data. Looking at text uses the least amount of 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 Wikipedia on the poster? What does that mean for how much it tends to 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 Wikipedia icon game

- **Hold up** each Wikipedia icon, one at a time
- **Ask:** "What does this do on Wikipedia?"
- **Explain** to your trainees what each icon is, if they need support
- **Give small rewards** 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: You may find that Wikipedia appears when you use another service, like Google or Yahoo, to search the internet. Often Wikipedia is the first result of a search. You can often look at Wikipedia first to get an overview of a topic, and then explore through the references to find more reliable information."

Recap on Wikipedia

Discuss with your trainees what they have learned about using Wikipedia

- "How would you describe Wikipedia to a friend or family member?"
- "Do you still have any concerns about using Wikipedia?"
- "What personal or professional use could you have for Wikipedia?"
- "What are you most excited to explore on Wikipedia?"

Tip: If trainees would like to explore Wikipedia on their own phones, give them some time here to practice what they have learned and offer support and encouragement.

Recap

Going to the next level

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

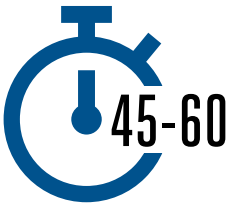
- **Ask:** "Do you have any further questions about anything we have covered in the session?"
- **Ask:** "What else would they like to know about the mobile internet?" Some more advanced features you can discuss with your trainees include:
- **Download the Wikipedia App. Explain**: "You can search directly in Wikipedia by going to the app."
- **To discuss:** Are there additional features/questions we want to cover?

MODULE 6 - FACEBOOK

Module 6 - Facebook

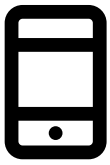
Learning Objectives

- The trainees have registered for Facebook
- The trainees have added friends, followed Pages, and made a post
- The trainees are excited to use Facebook and connect with friends

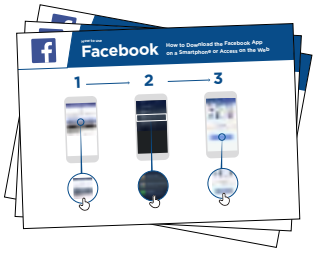


Time Duration:
45-60mins

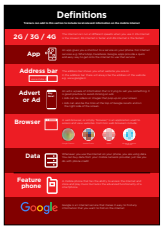
Materials you will need:



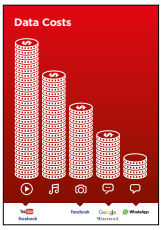
Smartphone Handsets



Facebook Posters x 5

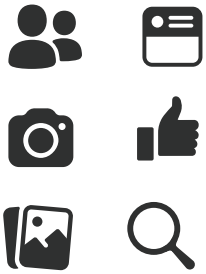


Glossary Handouts



Cost Poster

Safety Tips



Icon Cutouts

Introduce Facebook

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

Give a short explanation of Facebook

- "Facebook connects you with your community, whether they live close to you or far away. You can use it to correspond with business contacts, receive news, stay in touch with family and friends or get updates on your favorite celebrities and sports teams."
- "Using words, photos and videos, you can communicate with one person, a specific group of people or millions of people on Facebook."

Bring the benefits to life!

- **Tell your own story** about how you use Facebook and the way it helps you, your friends and family. Some examples include:
  - Communicate with friends, family and business contacts
  - Share and get advice
  - Advertise your business/products
  - Read news from the world, celebrities and sports

Make the service relevant

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

- **Ask:** "What would you like to use Facebook for?" Give them some suggestions based on their interests.

Activity: Access Facebook on your phone

Get practical!

Explain: "You can get to Facebook through an app or a web browser."

Tip: "It is best to download and use the Facebook app if you have a smartphone and access Facebook on a web browser if you are using a feature phone."

Show the "How to Download the Facebook App on a Smartphone" poster

- Go to free.facebook.com/lite OR go to facebook.com/lite if free isn't available
- Tap **Download Now**
- Open the Facebook Lite app
- **Explain:** "This poster shows the steps for downloading accessing and registering for Facebook"
- Take your trainees through the steps on their phones and explain you can add friends, share text and photos and get the latest news from celebrities, sports teams, news and more.

Show user How to Access Facebook on the Web

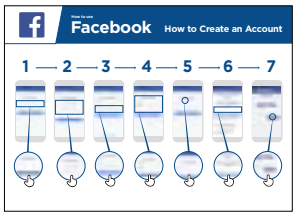
Explain: "If you have a feature phone, then you can access Facebook on a web browser."

- Go to free.facebook.com OR go to facebook.com if free isn't available
- Bookmark the website so the trainee can find it again

Activity: Create a Facebook Account

Explain: "You need to create an account so your friends can find you on Facebook."

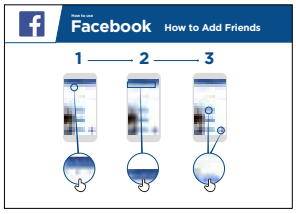
Ask: If you can help the trainee create an account and walk them through the steps on the poster:



1. Enter real name
2. Select birthday
3. Enter mobile number
4. Select gender
5. Choose a secure password that is easy to remember
6. Receive and type in confirmation code via SMS or WhatsApp
7. Click "Ok" to login

Activity: Add Friends

Explain: "You must add people as friends on Facebook to see the pictures and information they post and share your pictures and

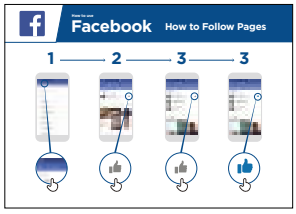


Show the "How to Add Friends" poster

Add friends:

- Hold up the Friends icon for Facebook and explain where to find it
- Have the trainees connect with at least five friends using "Suggestions" of People You May Know
- Have the trainees search for at least 2 specific friends and add them
- Send trainees a friend request to show them how to accept (or decline)
- Explain that now when they use Facebook, they will see whatever their friends share

Activity: Like Celebrities, Sports and News Pages



Show the "How to "Like" Pages" poster

- **Explain:** "You can also get the latest news from your favorite celebrities, sports teams and news by liking their page. When you "like" a page, the information they post will show up when you log into Facebook."

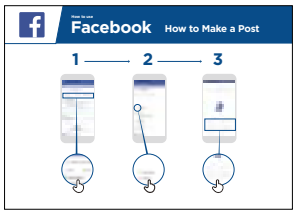
Like pages:

- Hold up the **search** icon and explain where to find it
- Ask trainees what celebrities, sports or news they like and have them type it into the search and go to the page
- Show them the **like** icon and show them where to click it on the page
- Show them the **News Feed** icon, have them click it and see how their view has changed

Tip: Give the trainees time to explore. Let them add as many friends and Pages as they want. The more they add, the better Facebook will be for them. You can also share what Pages are most popular in the local area.

Activity: Make a Post

Explain: "Now let's learn how you can share personal or business information on Facebook."



Show the "How to make a Post" poster

- **Show** the photo/video icon and have trainees click it
- **Explain** that you can also select the camera icon to add a photo/video
- **Explain** that photos or videos can be added from the phone or new ones can be taken
- **Explain** that they can add text to the image/video or just post it alone
- **Explain** they can also just make a post from words if they don't want to include a photo or video.

Personal Uses

Discuss with your trainees what they might like to share on Facebook. Share what you post to Facebook. Show them some of the posts you've made and tell them why you shared them.

- **Ask:** "What would you like to share with your friends and family?"
- **Ask:** "What could you post to help your business?"

Safety

Explain: "Just like in the world, you can make choices on Facebook about whom you do and do not want to interact with."

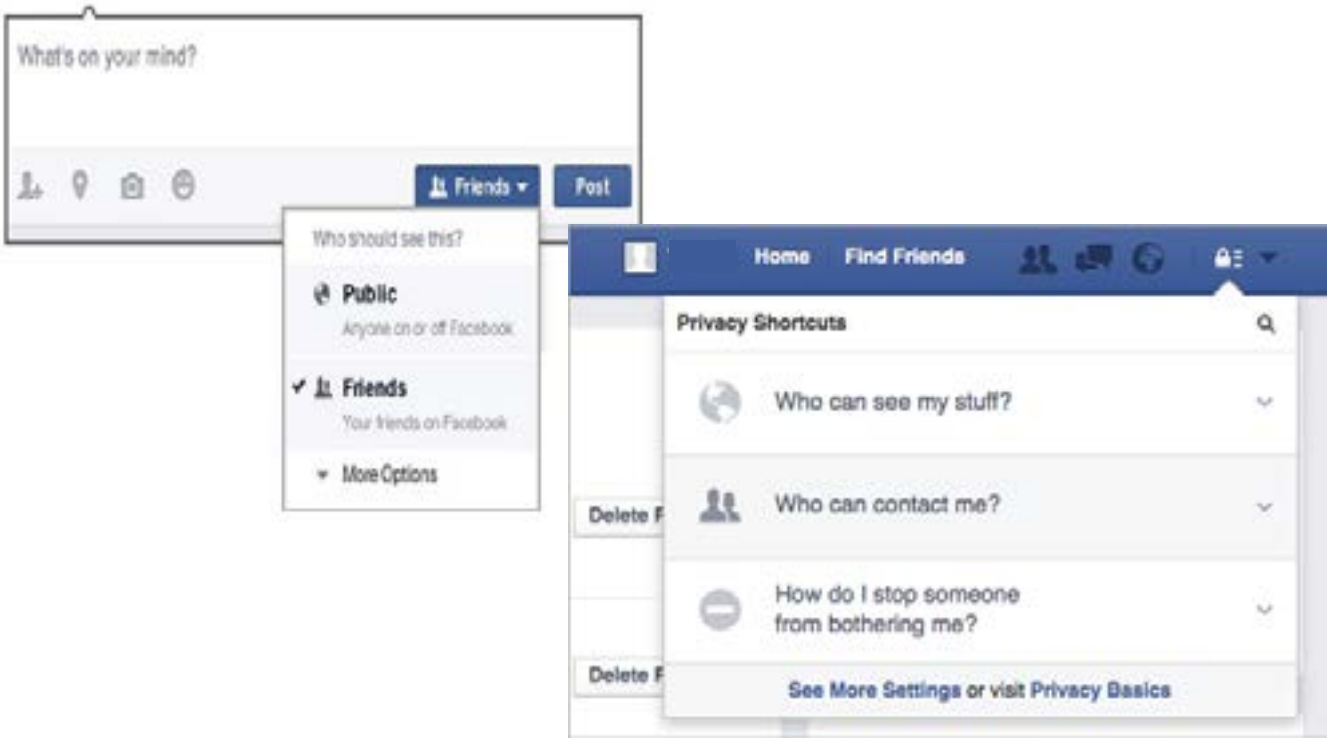
Explain: "The photo you chose as a profile picture will be visible to all Facebook users. This helps people find you and add you as a friend on Facebook."

Ask: "Do you want to choose who sees your posts?"

Demonstrate how to select the audience when making a post and how to change the privacy setting later.

Explain: "You can have a post appear to the public (everyone using Facebook) or only to your friends."

Explain to trainees that they can access additional privacy controls. **Show them Privacy Shortcuts** where they can see who can view their profile, who can contact them with friend requests, and how to block someone who is bothering them.



Recap

Play the Facebook icon game

- **Hold up** each Facebook 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

Tip: Let trainees play with Facebook on their own, make posts, share pictures, search Pages and add friends. Encourage them to ask questions as they explore Facebook.

Recap of Key Learnings

Discuss with your trainees what they have learned about using Facebook.

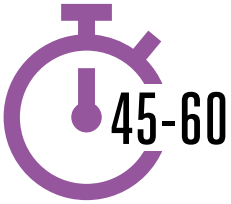
- "What have you learned about using Facebook?"
- "What do you want to use Facebook for in your own life? What are you most interested in and excited about using it for?"
- "What will your next post be?

MODULE 7 - ONLINE SAFETY

Module 7 - Online Safety

Learning Objectives

- Trainees have a basic understanding of online safety
- Trainees understand that online safety has important implications for children



Time Duration:
45-60mins

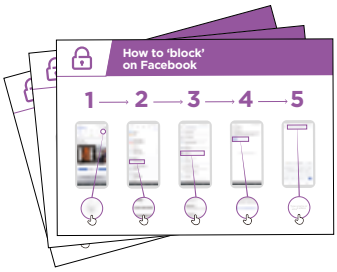
Materials you will need:

Smartphone or KaiOS handset

Active airtime access (mobile SIM or Wi-Fi)

Small rewards

Safety Tips



Safety posters

Introduce Safety

Give a short explanation of what safety is and why it matters

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

"There are lots of ways that you can stay safe when using the internet. All phones and apps have 'settings' which you can change to make sure that you are safe!".

Bring the benefits to life!

- Tell your own story of how you (the trainer) have stayed safe when using the internet. This could also include examples from your friends and family.

Some examples might include:

- Blocking unknown numbers on WhatsApp if they seem dangerous or malicious
- Using the 'back' button when finding an unsuitable video on YouTube
- Changing the privacy settings in Facebook so that your profile is only accessible by 'Friends'.
- Setting up a PIN / passcode on your device so that people cannot access your phone if it is stolen. Changing the privacy settings in the phone operating system (e.g. Android or KaiOS)
- Keeping your mobile money PIN safe to prevent fraud.

Make safety relevant

Discuss with the trainees how staying safe when using the internet is important:

Ask:

- "What are the main things you like (or want) to do on the internet?" Give them some suggestions based on their interests
- "Are there things that worry you when you are using the internet?" Trainer to help the trainee understand how they can be safe in these areas.

Dealing with unsolicited contact

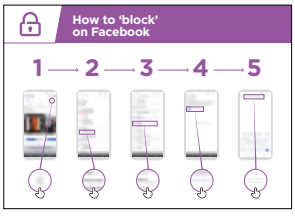
Explain:

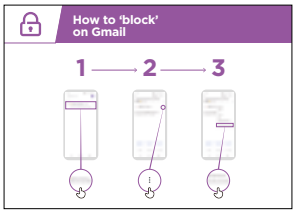
- "The internet helps you to send messages to your friends and family. You can even send messages to people on the other side of the world that you haven't met before! However, this means sometimes that people may send you messages that you don't want to receive."
- "It is really important to teach children how to keep themselves safe when using messaging services (e.g. WhatsApp). If children are using the internet then people can send them bad messages. You can help to protect them by teaching them how to keep their information private and block unwanted contact."
- "On your phone or on the internet you are able to stop any unwanted messages you receive"

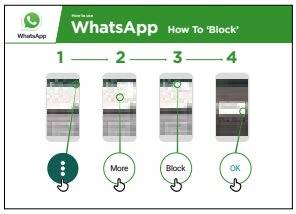
Ask the trainee what is the main way they send messages to other people when using the internet.

Demonstrate on how to block unwanted messages in following programmes using the steps on poster/ their phone: **WhatsApp, Gmail** and **Facebook.**

Show posters for blocking on WhatsApp, Gmail and Facebook.







Explain:

- "You can also take steps to manage who sees your 'posts' on social media. If you only want your close friends or family to see something you limit other people seeing what you have put there."
- "Remember that the internet is a public place and you cannot always control what happens to content once you have shared it. You should only post things that you are happy for other people to see."
- "Remind your children that if they wouldn't want their head teacher or grandmother to see something, they should not risk posting it!"

Tip: You can help trainees to change privacy settings on Facebook by looking at the Facebook module on p.108.

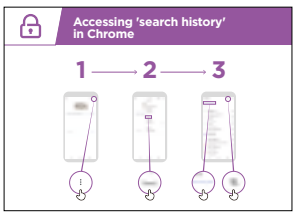
Inappropriate content

Explain: "The internet is very useful and interesting and can help you in many ways. You must be careful - because anyone can write anything or add pictures or videos, it means that sometimes bad things are on the internet."

"There are ways to help keep you and your family are safe when you are using the internet. You can control what you see on your phone and make sure other people who use your phone – including any children – are safe."

Explain: "We are now going to learn how you can see the different websites that you have looked at in the past on Google Chrome."

"Every time you visit a website Google Chrome will keep a record of it – it is like the phone is writing everything down in a big book. If anyone uses your phone – for example your children – it will record which webpages they look at as well."



Show poster accessing browsing history on Chrome

Demonstrate how trainees can look at their 'browsing history' of all the websites that have been visited on their phone on Chrome using the poster / the trainees' phone(s). Show them how they can 'search' the history if they want to or 'clear browsing history'.

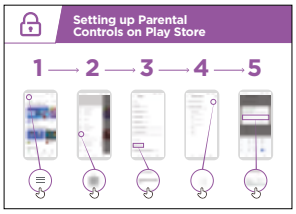
Explain: "If you are sharing a phone with your family you might want to turn on SafeSearch. This means that Google Chrome will show you websites that are suitable for the whole family."

Parental Controls on Play

Explain:

- "The internet has things that are not suitable for children. Like in normal life, some things are not good for children on the internet."
- "If there are children that use your phone, you can do some simple things so that they see good things."

Demonstrate how to turn on 'Parental Controls' on the Google Play Store.



Show poster explaining parental controls in play store

Explain that 'Parental Controls' means that children will not be able to download apps or games that are for adults. They will also only find videos and music in the Play Store that are good for children."

Tip: It is possible to set up Android so that parents are able to control what is on their children's phone. Explain to trainees that this is possible if they are interested.

Reliable information

Explain: "The internet has so many pieces of news, photos, videos and of music - you will never run out! However, it is important to remember that not everything that is on the internet can be trusted."

"The internet is a public place – like a market - and it is important to act in the same way. You cannot trust everything that people tell you or that you see."

"If you have children remember that they will need your help to understand what is good or bad. You can help them understand."

Give your trainees the poster explaining the 5 key tips for spotting false information online.

1. Not everything on the internet is what it says it is. Be careful!
2. People can make fake versions of a website or an app to make it look like a good company (e.g. your phone company) or organization (e.g. your government). If you are unsure, ask someone you trust!
3. People sometimes put false information on the internet (e.g. WhatsApp or Facebook). Don't share something with other people without thinking first!
4. If you hear some news on from the internet, you might want check this by checking on other sites (e.g. trusted news sites like BBC)
5. If you think something you see is dangerous or bad, you can 'report' it so the company (e.g. YouTube) knows there is a problem

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 based on your experience. For example, parents may be more concerned about how to help their children avoid incorrect information.

Reporting content on YouTube or Facebook

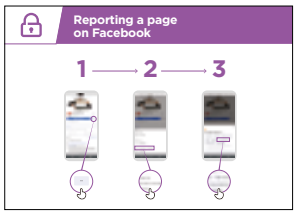
Explain: "If you think that something on the internet is dangerous to you or your family, you can 'report' it to Facebook or YouTube or other internet services. This means that you are telling them something is bad and they need to look at it."

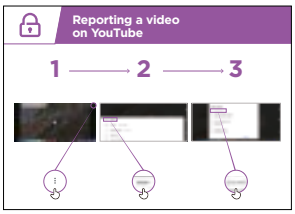
Explain: "You might want to report something because it is violent, it involves terrorism, it might put someone in danger – especially children – or because it is too sexual."

Ask: If they want to learn how to 'report' something on YouTube or Facebook

Demonstrate how to report content on YouTube or Facebook using the steps on the posters.

Show posters for reporting content on YouTube or Facebook





Recap on safety

Discuss with your trainees what they have learned about safety during this session.

"What have you learned about safety when using the internet?"

- Prompt if required: 'blocking' people on messaging platform, dealing with inappropriate content, knowing what to trust on the internet.

- 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?
- Key lessons are recapped
- **Ask:** "Do you still have any concerns about staying safe when using the internet?"
  - More advanced ideas are suggested for those that are particularly interested

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

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 safety?"

Ask: "What else would you like to know about staying safe on the mobile internet?"

Potential areas to discuss, depending on what you or the trainee are interested in, include:

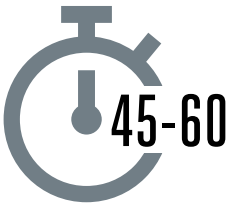
- Common financial scams in your local area
- Learning to understand if a website is trustworthy (e.g. the 'padlock' icon)
- Why downloading apps, music or videos from a computer or memory stick can be dangerous.
- How to delete your Google Account from a computer or another phone if it is stolen
- What is a 'virus'? Using antivirus software to remove a 'virus' from your phone or computer.

MODULE 8 - MOBILE MONEY

Module 8 - Mobile Money

Learning Objectives

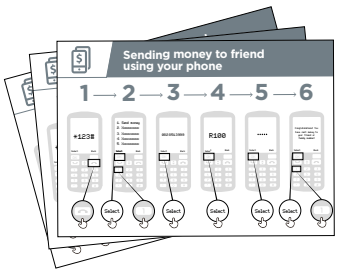
- Trainees understand what mobile money is
- They feel excited and motivated about mobile money and understand that there are a number of ways it can be used to improve their lives
- Trainees are able to: understand the registration process for mobile money; how to send money to a friend or family member and pay a bill and understand basic safety implications of using mobile money



Time Duration:
45-60mins

Materials you will need:

Mobile phone



Mobile money posters

Introduce Mobile Money

Give a short explanation of mobile money

Explain:

- "A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone - without having a bank account! You can also do lots of other things like pay your bills, and save or borrow money".
- "Unlike with cash you do not have to carry money around if you want to pay for things. This means that it is safer and easier."
- "Depending on your mobile operator, with mobile money you can do many things like: send and receive money from people, pay your bills, or easily save and borrow money."

Introduce Mobile Money

Bring the benefits to life!

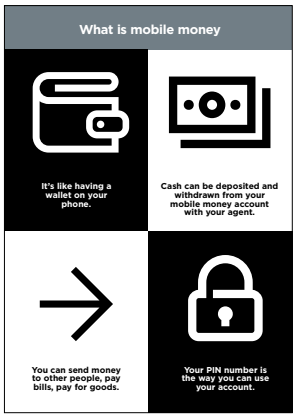
- **Tell your own story** of how mobile money has been beneficial to you (the trainer), your friends and family. Depending on your mobile operator, some examples might include:
  - Sending money to family that live a long distance away
  - Using mobile money to pay businesses or traders in the local market (so not having to carry cash)
  - Paying a utility bill or school fees immediately
  - Sending and receiving money from people outside of the country
  - Pay for goods and services from a range of businesses
  - Earning an interest on your savings
  - Getting a loan

Make mobile money relevant for your trainees

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

Ask:

- "What would you like to use mobile money for in your own life?" Give them some suggestions if they are unsure.
- "What are you most interested in and excited to learn about doing with mobile money?"



Show the "What is mobile money" poster

1. A mobile money account is like having a wallet on your phone.
2. You can give cash to a mobile money agent and it will be deposited in your mobile money. account. You can also withdraw cash from your mobile money account at this agent.
3. You can send money to other people, pay bills, pay for goods.
4. Your PIN number is your special number and is the way you can use your account

Registration

Explain: "In order to make use of mobile money you will need to have a mobile money 'account' with your mobile operator. Every adult with a SIM card can register for a mobile money account. It is similar to how you open an account to make calls or send SMS. To register for a mobile money account you will need to visit a mobile money agent."

Explain: "Your mobile money agent is a very important person. They help you deposit cash into your account, as well as withdraw cash from your account when you need it. Sometimes, you can buy airtime and data from them but you can also set up your mobile money account with them. They will also be able to help you if you have questions."

Show the "Registrating for mobile money account" poster

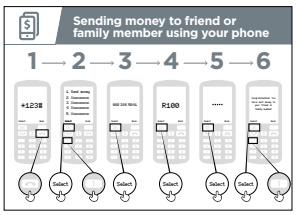
1. If you don't already have one, you will first need a SIM card from your mobile operator. Once you have a SIM card, your mobile money agent will be able to help you register for mobile money. You may need to complete a form with some personal information.
2. In order to register for mobile money, you will need to have an ID document (like a passport, driving license or voters' card).
3. To start using/paying with mobile money you will need to deposit money in your account at your operator agent (or at some ATMs - depending on your country). You will go to your agent every time you need to deposit or withdraw money from your account.
4. Once you have completed these steps you will have a mobile money account and you can start using mobile money!

Activity: Sending a transfer or remittance using mobile money

- **Trainer** At the beginning of the training session check who has a mobile money account and who has not. If there are trainees without a mobile money account take them through the registration process.
- **Explain:** "You are now going to learn how to send some money to a friend or family member using mobile money!"
- **Ask:** "If you want to send money using your account for real, we can do this! Or if you don't have money in your mobile money account or don't want to send it, I can demonstrate how it is done so that you know for the future."

Tip: If the trainee does not want to send any money, then show them how they can do, without sending the money for real.

Demonstrate how the trainee can send money to a friend or family member using the steps on the poster



Show the "Sending money to friend or family member using your phone" poster

Explain: "We will now see how to send money to friend using your phone":

- Your mobile operator will have a short number to use their mobile money service. It will look something like *123#. Type it in and press the 'call' button
- You will get a list of options on screen (e.g. 1,2,3,4,5...). You need to choose 'transfer / send' money. This is normally number 1 (at the top). Press 1 on your phone keypad and move then 'select / ok'
- Type in the phone number of your friend or family member that you want to send the money to. Press 'select / ok'

- Now type in the amount of money you want to send to your friend or family member (e.g. 100). Press 'select / ok'
- Type in your personal PIN number. This is a special number that you choose and only you will know. This helps protect your account. Choose a hard to guess PIN! Press 'select / ok'
- Finally, you need to press 1 to 'confirm' that you want send this money. Press 'select / ok'. Congratulations! You have sent money to your friend or family member!

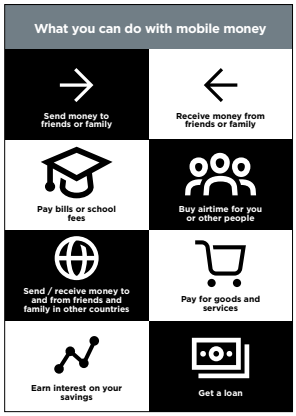
Explain: "If you realise that you have sent the money to the wrong person, your mobile operator might be able to help! Call your mobile operator customer service as soon as possible, or ask your mobile money agent for help."

Tip: Remember that your 'PIN number' is your own personal number. It is really important that you keep this safe as it is how you access your account. Be careful about sharing this number with anyone, even mobile money agents or customer care staff, whether in person, via SMS or on the internet!

Activity: Paying a bill

Explain: "With mobile money you can do far more than just send money to other people! For example other people can send money to you; you can pay bills, or you can save or borrow money."

Explain: "Your mobile money agent is a very important person. You can buy airtime and data from them but you can also set up your mobile money account with them. They also help you deposit cash into your account, as well as withdraw cash from your account when you need it. They will also be able to help you if you have questions."



Show the "What you can do with mobile money" poster

1. Send money to friends or family
2. Receive money from friends or family
3. Pay bills or school fees
4. Buy airtime for you or other people
5. Send / receive money to and from friends and family in other countries
6. Pay for goods and services
7. Earn interest on your savings
8. Get a loan

Explain: "Once you know how to send a payment to someone using mobile money on your phone, you can also learn how to do other things! For example, you could pay a bill"

Demonstrate how the trainee can send money to a friend or family member using the steps on the poster

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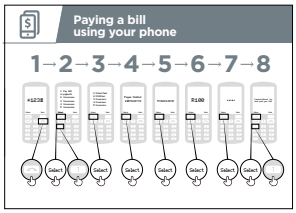


Show the "Paying a bill using your phone" poster

1. Your mobile operator will have a short number to call for using their mobile money service . It will look something like *123#. Type it in and press the 'call' button
2. You will get a list of options (1,2,3,4,5...). You need to choose the option for 'pay a bill or payments'. Press 'select / ok'
3. Then you need to find the type of bill you would like to pay and/or enter your payee's number. For example, this could be school fees or utilities. Press 'select / ok'
4. Enter your 'account number' for this service. Press 'select / ok'
5. Now type in the amount of money you want to pay (e.g. 100). Press 'select / ok'
6. Type in your personal PIN number. This is so that your mobile operator knows that it is you! Press 'select / ok'
7. Finally, you need press 1 to 'confirm' that you want send this money. Press 'select / ok'. Congratulations! You have paid your bill!

Ask: "Now that have paid a bill using mobile money, what else would you like to do?"

Trainer: Allow the trainee to run through menu to find the other use cases for mobile money (e.g. buying airtime). Explain that the menu works in the same way as for bill payment or sending money to someone. If they need help at any stage, then assist them.

Tip: You can also use mobile money on a smartphone. This will let you do many of the same things but are also easier to use and let you do other things such as let you find out where mobile money agents are on a map. You will need mobile data to use mobile money via a smartphone app.

Safety

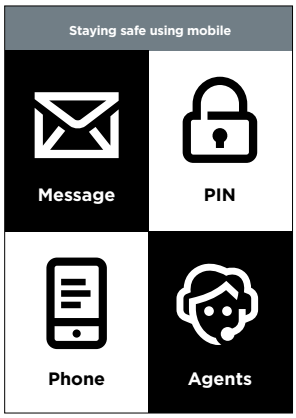
Explain: "Mobile money is safer than carrying cash with you. But you need to remember that it is important that you stay safe!"

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 their money safe in this place.

If necessary, prompt them with the following questions and answers:

Prompts	Suggested answers
What do you do if someone you don't know bothers you for money?	You avoid or ignore them. Remember that people are not always who they say they are.
What do you do if you feel unsure or uncomfortable about something someone asks you?	Tell someone you know and trust about what happened and ask their advice
What do you do if someone you don't know or trust asks you for your personal information (including via SMS or WhatsApp)?	You don't give out personal information to someone you don't know or trust because they may misuse it

Explain: "You can stay safe using mobile money by acting like you do in a public place. If someone sends you an SMS saying that they need your PIN number or asks you for money, they may not be who they say they are."



Show the "Staying safe using mobile" poster

1. **MESSAGE:** If someone sends you an SMS or message on the internet asking for money or your PIN, they might not be who they say they are.
2. **PIN:** Your 'PIN number' a personal number for you! You need to keep this safe and be careful about sharing this number with anyone, even mobile money agents or customer care staff. It is better to hide your screen and keep your fingers covered when entering your PIN. If you think somebody else might have discovered your PIN, contact your mobile money agent to learn how to change it.
3. **PHONE:** If you lose your phone it doesn't mean that people can steal money from your mobile money account. If the thieves don't know your mobile money PIN they will not be able to use your money. If your phone gets stolen, visit your mobile money agent.
4. **AGENTS:** Remember that you can only withdraw cash from and deposit cash in your mobile money account at authorised agents of your mobile operator or at certain ATMs. Make sure you know if the person you are talking to about your mobile money account is an agent.

Explain: "It is very important to remember your 'PIN number'. If you forget it, your mobile operator will be able to help you. Ask your mobile money agent how to get a new PIN but remember to keep it a secret! If you insert the wrong PIN for a number of times your account might be locked. Visit your mobile money agent to get a new PIN and unlock your account."

Discuss with your trainees what these tips mean for using mobile money.

Bring the tips to life by using examples from your life that are relevant for your trainees.

Show the "5 key things to know about mobile money" poster

1. **Account registration:** To use mobile money you will need to register at a mobile money agent who will help you create an account. To do this you will need a SIM card and some ID documents (like a passport, driving license or voters card)
2. **Mobile money account:** A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone – all without having a bank account
3. **Mobile money agent:** A mobile money agent is who you go to when you need to deposit or withdraw money from your account. They can help you if you have a problem with your account
4. **Mobile number:** A mobile phone number – the one you use to call and SMS people -are important for mobile money. When you want to send money to someone using mobile money you use their mobile number. This is the same if they want to send money to you.
5. **PIN number:** This is your personal number which helps you protect your mobile money account. You will need to type this into your phone when using mobile money. Keep it safe and don't share it with anyone!

MODULE 8 - MOBILE MONEY

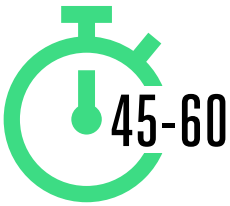
MODULE 9 - ANDROID

Module 9 - Android

Learning Objectives

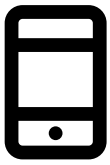
This module will give trainees:

- A basic idea of what Android is and how it can help them access the internet
- An understanding of what a Google Account is and why it is important
- An introduction to some of the apps and features available in Android
- Some basic tips on how to save money and stay safe in Android



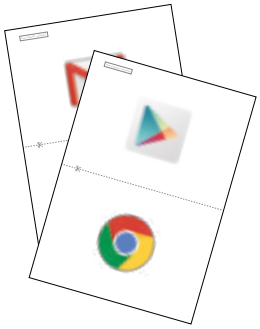
Time Duration:
45-60mins

Materials you will need:



Android smartphones

Android Posters



Icon Posters

Introduce Android

Explain: "A smartphone is like a mini computer that you control 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. Android enabled devices are the most popular smartphones across the world. Your Android enabled phone quickly gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos."

Explain: "An Android enabled phone can help you access the internet. This means you can search for the latest news and information, share pictures with friends and enjoy your favourite music and sport. It means you can get a map and pick the best route to your next destination with Google Maps, or learn a new skill on YouTube."

Share examples from your own life about how smartphones are useful.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

Activity: Creating a Google Account

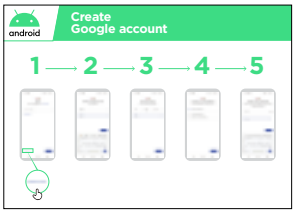
Explain Google Accounts

Explain: "If you want to use an Android phone you will need to create a 'Google Account'. A Google Account is really important for using your Android mobile phone. It will allow you to get apps. It will also save all your information – like your contacts, apps and photos - in one place. It will also help if you want to change to a different phone in the future."

Explain: "If you create a Google Account you will be able to

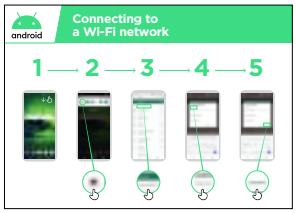
- Download some of the millions of apps from Google Play
- Find your new favourite video on YouTube.
- Use Gmail for email on your phone"

Show the "Creating a Google Account" poster



- **Explain**: "You are now going to create a Google Account. To do this you will need to be connected to the internet - either on Wi-Fi or mobile data. It is better if you can do this on Wi-Fi as it saves money"
- **Trainer:** Help trainee connect to Wi-Fi if this available
- **Show:** trainee the Wi-Fi and connectivity icons on the phone to show when they are connected to the internet.

Show the the "How to connect to Wi-Fi on Android" poster



- **Explain:** what Wi-Fi is: "When you connect to a Wi-Fi network, you can go online without using data from your phone. This means you can search for information or watch videos without using data."
- **Explain:** "You will normally need to enter a 'password' before you can use Wi-Fi. The person who owns the Wi-Fi can tell you what this is."

Tip: "It is not always safe to connect to Wi-Fi if you are not sure who owns it. Make sure you know who owns the Wi-Fi before you connect."

- **Ask** if the trainee would like to create a Google Account. If they do, walk them through the steps on the poster.

Explain:

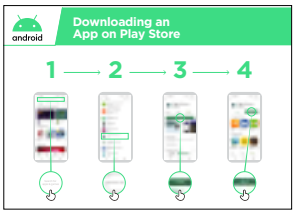
- "An account is something that belongs to you. It will help you with your phone."
- "If you have an email, type that into the first box. If you don't have one, don't worry! You can create one or you can use your phone number!"
- "In order to create an 'account' you will need to put some personal information on the phone. If you don't know your birthday, give it a guess."

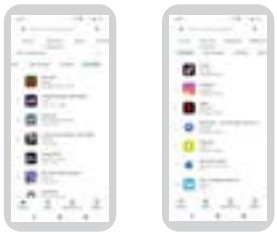
Tip: Wi-Fi may not be available in your local area. Also, it is not always safe to connect to Wi-Fi if you are not sure who owns it. Make sure you know who owns the Wi-Fi before you connect.

Activity: Play Store

Explain: "The Play Store is where you can find - and download - Apps. Apps are simple ways to access internet services like the Google app, YouTube and Gmail. There are also Apps that are games or that give you news or help you learn something. Music, video, TV and books may also be available from the Play Store."

Explain: "Many of these Apps are free and there are currently millions of Apps in the Play Store"





Show the "Downloading an App in Play Store" poster

Ask If you can help the trainee would like to download an app, then walk them through the steps on the poster.

Explain: "Many apps are free – you do not have to pay for them. But some apps cost money and you will have to pay before you can download them. Other apps are free to download but you can pay for extra features later."

Demonstrate: Show trainee both the free and paid apps in the Play Store and where the information about price is.

Practice!

"Now that you can download Apps from the Play Store, what kind of Apps are you interested in?"

Trainer: Help your trainee download an app from the Play Store. Then, help them use it. If they are unsure what kind of App they are interested in, give them some prompts for areas they might be interested in (e.g. sport, weather, language learning, music) or apps you think they might like (e.g. YouTube).

Explain:

"Once you have an App on your phone it will stay there until you delete it. You don't need to keep going to the Play Store to get it. Apps will sometimes 'update' - this means the app is getting better!"

Activity: Chrome

Explain:

- "Every Android phone has Chrome. This is a 'web browser' – where you can search for any 'website or information you want."
- "Many people, businesses, governments and other organisations have websites where you can find information."

Bring these benefits to life!

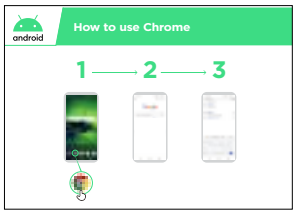
Share personal examples of how Chrome helps you, your friends and family.

Some examples might include:

- Finding specific information (e.g. about local healthcare or educational facilities).
- Searching for tips for problems you have
- Chrome can help you reduce the amount of mobile data that you use

Get practical!

Explain: "Using Chrome allows you to go to any website in the world! This means you can find information about anything! Let's find a topic to learn!"



Show the "How to use Chrome" poster

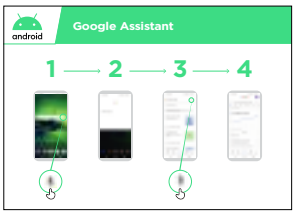
Demonstrate: On Chrome, show the trainee how they can access a website by typing in the URL (e.g. www.google.com). Try to take them to a website that you think the trainee will be interested in.

Tip: There are many different 'web 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.

Activity: Google Assistant

Explain: "With Google Assistant, you can get things done on your Android phone using just your voice. You can ask it to help you call a friend, play videos or help you find businesses in your local area. You just have to speak to your Android phone using the microphone, using your voice."

Show the "How to Use Google Assistant" poster



- **Explain:** "You are now going to use Google Assistant. Just say "Hey Google" or press and hold the home button. The home button is often the big button at the bottom of your phone."
- **Explain:** "If you have an older version of Android on your phone, it is possible you may not have the Google Assistant"
- **Demonstrate** how to activate Google Assistant: Just say "Hey Google" or press and hold the home button.
- **Demonstrate** how to use it: "Speak loudly, clearly and slowly. Ask Google Assistant a question or to help you do something on your mobile phone."

Tip: For the best experience while using the Google Assistant, speak loudly and clearly into your phone. You might need to change the language settings to make it easier to understand the Google Assistant as you can select the language you understand best if available.

Get practical!

Show trainees that they can access Google Assistant by pressing on the microphone in the middle of their Android home screen.

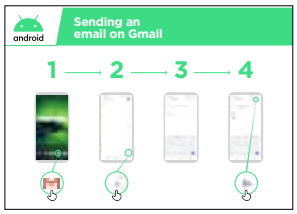
Ask your trainees to ask Google Assistant something they would like to do. This could be a question they have about music, sport or something else they want to know. Or it could be something they want Google Assistant to do on their phone. This could include:

- Asking 'how many people live in the world'
- Send an SMS message
- Open an app on the phone
- Play a song
- Call one of their contacts

Activity: Gmail

Explain: "Email is another way to communicate with people like SMS, calling or WhatsApp. It is better for writing longer messages and is used more for business communication."

Explain: "Gmail is an easy to use email app on Android devices. It saves you time and keeps your messages safe. You can send emails from Gmail on a computer or on a phone. All you need is your Google Account, which you can create while setting up your Android phone! You will be able to find all your email even if you switch phones in the future."



Show the "Sending a message on Gmail" poster

Get practical!

Show trainees that they can access Gmail through the home screen and by logging into their Google Account

Demonstrate how to send an email by sending a simple email with the subject 'Hello' to your email address. Walk them through the steps on the poster.

Make Gmail relevant to your trainees

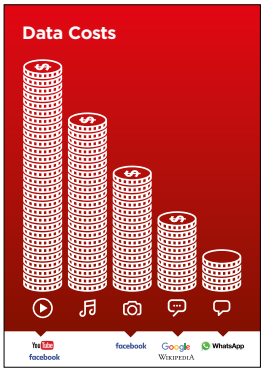
Discuss how Gmail might help them in their lives.

Ask: "How could you use Gmail in your own life?" Provide some suggestions based on their interests – from either your work or personal life.

Tip: There are many different ways to send and receive an email. Some of the popular ones are shown below. It does not matter which one you have; all can send to each other!

Activity: Cost

Explain: "To access the internet via your mobile phone, you can either use a mobile data connection or a Wi-Fi connection. Using Wi-Fi means that you do not have to use your data."



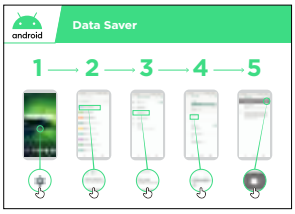
Show the 'Data Costs Poster'

Explain: "Normally, when you use the internet on your phone, you are using mobile data. You may have data included in your plan or subscription or 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 it will cost you more money."

Explain: "Your Android phone can help you control and manage the data you use, which can save you money!"

Get practical!

Demonstrate how trainees can access information about their data usage on their Android phone



Show the "Turn on Data Saver in Android" poster

Explain: "In Android you can see how much data you have used so that you don't run out of your data pack. You can also turn on Data Saver which will mean you use less data and spend less money."

Show trainees that they can turn on Data Saver by following the 'Turn on Data Saver in Android' poster.

Tip: If you turn on Data Saver some of your apps may work a little differently. If you don't like this you can turn Data Saver off just like you turned it on.

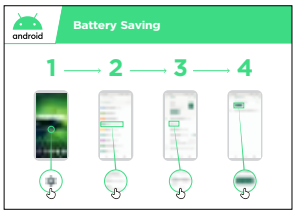
Activity: Battery Saving

Explain: "When you use many apps on your Android phone it will use your phone battery. Some apps - like video - use the battery more than others and this means the phone will need charging sooner."

Explain: "Your Android phone can help you so that your battery lasts for longer!"

Get practical!

Demonstrate how trainees can access information about their battery on their Android phone (if available).



Show the "Turn on Battery Saver in Android" poster

Explain: "In Android you can change the way your battery works so that it lasts for longer."

Show trainees that they can turn on Battery Saver by following the 'Turn on Battery Saver in Android' poster.

Tip: Your battery will run out much faster if it is hot, even if you are not using it. Keep your phone cool! If it is hot it may get damaged.

Activity: Safety

Show the "Internet safety" poster

Explain: "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."

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

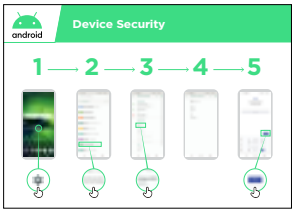
Bring the tips to life by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment

Explain: "When you download an application from Google Play, it checks it to make sure that it is safe for you to use. You must still take care when using the internet as there are other dangers."

Get practical!

Explain: "An important part of staying safe is stopping people that you don't know from using your Android phone. If they can use your phone they can access all your contacts and information."

Explain: "If you don't use your Android phone for some time it will turn the screen off to save the battery. It is important to create a password so that other people can't use your phone if they find it"

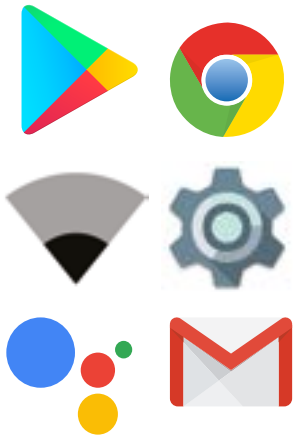


Show the "Device Security" poster

Show trainees how they can change their device PIN by following the 'Turn on Data Saver in Android' poster.

Tip: If you prefer to make a pattern on the screen rather than use numbers, you can change to make this happen in the same place you change your PIN.

Recap



Play the Android icon game

Demonstrate how trainees can access information about their battery on their Android phone (if available).

Hold up each Android icon, one at a time (Play Store, Chrome, Wi-Fi, Settings, Google Assistant, Gmail)

- **Ask** "What application is this?"
- **Ask** trainees which app they have enjoyed using the most
- **Explain** to your trainees what each icon is if they are not sure (ask 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.

Discuss with your trainees what they have learned about Android.

- "What have you learned about setting up an Android phone?"
- "What are apps? Where do you download them?" What apps are you interested in?"
- "How do you access Google Assistant? What can you use it for?"
- "How can you save money on data?"
- "How can you help make your battery last longer?"
- "What are some ways you can make your Android phone more secure?"
- "What uses could you have for it in your work life?"

Next Level

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

Ask: "Do you have any further questions about Android?"

Ask: "What else would you like to know about the mobile internet?"

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

- "How can you "make more space" inside your phone?"
- "How can you create your own network to share your mobile data with other people?"
- "How can you change your privacy and security settings in Chrome?"
- "How can you use Google Maps to get directions?"

Show trainees how to download additional apps from the Google Store. Choose an application that you use yourself.

MODULE 10 - ACCESSIBILITY FEATURES

Module 10

Accessibility Features

Working with people with disabilities

Around 15 per cent of people in the world have some form of disability. For many people with disabilities, life can be challenging because they face barriers to access services such as education and healthcare, that other people don't face. However, mobile phones can help remove some of these barriers and allow people with disabilities to do everyday things that they would otherwise find difficult to do.

There are many benefits that mobile can bring to the lives of people with disabilities. Mobile can be used to **connect people with their friends and relatives** using WhatsApp, calls or SMS. Mobile also makes it easier to access **mobile money**, **entertainment**, **news** and **online information.** Also, for many people with disabilities, mobile is the gateway to transportation, education, healthcare services and community groups.

Maybe you are wondering how someone who cannot see or hear can use a mobile phone? There are a set of functions known as **accessibility features** that can help people to improve the user experience of mobile phones. These features can help someone with low vision to make things larger on the screen, for instance, or help someone who cannot hear to read what is being said in a video. However, many people are not aware that these accessibility features exist, or they do not know how to use them.

People with vision and/or hearing impairments may need support to use a mobile in two ways. Firstly, the same as with other customers, they may need to learn how to use WhatsApp, internet, You Tube etc. Secondly, they will need to learn how to use accessibility features to use their phone and apps. Throughout the modules you will see call out boxes that suggest accessibility tips for each of the main services, this is followed by two modules looking in depth at the different types of accessibility features that people with low/no vision or hard of hearing/ deaf may find useful.

By teaching your customers both elements, you will contribute to empower them to live more independently and participate more fully in society.

Communicating with customers with a disability – Getting started

"Ask before..." is important in any situation and the same applies when interacting with a person with a disability. We should always ask the person before offering assistance or support and making assumptions.

You might be nervous when meeting a person with a disability and feel afraid of using the wrong words or saying something offensive. Make sure that you respect the person as you would with anyone else.

Top tips for communicating with customers with a disability

Speak directly rather than through a companion or any sign language interpreter who may be present.

If you offer help, wait until it is accepted. **Then listen or ask for instructions.**

Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others.

Do not lean against or hang on someone's wheelchair or scooter or play with a guide dog.

Listen carefully to those who have difficulty speaking, give them time to finish. If necessary, ask questions that require short answers.

Never pretend to understand; check with the person if you are unclear.

Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seem to relate to a person's disability.

Supporting customers with a hearing loss

- **Get the person's attention before speaking.** There are many ways of attracting attention – like a gentle touch on the arm. Ask the person for suggestions.
- **Speak clearly and at a moderate pace.** Raising your voice volume excessively, and shouting is not helpful.
- **Look directly at the person** while speaking and be at the same eye level if possible.
- When giving information, **ask the person if they have understood**, (e.g. "Did that make sense?").
- Feel comfortable to **show facial and body expressions**, smiling, pointing etc. all help to communicate.
- **Be aware that your face may be in shadow**, and that light behind you might make it harder for the person to learn from your expression.
- **Reduce background noises** where possible, background noises can make listening very difficult.
- **Use pencil and paper to supplement your communication** if necessary. In a noisy environment, writing down keywords may assist those who are hard of hearing.
- When in doubt, ask the person with a hearing loss for **suggestions to improve your communication.**
- Many people with a hearing impairment use **hearing aids**. Find out if the person is using an aid and ask how you can help them in using it.
- **Be patient, confident and relaxed.**

Supporting customers with vision loss

Introduce yourself. Not everyone recognises voices or remembers them.

Don't shout. Being visually impaired or blind does not mean you can't hear clearly.

Let people know when you are moving. Don't leave a person who is blind talking to themselves.

Avoid hand signals as it can be hard to understand directions and gestures if you cannot see them well.

Don't worry about words such as, "See" or "Look". People with visual impairments understand that these words are part of regular conversations.

Don't push, pull or grab a person who is blind.

Do offer your arm for assistance. Ask how someone prefers to be guided.

If the person has a guide dog, **avoid talking or playing with the dog**. Never stroke, feed, or direct a service dog whilst they are wearing a harness or vest: they are there to help and are not a pet.

Introduction to training

Note to trainer

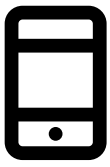
Using a mobile phone with little or no vision, or little or no hearing, is not complex. All Android phones can help people to use the phone when they cannot easily see the screen or hear sounds. These are called accessibility features. Most customers will have some vision or hearing, and they will need to make the phone easier to see and hear. Some customers will have very little sight or hearing and they will need help to use the phone in a different way.

For each of the activities below, there is a simple activity, but there is also a more detailed activity if you have the time to complete it.

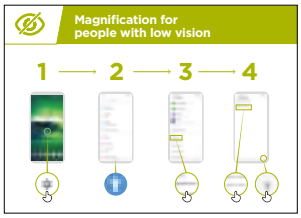
Tip: The accessibility features that help a person use a phone can be used across many apps, but may not work in some apps.

Google Assistant can be very useful – particularly for people with little or no vision (more information can be found on page 140).

Materials you will need:



Android Phone



Accessibility Features Posters

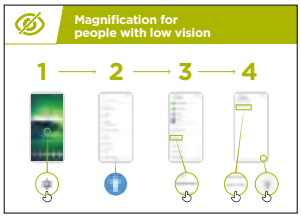
Customers with little or no vision

Activity: Changing display settings (for low vision)

Explain: "You can change the way the screen looks on the 'general settings' menu"

Ask what trainees are interested in: Changing and correcting colours; changing fonts and display size; increasing the contrast and reducing white light.

Demonstrate how to change settings for people with low vision using one of the **'How to change display settings'** posters:



- Changing and correcting colours;
- Changing fonts;
- Changing display size;
- Increasing the contrast and reducing white light.

Trainer: If you know someone who uses these settings, bring the benefits to life by telling their story.

Explain: "We are going to practice this using WhatsApp to send a message"

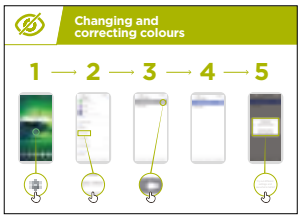
Demonstrate using the **'How to send a message on WhatsApp'** poster

1. Help the group find the WhatsApp icon
2. Check that everyone knows about WhatsApp and how to use it
3. Demonstrate sending a message
4. Increase the font size and send a WhatsApp message to someone else in the group

Activity: Changing and correcting colours

Explain: "Some people find it difficult to see some colours and they might not be able to see the phone screen properly. You can change the way the colour on your phone looks, to make it easier for people to use."

Tip: These settings may not be on all phones. Try to help trainees to set it up.



Demonstrate using the **'Changing and correcting colours'** poster

1. Follow the instructions to adjust the settings for colour correction
2. Open a picture that you have taken – it could be of the trainer if they agree!
3. Look at the photo before you set up the correction and after

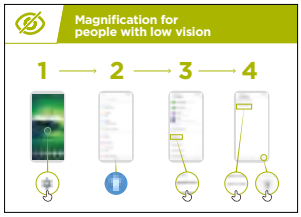
Practice: Try using colour correction with a variety of different apps, include a local website, a social media app such as Facebook and a messaging app such as WhatsApp.

Trainer to make it relevant by telling a story of colour blindness or if you know someone who is colour blind, tell a story about your or their use of mobile.

Activity: Magnification for people with low vision (making things look larger on screen)

Explain: "Magnification is a function that makes everything on your phone look larger. Many people use magnification to help them view small things. For people with low vision it is makes it possible for them to use a screen."

"Magnification works like a magnifying glass but it is part of the phone. You can use it for a short time (e.g. to look at a picture) or whenever you use your phone."



Demonstrate using the '**magnification**' poster we are going to see how to use magnification.

Explain: "We will use the magnification to send messages and read them. We are going to practice this by sending a message with WhatsApp."

1. Increase the magnification for continual use on the phone
2. Send a WhatsApp message to someone else in the group

Activity: Magnification

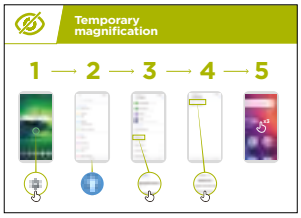
Explain: "Magnification is a function that makes everything on your phone look larger. Many people use magnification to help them view small things. For people with low vision it is makes it possible for them to use a screen."

"Magnification works like a magnifying glass but it is part of the phone. You can use it for a short time (e.g. to look at a picture) or whenever you use your phone."

Activity: Magnification

Explain: "Magnification can also be a temporary function and is similar to when you "zoom" in. You may have used "zoom" to make something bigger – e.g. on a photo."

Explain: "You are now going to "zoom" using the magnification"



Demonstrate how to zoom on a picture using the **'Setting up temporary magnification'** poster

Reading WhatsApp message using temporary magnification

Explain: "We are going to practice using magnification this by sending a message with WhatsApp"

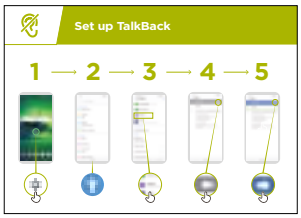
1. Help the group find the WhatsApp icon
2. Check that everyone knows about WhatsApp and how to use it
3. Demonstrate sending a message
4. Increase the magnification for temporary use on the phone
5. Send a WhatsApp message to someone else in the group

Practice: Try using magnification with a variety of different apps, include a local website, a social media app such as Facebook and a messaging app such as WhatsApp.

Activity: Text to Speech – Getting the phone to speak out what is on screen

Explain: "'TalkBack' is when you can listen to your phone without needing to see the screen. When you do something on your phone it will speak to you and tell you what is happening, it will also vibrate to let you know what is happening."

"TalkBack or text-to-speech can really change the life of people with no vision. It means they can use their phone without someone having to read for them."



Demonstrate how to set up 'TalkBack' using the '**Setting up TalkBack'** poster.

1. Open the Google App on your phone
2. Practice starting TalkBack and switching it off – do this several times
3. Now learn the gestures to navigate with TalkBack
4. Navigate to the search box
5. Search for 'cafes near me'
6. Listen to the results and double tap on one cafe to find out more about it
7. Try searching for other things

Practice: Try using the speech settings with a variety of different apps, include a local website, a social media app such as Facebook and a messaging app such as WhatsApp.

Recap

Explain: "All Android phones are able to help people to use the phone when they cannot easily see the screen. Even when you have little or no vision - using a mobile phone is not complex."

"For those with some sight, we can make the phone easier to see, for those with little or no sight we can help to present the information on the screen in a different way. There is a solution to help most people with vison loss."

"The features in this module can help a person use a phone across many apps, but some may not work if they have been designed not to use the phone settings."

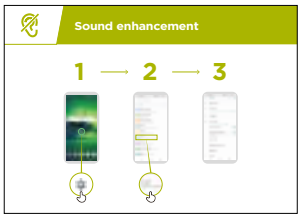
"Most apps have special 'shortcuts'. These can help you use many of the things explained in this module, in an even easier way!".

Customers who are hard of hearing or deaf

Activity: Sound enhancement

Explain: "On your phone you can change it so that different sounds are quieter or louder. For example you can change it so that music and video are a different volume from phone calls or alarms."

"You can also use something called BesLoudness to make the sounds as clear as possible."



Discuss the benefits of sound enhancement with trainees. Trainer to give own examples of how increasing the volume and clarity could change their experience. For example how it could help a person who struggles to hear clearly when they are listening to their phone.

Demonstrate how to change sound settings using the 'Sound enhancement' step-by-step poster.

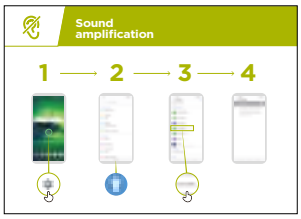
Tip: It is really important to use a (good quality) wired or wireless headset.

Activity: Sound amplification

Explain: "If you find it hard to hear what people are saying around your Android phone can help. There is something called 'Sound Amplifier' that will make sounds clearer for you to hear."

Tip: Some phones may not have this function. You may need to help trainees download 'Sound Amplifier' if their phone does not have it.

Discuss situations where it is more difficult to understand what is being said. Bring the benefits of 'Sound Amplifier' to life using trainers' own experience. For example, when someone is in a very loud place or they are an older person who struggles to hear properly.



Demonstrate using the **'Sound amplification' poster** show trainees can they can change these settings step-by-step.

Activity: Captions

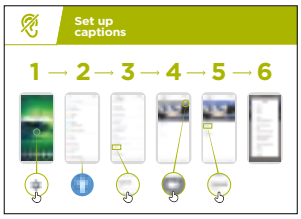
Explain: "When your phone is playing a video or audio, you can turn on 'captions'. They mean you can see the words on the screen of what is being said. It is very helpful when people find it difficult to hear a song or a video."

"Captions can help everyone. They help people understand what is being said when the audio is in another language or the sound is poor quality. It also useful for people who have problems hearing."

Demonstrate how trainees set up captions using the **'Setting up 'captions' poster'**

Explain: "Now that we have set up captions, we can try watching a video on YouTube with captions on."

Tip: Captions work best when the person who has made the video has added captions. Some apps - such as YouTube - automatically caption videos if none are available but these don't work as well.



Demonstrate how trainees can watch a video in YouTube with captions using the poster.

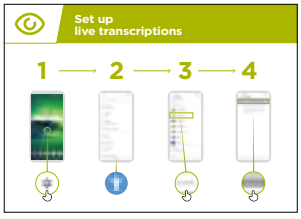
1. Using the instructions in the poster switch on captions
2. Using the YouTube App or website navigate to search for a favourite video
3. If the author has created captions these will autoplay

Activity: Live transcriptions

Explain: "'Live Transcribe' is similar to captions. It means that when people are talking you can see text on the screen of what they are saying. For people with little hearing or no hearing, 'Live Transcribe' can be very useful."

"On some Android phones 'Live Transcribe' will already be on your phone, if not you might need to download it from the Google Play store."

Trainer: may need to help the trainee download 'Live Transcribe' if their phone doesn't have it.



Demonstrate using the **'Set up live transcriptions'** poster show trainees can they can change these settings step-by-step.

1. Open Live Transcribe following the instructions in the step-by-step guide
2. Make a phone call to a friend
3. Put the phone on speaker
4. Watch the transcription as they speak

Trainer to explain that when speaking (or writing) on the phone all the information is saved somewhere (more information can be found in the Online Safety section on page 110).

Tip: 'Live Transcribe' works best in face to face conversations in a room. Now apps – for example Skype or Zoom – are also adding transcriptions to their apps for free.

Recap

Explain: "All Android phones are able to help people to use the phone when they cannot hear sounds coming from the phone. Even when you can only hear a little bit - using a mobile phone is not complex."

"For those with some hearing, we can make the phone easier to hear, for those with little or no hearing we can help to present the audio information in a different way, for example, as text."

Trainer to explain: "The features in this module can help a person use a phone across many apps, but some may not work if they have been designed not to use the phone settings."

"Most apps have special 'shortcuts'. These can help you use many of the things explained in this module, in an even easier way!".

MODULE 10 - ACCESSIBILITY FEATURES

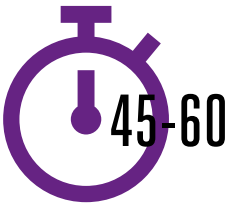
MODULE 11 - KAIOS

Module 11

KaiOS

Learning Objectives

- Trainee learns how to perform basic operations on a KaiOS-enabled phone
- Trainee has downloaded and used an app, has opened the browser and navigated a website.
- Trainee feels excited about using a KaiOS phone to accomplish some of their goals



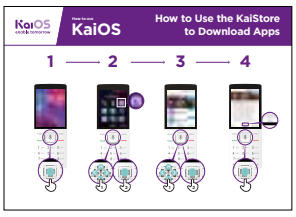
Time Duration:
45-60mins

Materials you will need:

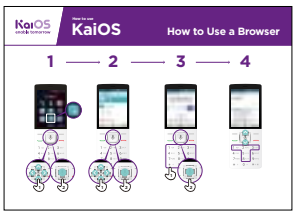
Pens

KaiOS Phone

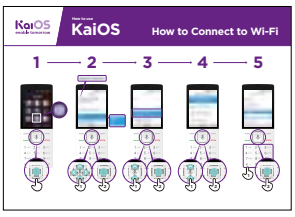
Small Rewards



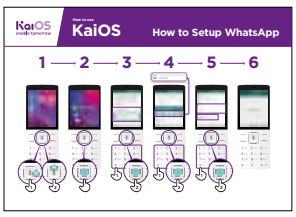
KaiOS Poster #1: KaiStore



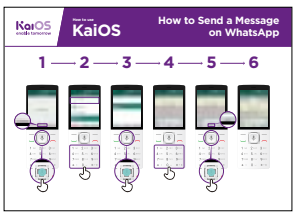
KaiOS Poster #2: Browser



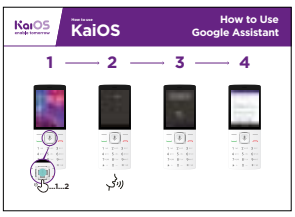
KaiOS Poster #3: Connecting to Wi-Fi



KaiOS Poster #4: Setup WhatsApp

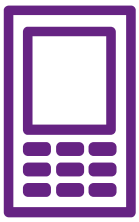


KaiOS Poster #5: Sending a message on WhatsApp



KaiOS Poster #6: Google Assistant

Introduce KaiOS



KaiOS phones enable you to connect online and access all the benefits of a smartphone

Give a short explanation of KaiOS

- "A KaiOS-enabled phone means that you can connect to the internet, use WhatsApp and other apps, and enjoy all the benefits of a smartphone at a cheaper cost."
- "KaiOS phones have a browser, similar to Opera, and an Applications Store, where you can download free apps."

Make KaiOS relevant to your trainees

Discuss how a KaiOS phone might help them in their lives:

- **Ask** "How could you use the Google app in your own life?" Provide some suggestions based on their interests.
- **Ask** "What apps would you like to use? "

Bring the benefits to life!

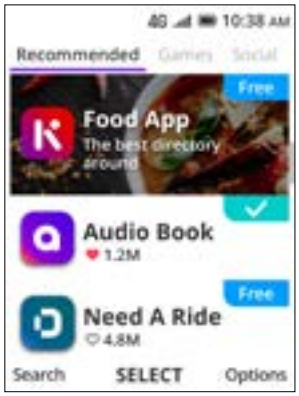
Share personal examples of how KaiOS helps you (the trainer), your friends and family. Some examples might include:

- Connecting with groups of friends/family members to make arrangements and share news;
- Learning new skills on YouTube videos. Offer specific examples.
- Help friends by finding answers to the questions they have about any topic;
- Use the internet for free by connecting to Wi-Fi. If you have data, you can even share your internet with friends who don't have data.

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

Activity: Downloading Apps

Explain: "Every KaiOS-enabled phone has a KaiStore, from which you can add new tools to your phone. Most of these tools are free. It's the place where you can get free WhatsApp, games and other useful apps."



Show trainees the KaiStore

Give a short explanation of apps and the KaiStore:

- "KaiOS allows you to get free games, find out sport scores and access free news information on your phone. These are called apps. You can get these apps for free in the KaiStore."
- "From the KaiStore you can also access free apps like Xender, WhatsApp, Religious texts and more."

Bring these benefits to life!

Share personal examples of how apps help you, your friends and family. Some examples might include:

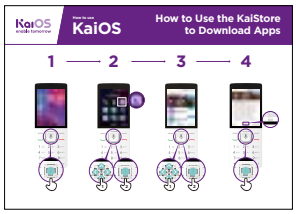
- Sharing files like pictures and videos even without an internet connection
- Learning what new words mean in the dictionary
- Reading recipes from around the world
- Ask trainees to open the KaiStore and find an app they want to get for free.

Make KaiOS relevant to your trainees:

- Discuss what they want to learn or improve and find an app that can do that.
- Discuss what apps can do: entertain, teach, help, remind...
- **Ask:** "Which apps are useful to have?" Provide some suggestions based on their interests.
- **Ask:** "What apps would you like to use?"

Get Practical!

Explain: "You are now going to try using a KaiOS phone."



Show the "How to use the KaiStore" poster

Explain: This poster shows how to download an app from the KaiStore.

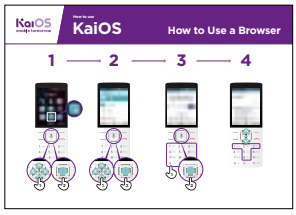
- Show the trainees how to go through the steps on their phones and explain that they can download as many apps as they want. Downloading most apps are free, and some don't even use data.
- Explore different apps. Share text and photos on WhatsApp, see updates from a celebrity on Facebook, get live football scores on FlashScore, read the news on KaiNews etc...

Tip: It's best to download some apps (for example, WhatsApp) beforehand.

Take your trainees through the steps to download a game.

1. Go to the KaiStore
2. Open any of the apps shown in the recommended tab
3. Tap Download Now
4. Open the app by pressing GO

Activity: Access Wikipedia via your browser



Show the "How to Use a Browser" poster

- **Explain:** "Every KaiOS phone has a browser, where you can search for any website or information you want."
- "You can use the Google app and the browser app to access information."
- "If you prefer to not type and read, you can ask questions to the Google Assistant; it's like the browser!"
- "A lot of businesses, governments and other organisations have websites where you can find information about what they offer. "

Bring these benefits to life!

Share personal examples of how the browser helps you, your friends and family. Some examples might include:

- Finding specific information
- Searching for tips for problems you have
- Explain that not everything on the internet is true. There is a lot of incorrect information, so it's best to check on official websites for real information. Even friends can send information that is not true.

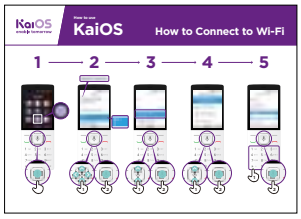
Get Practical!

Explain: "You can learn about any topic on Wikipedia. Let's find a topic to learn!"

- Go to Wikipedia and search for a topic the trainee is interested in.
- Bookmark the website so the trainee can find it again.

- **Tip:** "It's important to remember that the internet is a public place, so don't believe everything you see or read online."

Activity: Connect to a Wi-Fi network



Show the "How to connect to Wi-Fi" poster

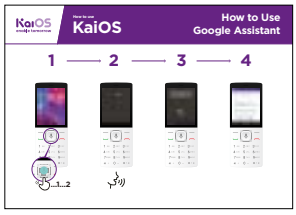
- **Explain:** You are now going to connect to Wi-Fi.
- Explain what Wi-Fi is: "When you connect to a Wi-Fi network, you can go online without using data from your phone."
- "You can also share your data with other people. When you do this you create Wi-Fi from your phone and others can connect to it. You can do this from the Settings app."

- **Explain:** "If you want to watch videos or browse the web without using data, then you can connect to the Wi-Fi network if there is one available. Explain where they can find Wi-Fi around them."

Get Practical!

- Go to Settings and click on Wi-Fi. Make sure it's turned on.
- You can turn Wi-Fi on and off from the Home screen. Tap the "Up" button and select the Wi-Fi button. Press the center button to turn it on or off.
- Then, select a network and enter a password. The phone remembers this information, so you'll only need to do this once for each network.
- **After your demonstration,** ask the trainees to connect to a Wi-Fi network. Help them with any questions they have during the process.

Activity: Get started with Google Assistant



Show the "How to Use Google Assistant" poster

- **Ask:** "How far is China from here?"
- **Ask** your trainees to imagine how they would go about answering this funny question, e.g. asking a friend. Ask them to discuss how they might get the answer through a KaiOS phone.
- **Then, show them** how to ask this question to the Google Assistant. (Press and hold the center key + ask the question.) Show that you can use the down arrow to choose a question from a list of suggestions.

- **To access the Google Assistant**, press on the big central button for 2 seconds. You can also press the left arrow button and then the central button to access the Assistant. When the screen shows colorful dots moving, it means it's listening to what you ask.
- Prompt them with the questions/tasks below and ask them to complete them with help from the Google Assistant:
  - Open the camera app
  - Tell a joke
  - Play a song
  - Send a message
  - Open YouTube
  - Call one of their contacts

Activity: Get started with Google Maps

Ask: "How can I go to Johannesburg from here?"

Tell your trainees how you've found the answer to this question: in Google Maps. Then, explain that sometimes you need to find your way to another city. Share personal examples of situations where it's helpful to use Google Maps.

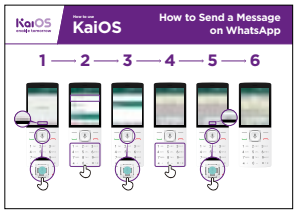
Now, explain how Google Maps can show you the fastest route to a destination.

Explain: "Google Maps comes with every KaiOS phone. When you open the app, you can search directions with your voice – no need to read or write. Tap on the yellow icon with a microphone and say where you want to go."

Prompt them with the tasks below and ask them to complete them using Google Maps.

- Find out how to get to the nearest village by foot.
- Find where you are on the map.
- Search for places and ways to get there.

Activity: Message someone on WhatsApp



Show "How to use WhatsApp" poster

- **Ask:** How can you message a friend who lives in the United States for free?
- **Explain:** "With WhatsApp, you can message anyone for free if you are connected to a Wi-Fi network. Even if a friend lives in another country, you can chat with them for free via WhatsApp if you have Wi-Fi."

- **Explain:** "To send someone a WhatsApp message, they need to: 1) Be saved as a contact on your phone; 2) Have WhatsApp installed on their phone."
- "On KaiOS you can also make voice messages on WhatsApp by pressing the center button."
- **Explain:** You can type or record a message via WhatsApp. You can tell if your message was sent, delivered, and read by the checkmarks next to the messages. Here's what each one means:
  - ✓ Message successfully sent.
  - ✓✓ Message successfully delivered to the recipient's phone.
  - ✓✓ The recipient has read your message.
- **Show** your trainees how to:
  - Sign up to WhatsApp
  - Open a chat with a contact
  - Record a voice message via WhatsApp

Activity: Read news on KaiNews

Show the trainees the KaiStore and the KaiNews Icon

- **Explain:** "It's like a newspaper, but for free!"
- "The KaiNews app is a place for you to learn about your local news."
- "The news you read on KaiNews are from reliable sources."
- "To read the news, you need to download the KaiNews app from the KaiStore for free."

Bring the benefits to life!

Tell your own story of how reading the news is beneficial to you (the trainer). Some examples might include:

- Being able to tell your friends and family about the news you read and share the information you learned.
- Know the latest from what is happening in your country and in the world, even if the news is happening in another city.
- You can follow news about food, sports, politics, celebrities, the economy and much more!
- You may be able to explain to a friend/neighbour more about some news they have read from the articles you read. Offer specific examples.
- Ask trainees to share what kind of news they are interested in. The answers could be finding out sports scores, news from other cities, learning what's happening in the world...

Make KaiOS relevant for your trainees:

- **Discuss** with your trainees how a KaiOS phone can help them in their lives.
- **Ask:** "What could you learn from reading the news?" Give them some suggestions based on their interests.
- **Ask:** What topic would you like to read about?

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

Activity: Introduce the FM/Radio App

Show the trainees the Radio Icon

Just like in your previous feature phone, you can access the radio!

Give a short explanation:

- **Explain:** "The Kai Radio app is just like the radio you had in your previous phone!"
- "You can access the radio from the radio app, you don't need data to install it. It comes already installed in your phone!"
- "You can listen to the news from the speaker or from your headphones. Press the "options" button in the radio app to change it."
- "Using the radio app does not consume data!"

Bring the benefits to life!

- Tell your own story of how using the radio is beneficial to you (the trainer). Some examples might include:
- Being entertained
- Listening to music from your community and abroad
- You can listen to and learn about other topics
- You can put the radio on the phone's speaker and listen to it while you do other things.
- Ask trainees to share what news they are interested in. The answers could be finding out sports scores, talking about news from other cities, learning what's happening in the world...

Recap

Play the KaiOS icon game

- **Hold up** each KaiOS icon, one at a time (KaiStore, Browser, Settings, Google Assistant, KaiNews)
- **Ask** "Where is this on the phone and what is it?"
- **Explain** to your trainees what each icon is and ask if they need support.
- **Ask** trainees which app from the KaiStore they have enjoyed using.
- **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 on KaiOS

- **Discuss** with your trainees what they have learned about the KaiStore.
- "What have you learned about the KaiStore?", "What are apps?", "What can you do with apps?"
- "Do you still have any concerns about using the browser?"
- "What personal uses could you have for the KaiNews app?",
- "What professional uses could you have for it?"
- "What do you want to use the browser for in your own life? What are you most interested in and excited about using it for?"
- "If you want to know something without having to read or write, how can the Google Assistant help you?""How can you access the Google Assistant?

Tip: "If you don't know what an app does, don't be scared. You can download and explore any KaiOS app for free. If you spend some time with an app, you will learn how to use it. Just make sure you connect to a Wi-Fi network so you don't use all your data."

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 you 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 app uses data when being used?" "How do you know if an app uses more data than another (streaming content on YouTube, Facebook and WhatsApp will use more data than other apps like games)?"

How to save memory on your phone: "How can you identify which files occupy more storage space on your phone?", "How can you "make more space" inside your phone?"

Google Maps on KaiOS: "How do you get directions?"

Downloading apps from the KaiStore, how to find it, how downloading works, and how much they cost (apps are mostly free).

‘Thank you’ and close training

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

Thank the trainees

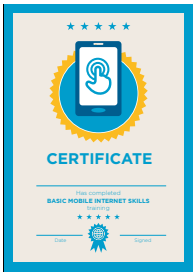
- **Ask:** “Do you feel confident to use these accessibility features?” or “Do you feel confident to use your mobile phone?”
- **Thank your trainees** for their time, input and participation in the training

Give out the handouts

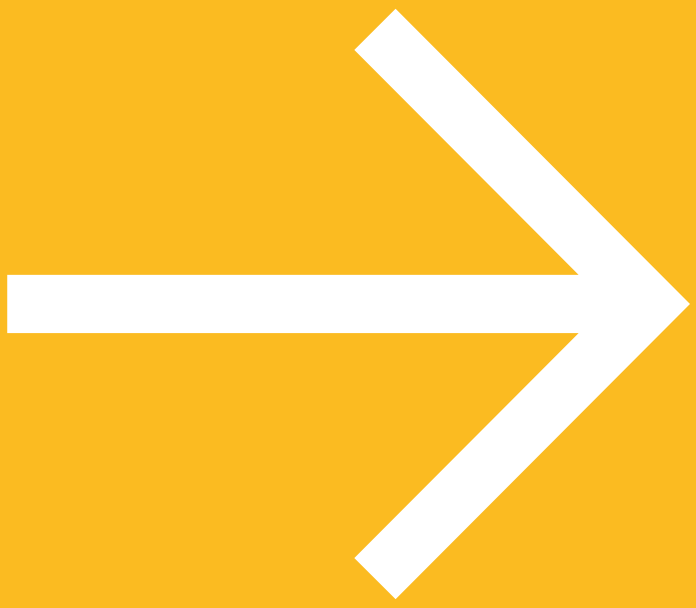
- **Give your trainees the handouts** for the training if you haven’t already done so
- These include the ‘Safety Tips’, ‘Definitions’ and ‘WhatsApp, YouTube and Google How To Use Posters’ that can be found in the Resources section of this toolkit

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.



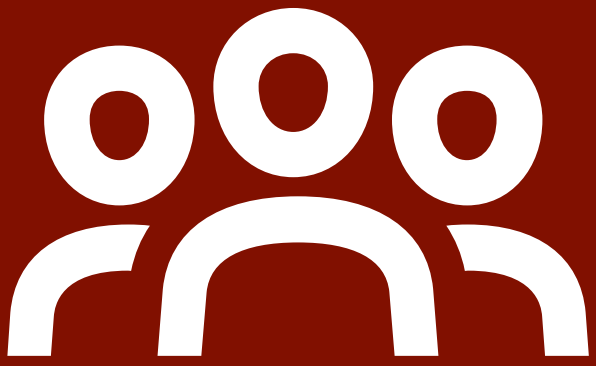
Posters Cut-outs And Info-sheets

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 and 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

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

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

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.

YouTube

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

Website

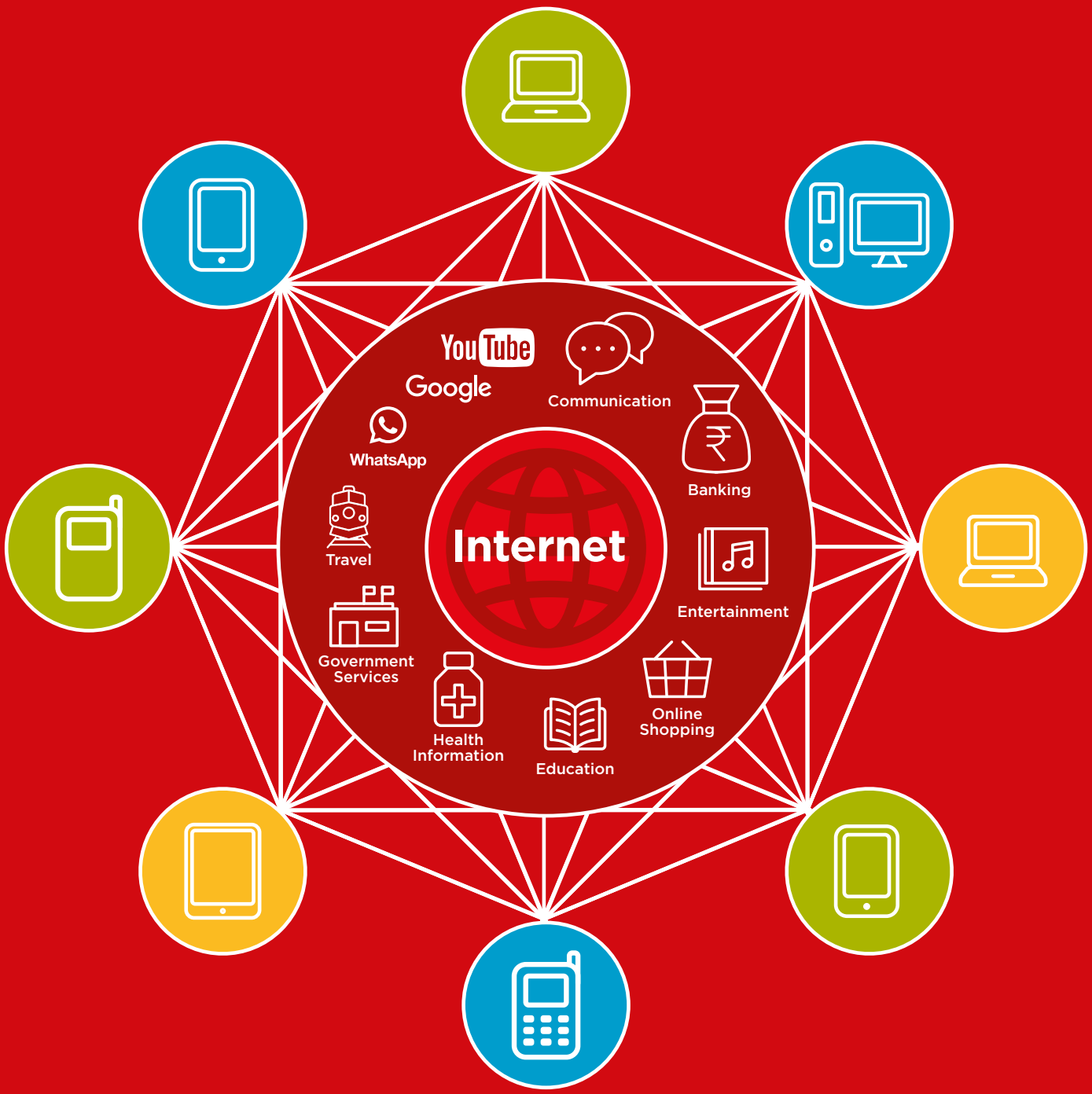
Information on the internet is kept on different websites. There are lots of separate and different websites on the internet e.g. Google is a website, YouTube is a website.

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

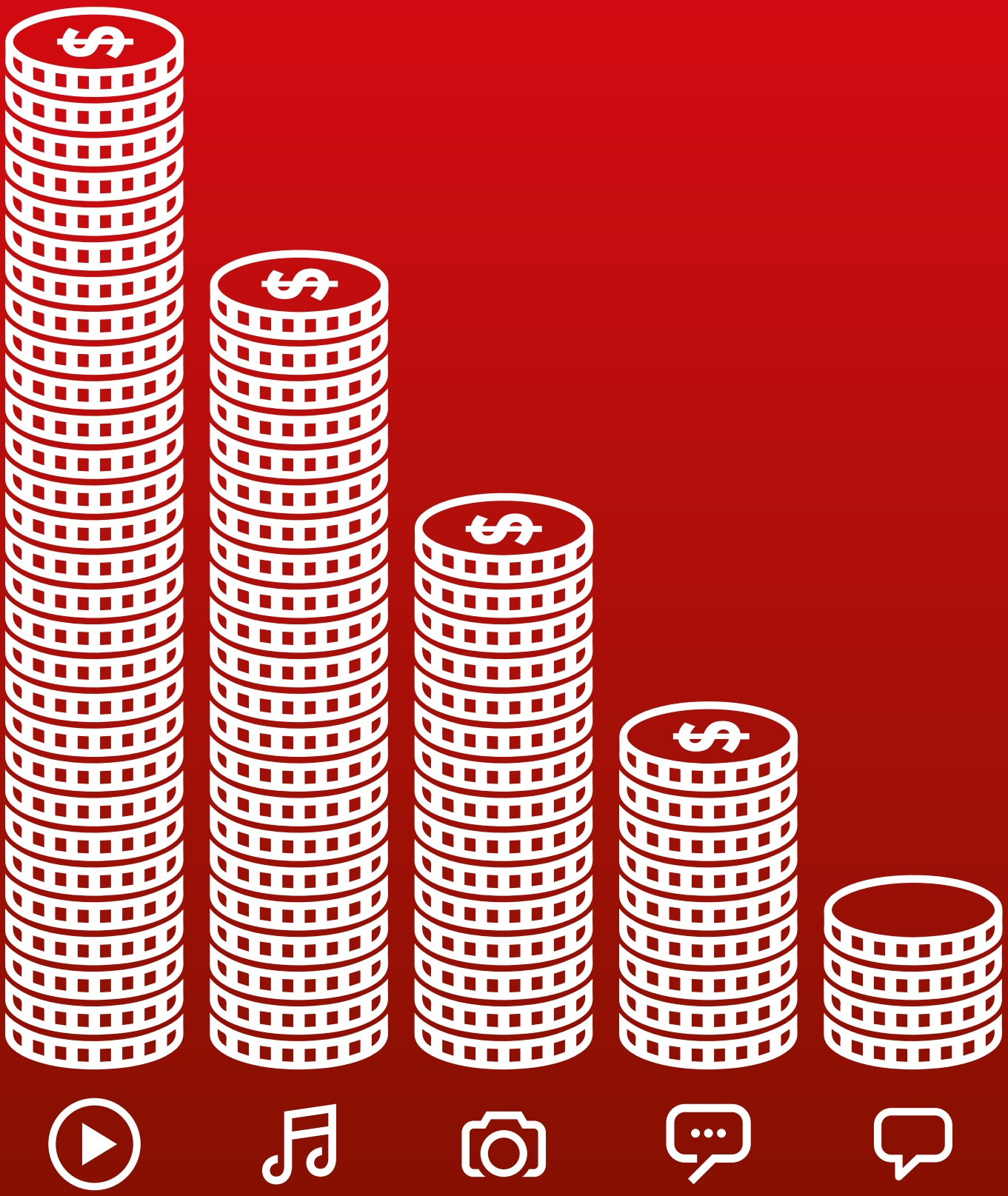
WiFi

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.

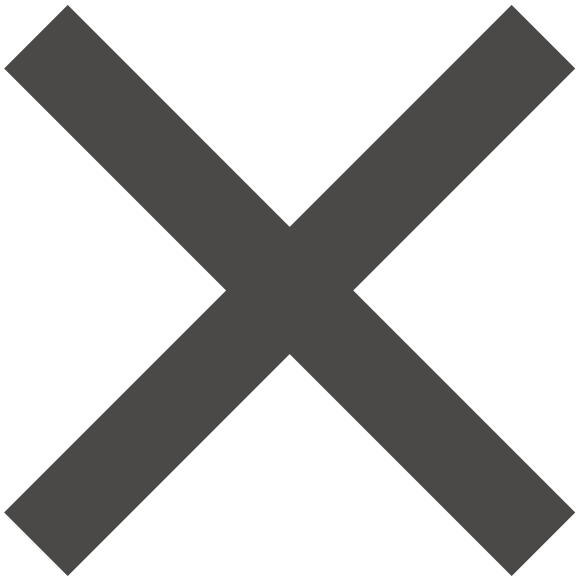
Introduction to the Internet



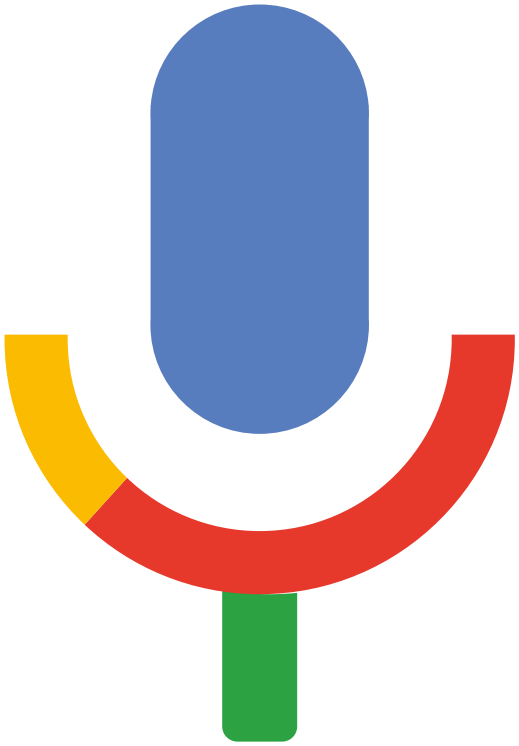
Data Costs

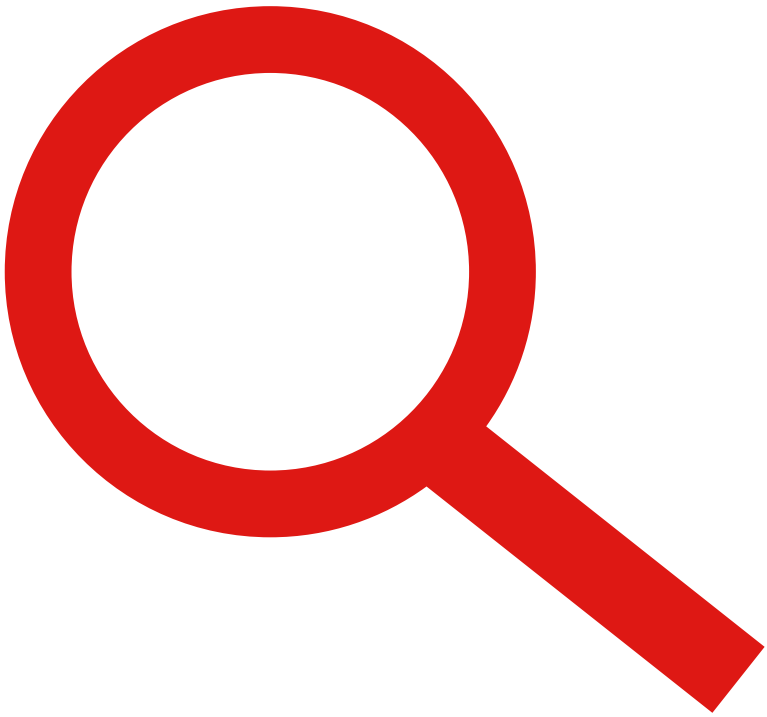


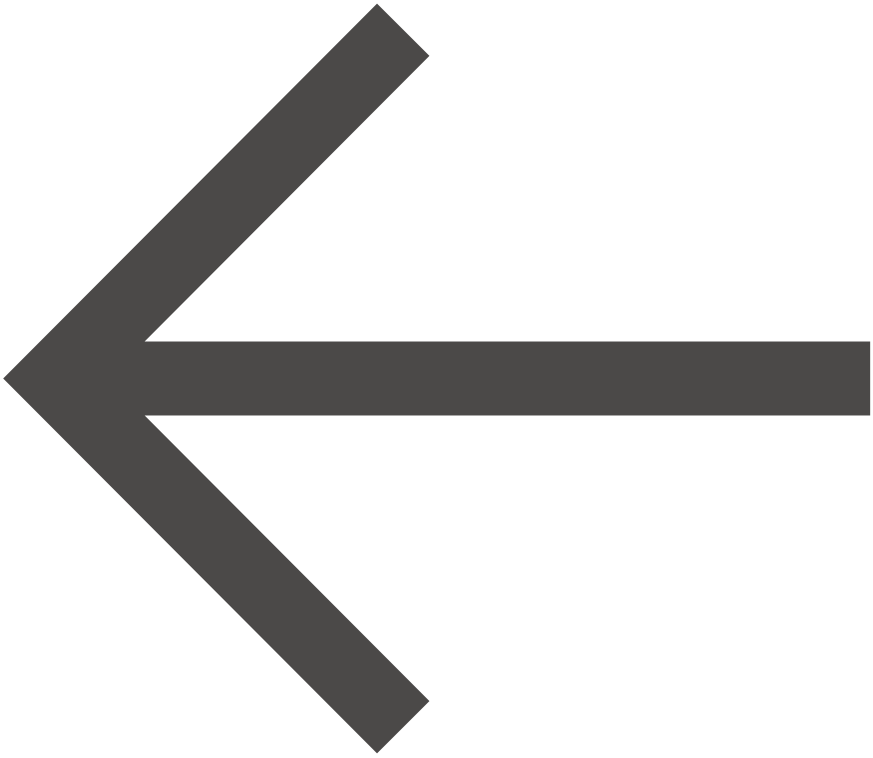
YouTube
facebook
facebook
Google
Wikipedia
WhatsApp

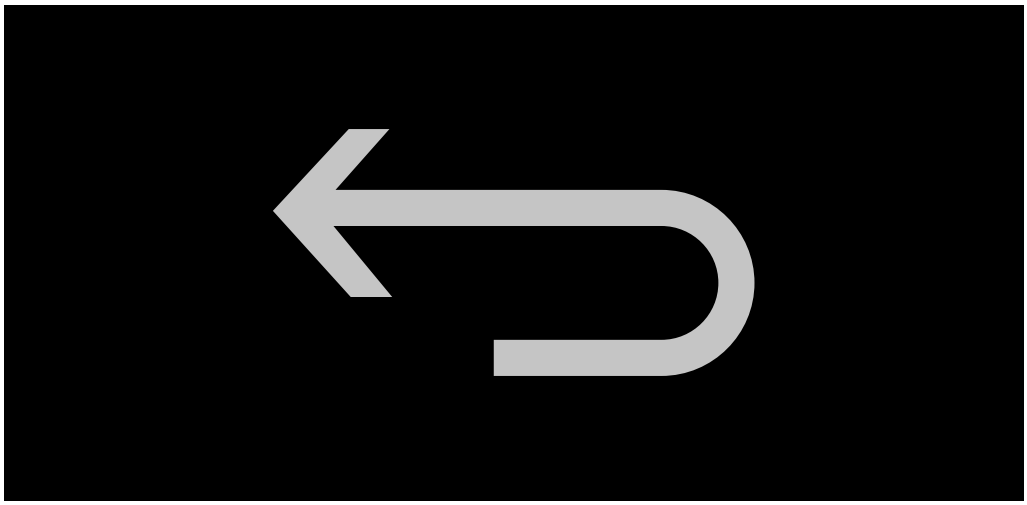


Icon Cutouts - Google





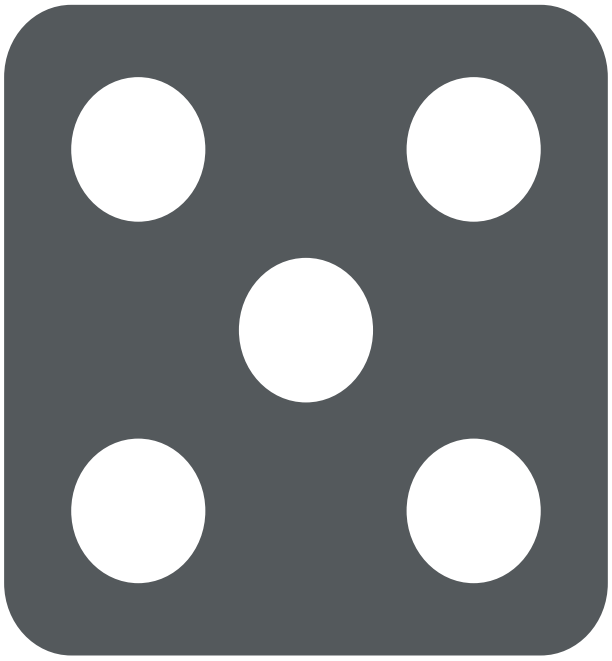




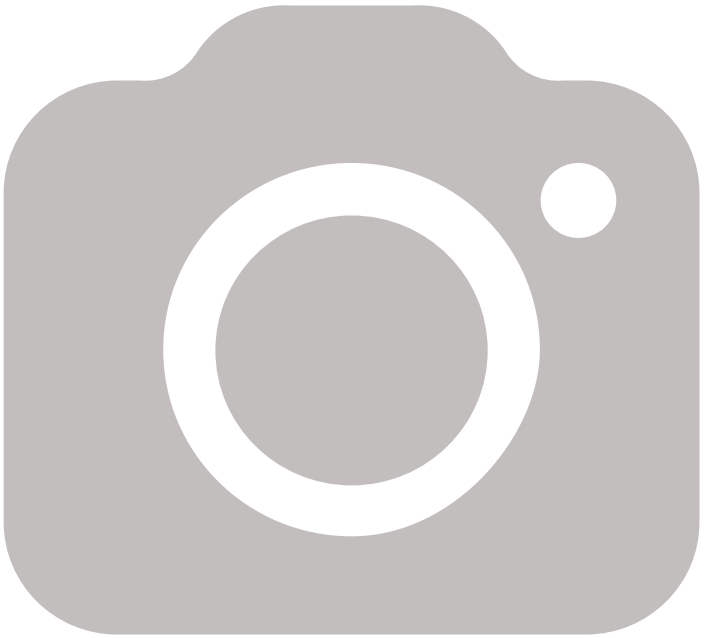
Icon Cutouts - Wikipedia

Icon Cutouts - Wikipedia

Icon Cutouts - Wikipedia



Icon Cutouts - Facebook



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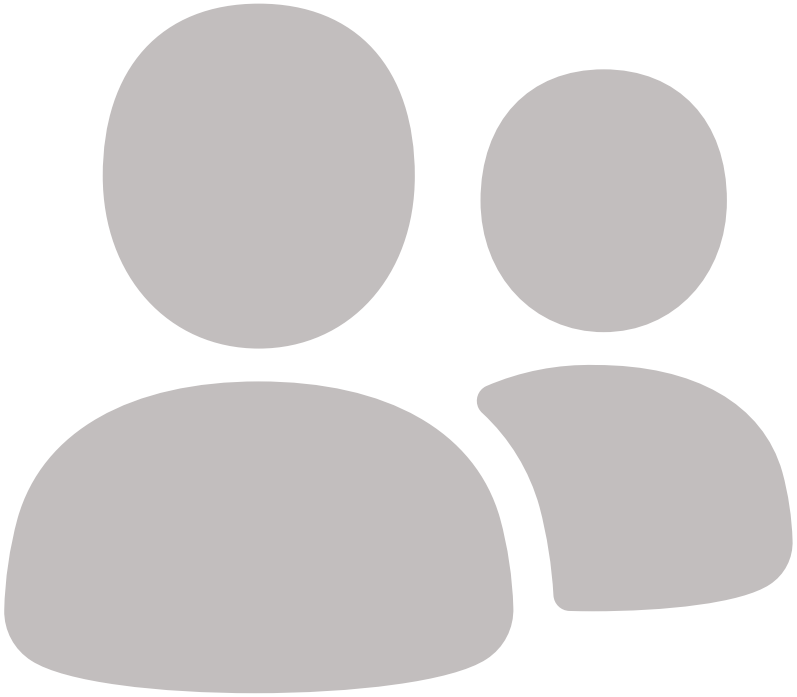

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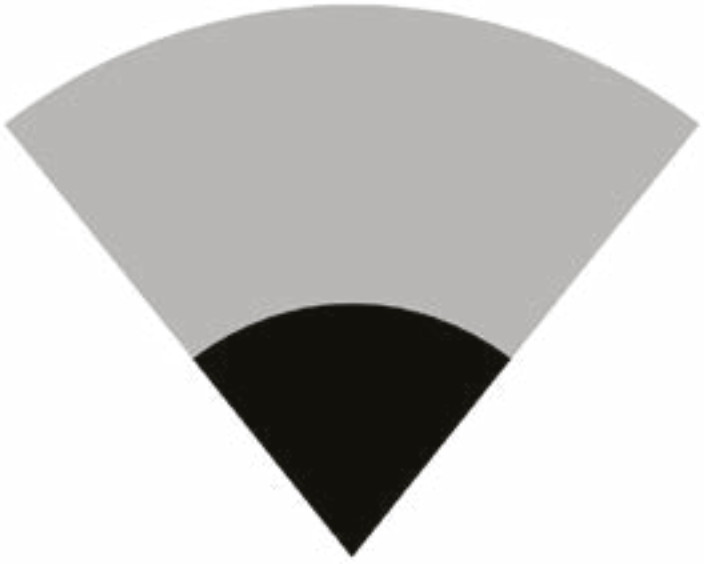
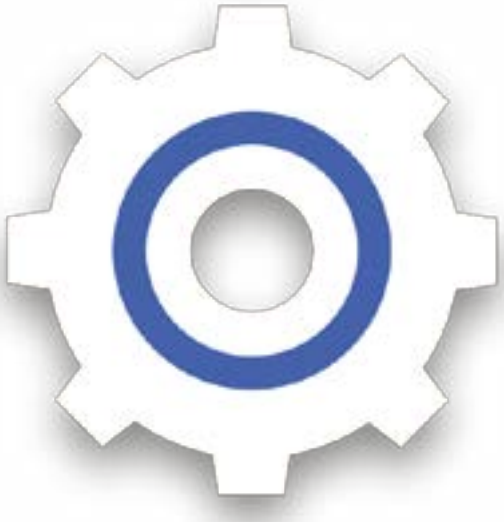
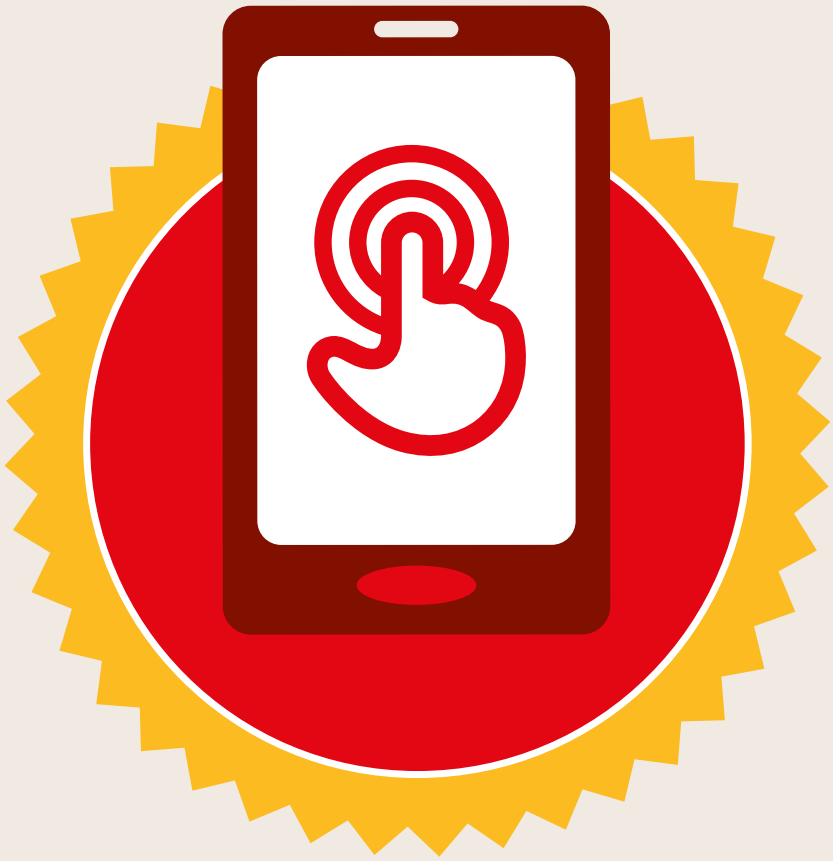






CERTIFICATE

has completed

BASIC MOBILE INTERNET SKILLS

training

Date

Signed

CERTIFICATE

has completed
BASIC MOBILE INTERNET SKILLS
training

Date

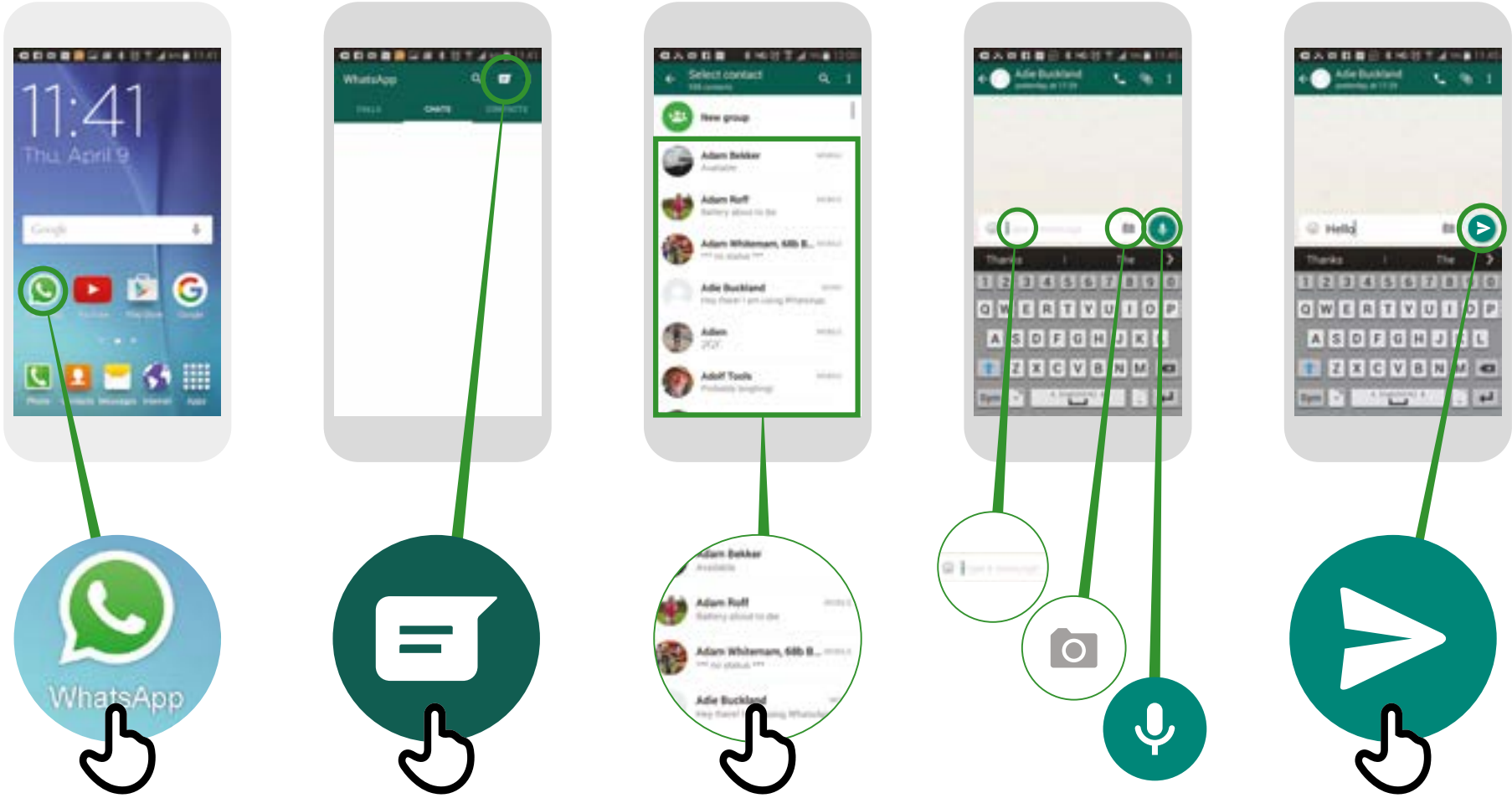
Signed

WhatsApp

How to use

WhatsApp One-to-One Messaging

1 → 2 → 3 → 4 → 5

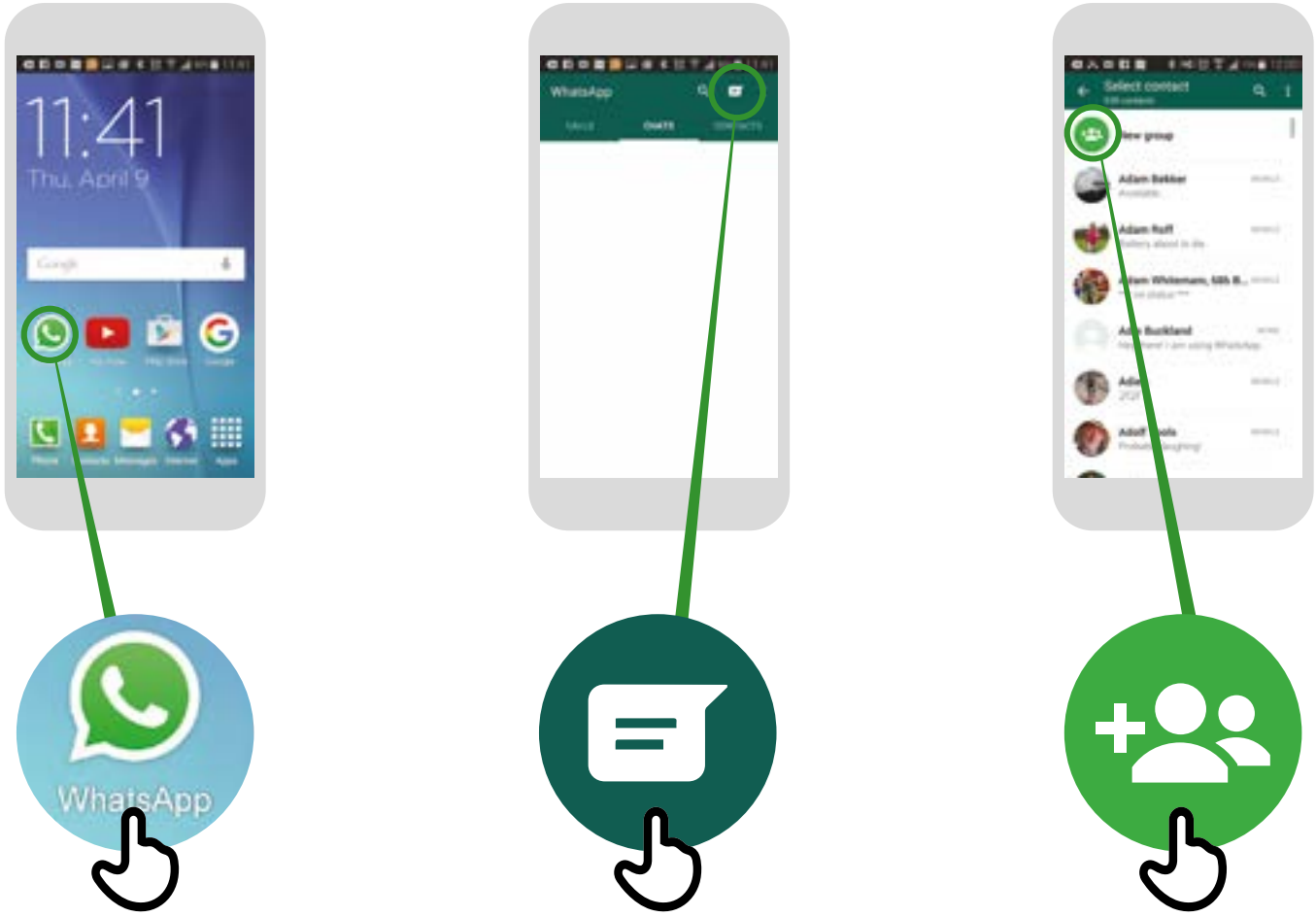


WhatsApp

How to use

WhatsApp Group Messaging

1 → 2 → 3

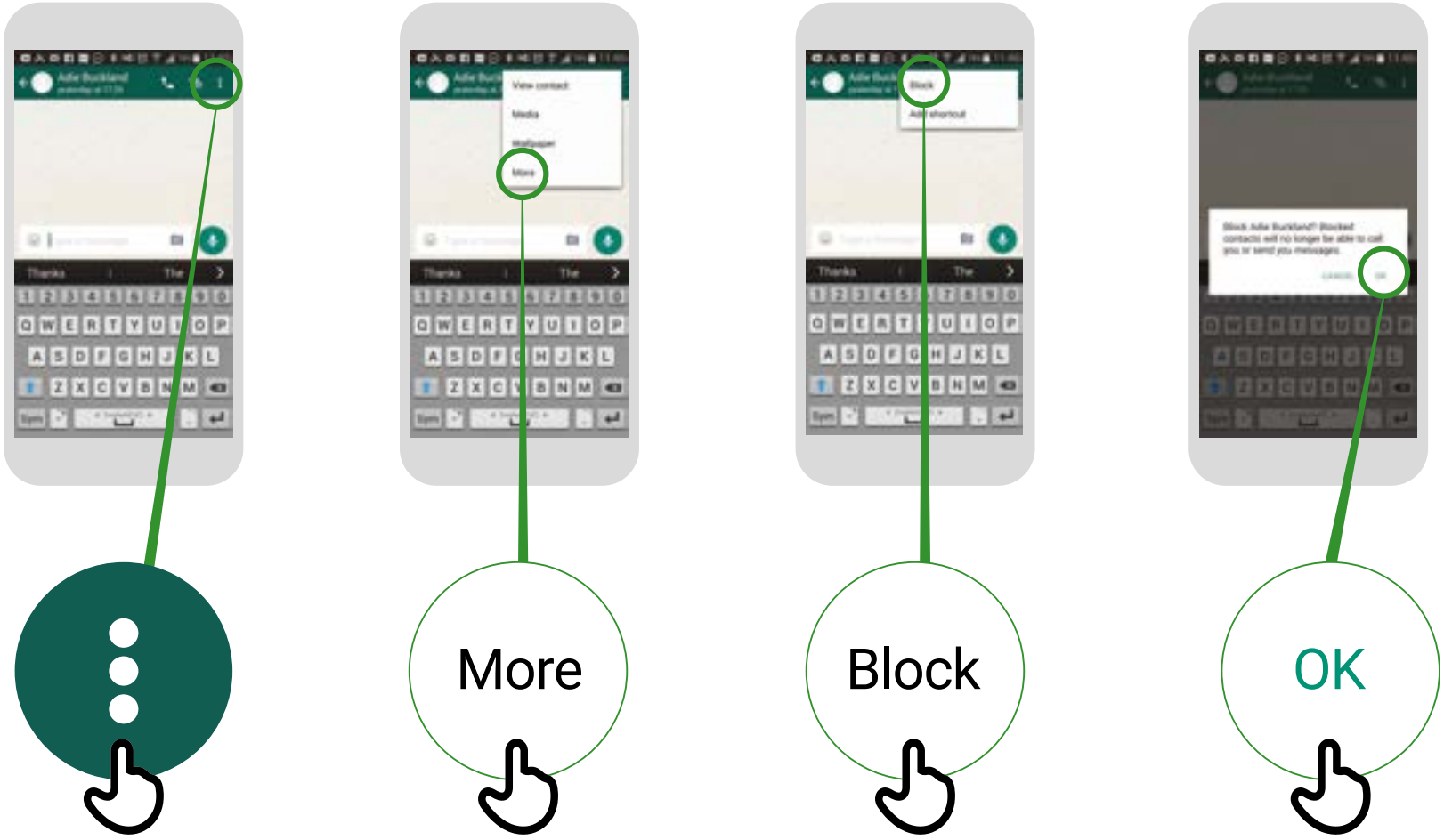


WhatsApp

How to use

WhatsApp How To ‘Block’

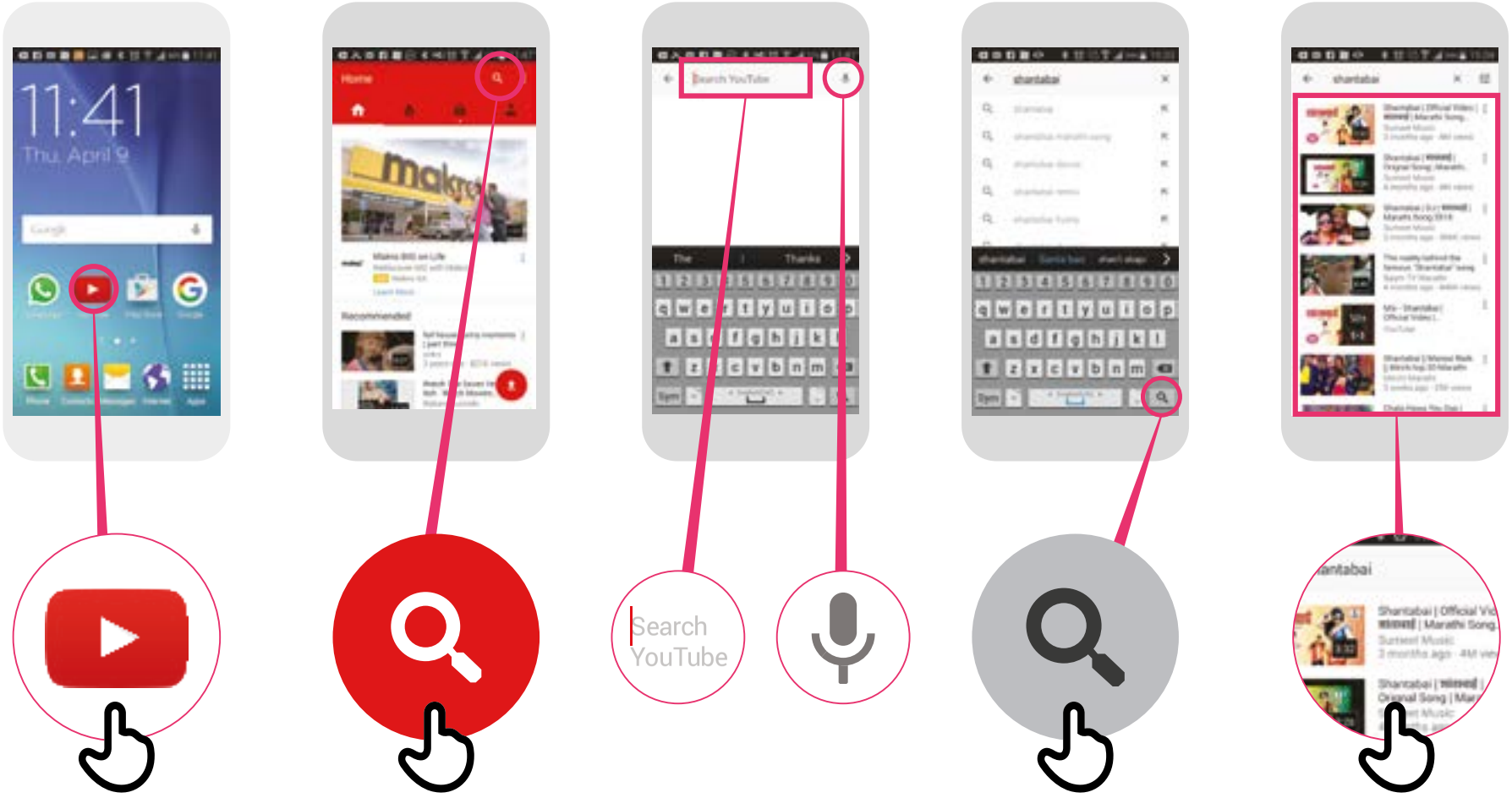
1 → 2 → 3 → 4



How to use

YouTube

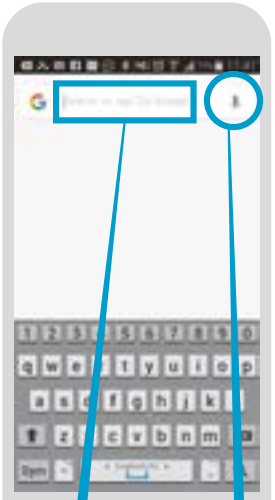
1 → 2 → 3 → 4 → 5

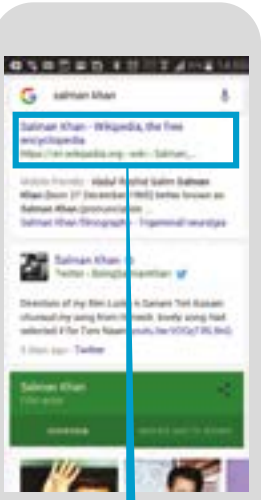


How to use

Google

1 → 2 → 3 → 4 → 5

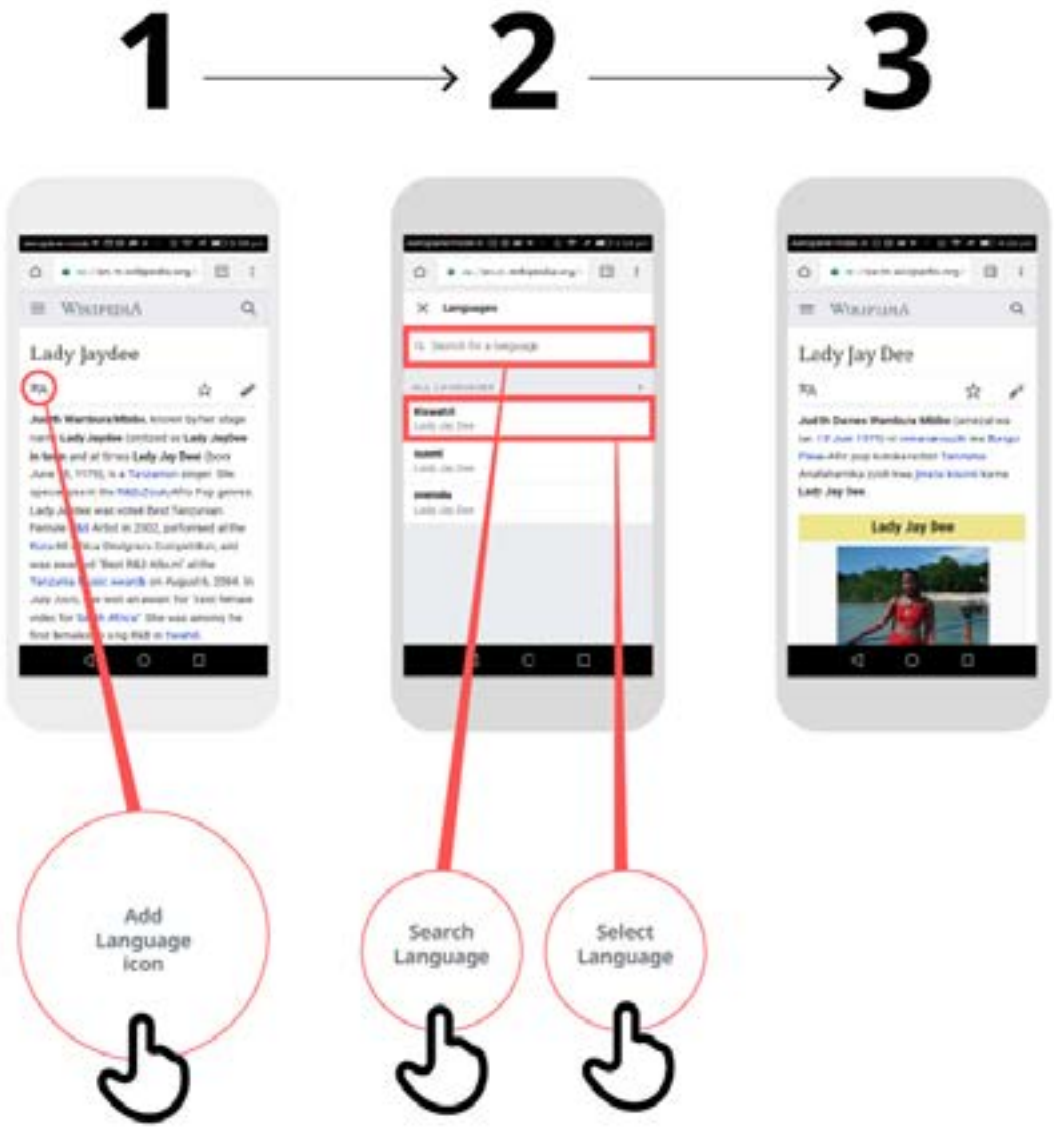




How to use

Wikipedia

How to change language



How to use

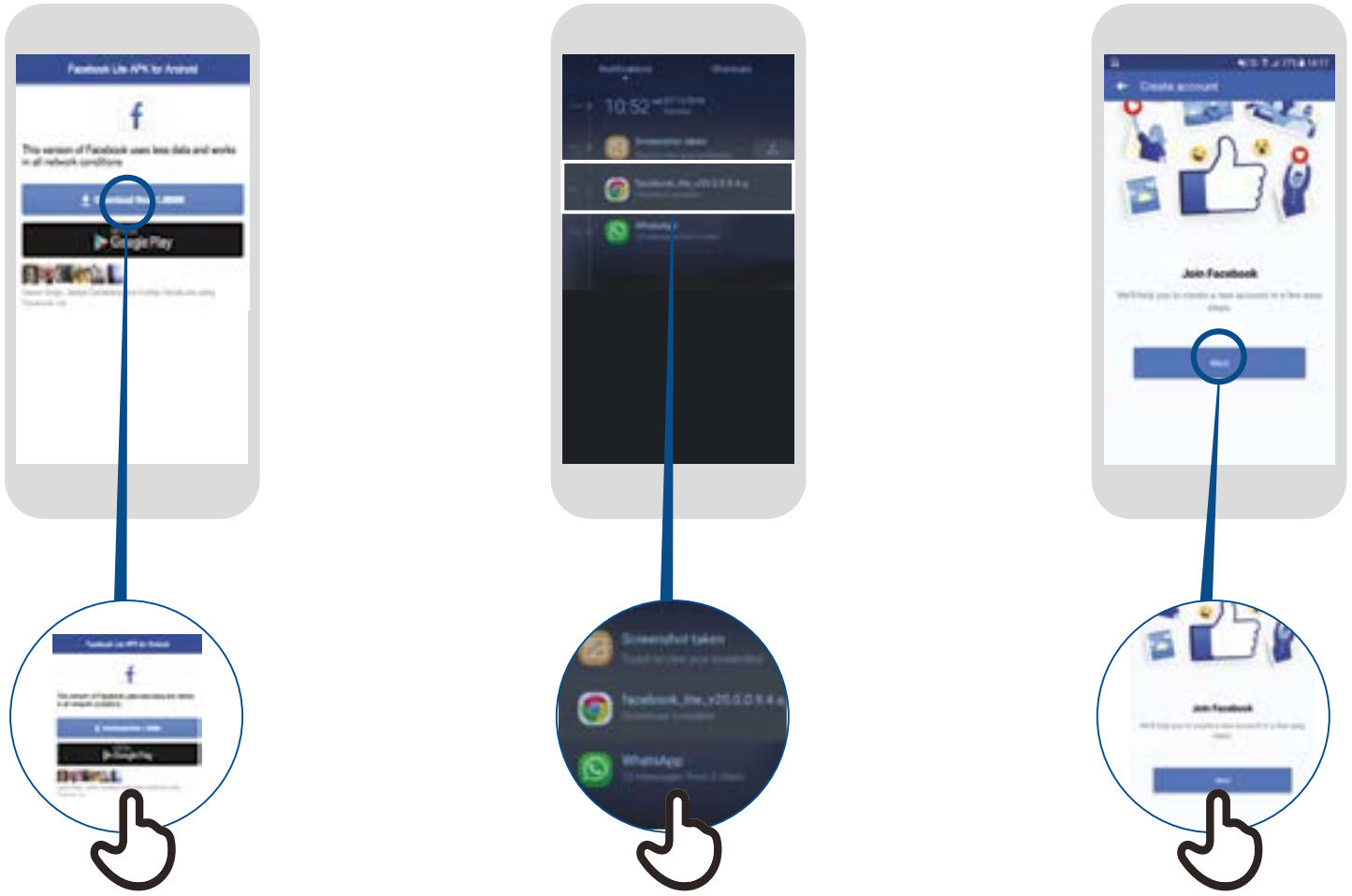
Wikipedia

How to use

Facebook

How to Download the Facebook App on a Smartphone or Access on the Web

1 → 2 → 3



How to use

Facebook

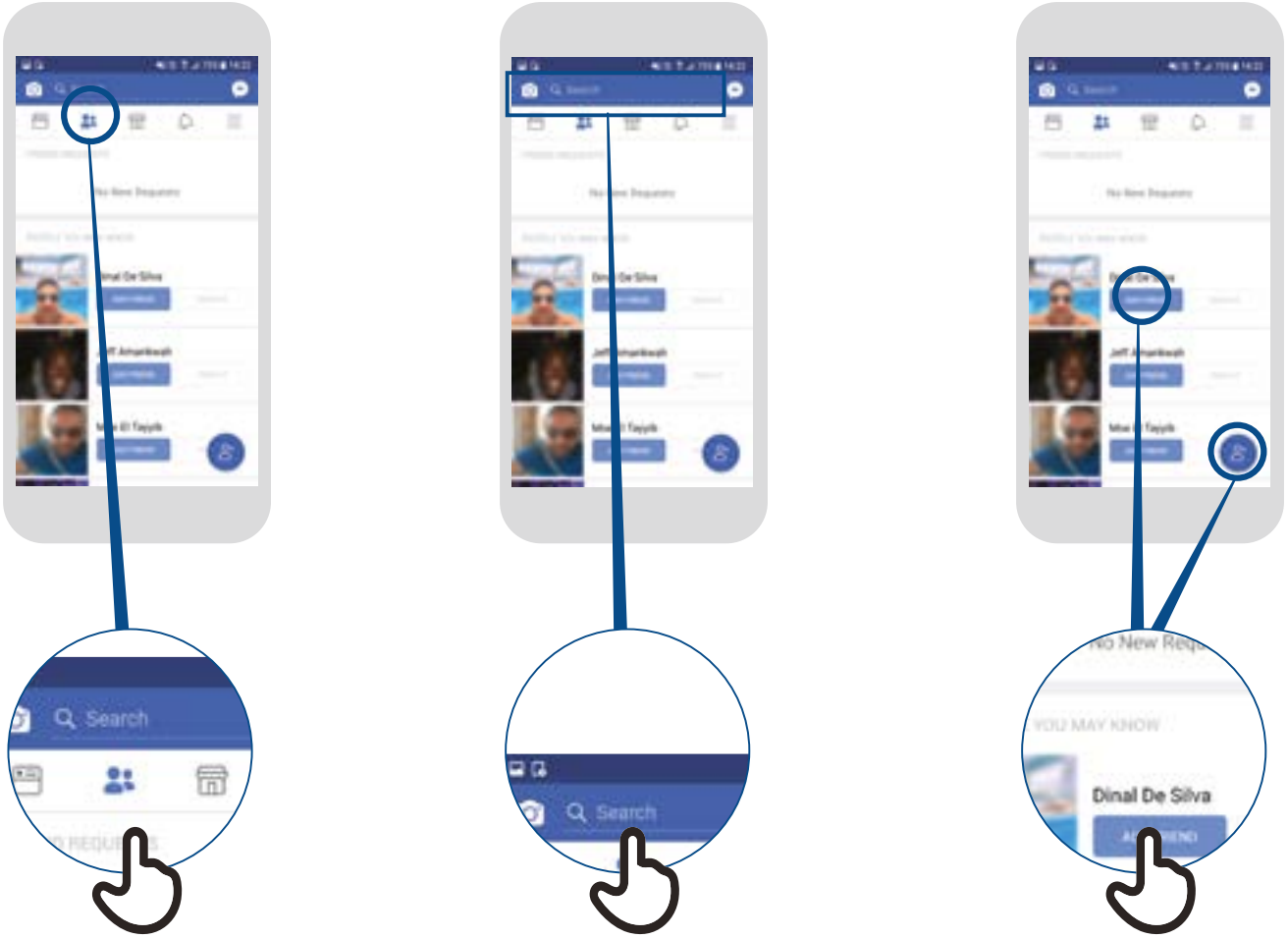
How to Create an Account

1 → 2 → 3 → 4 → 5 → 6 → 7

How to use

Facebook How to Add Friends

1 → 2 → 3



How to use

Facebook

How to Follow Pages

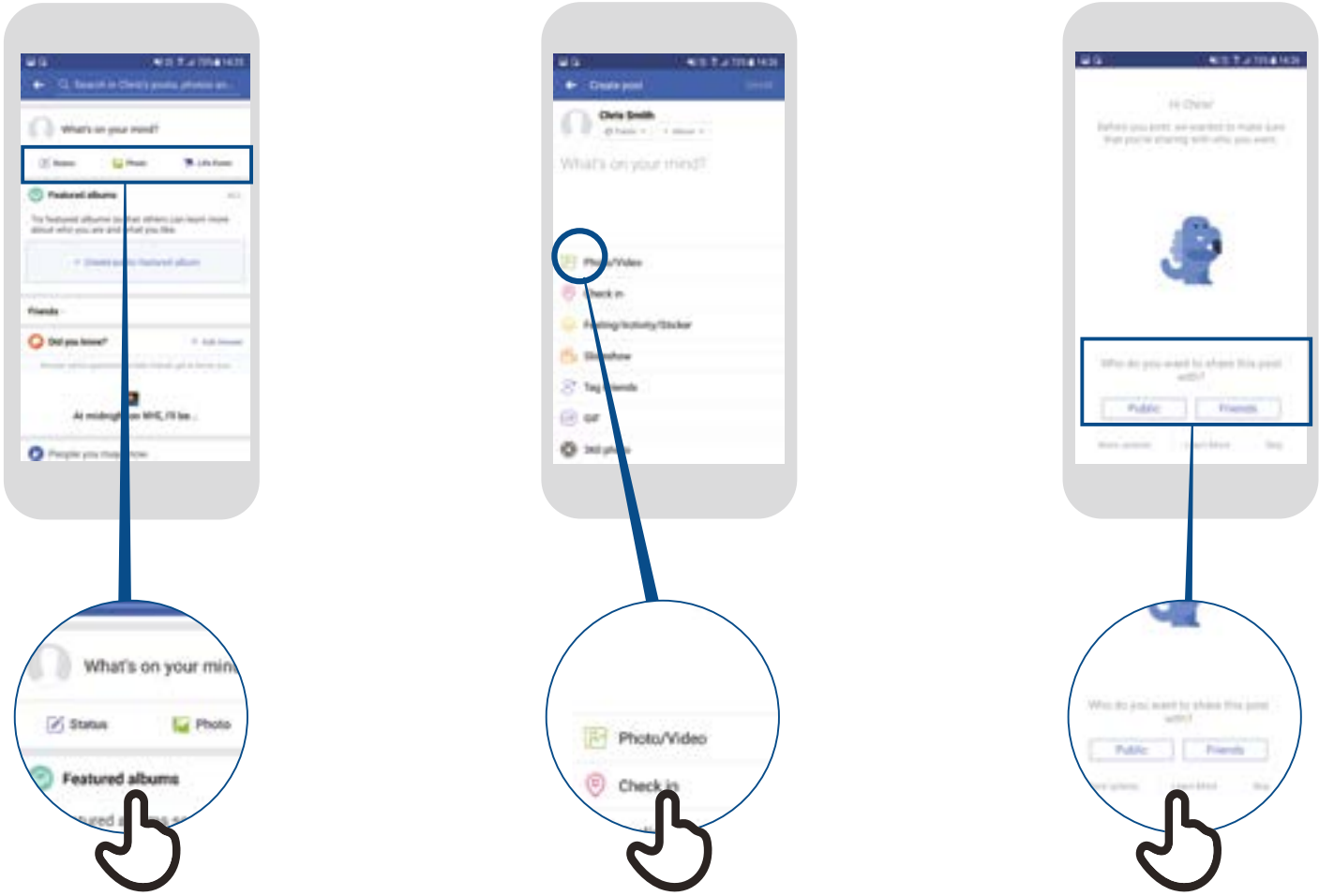
1 → 2 → 3 → 3

How to use

Facebook

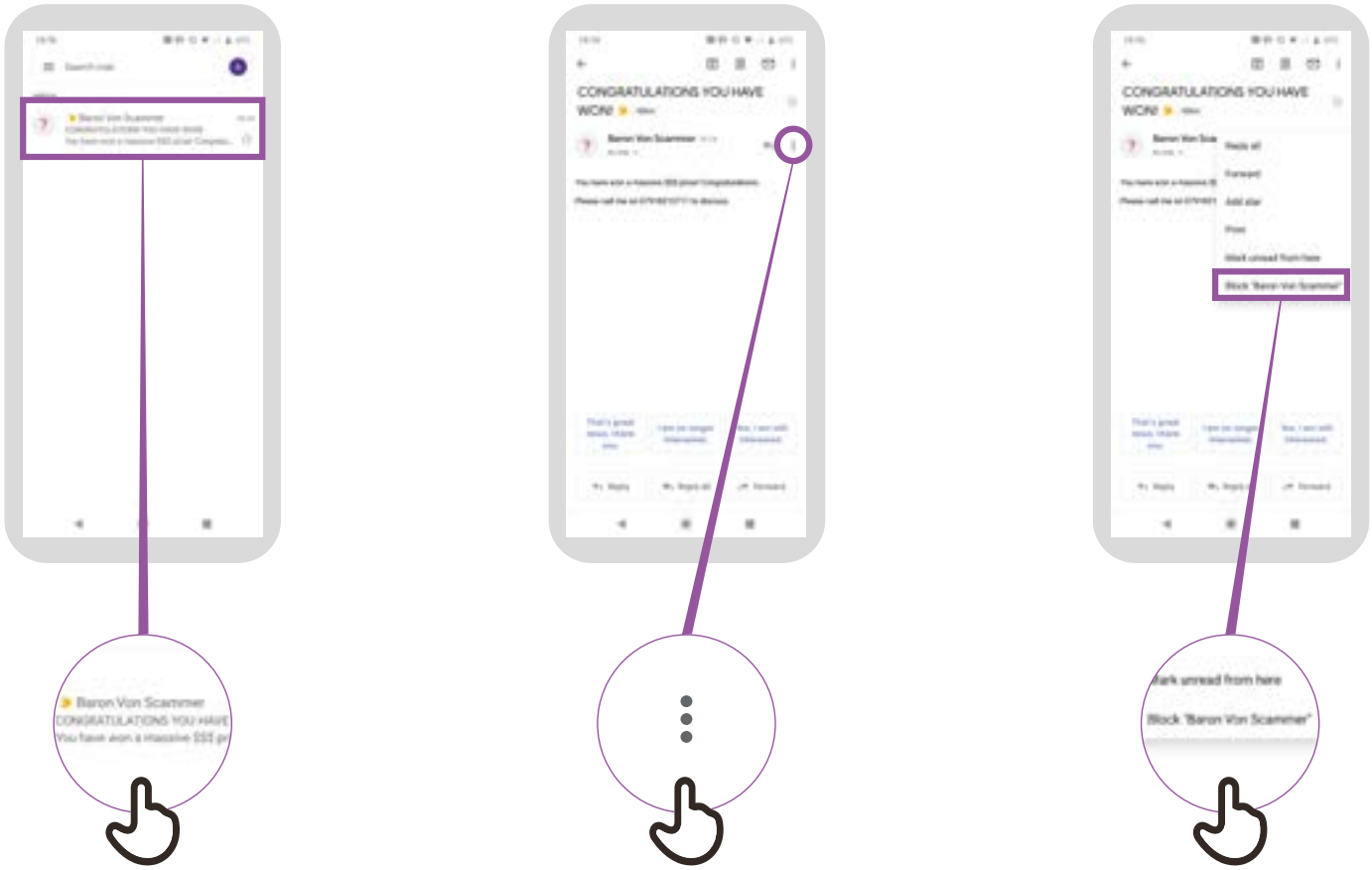
How to Make a Post

1 → 2 → 3



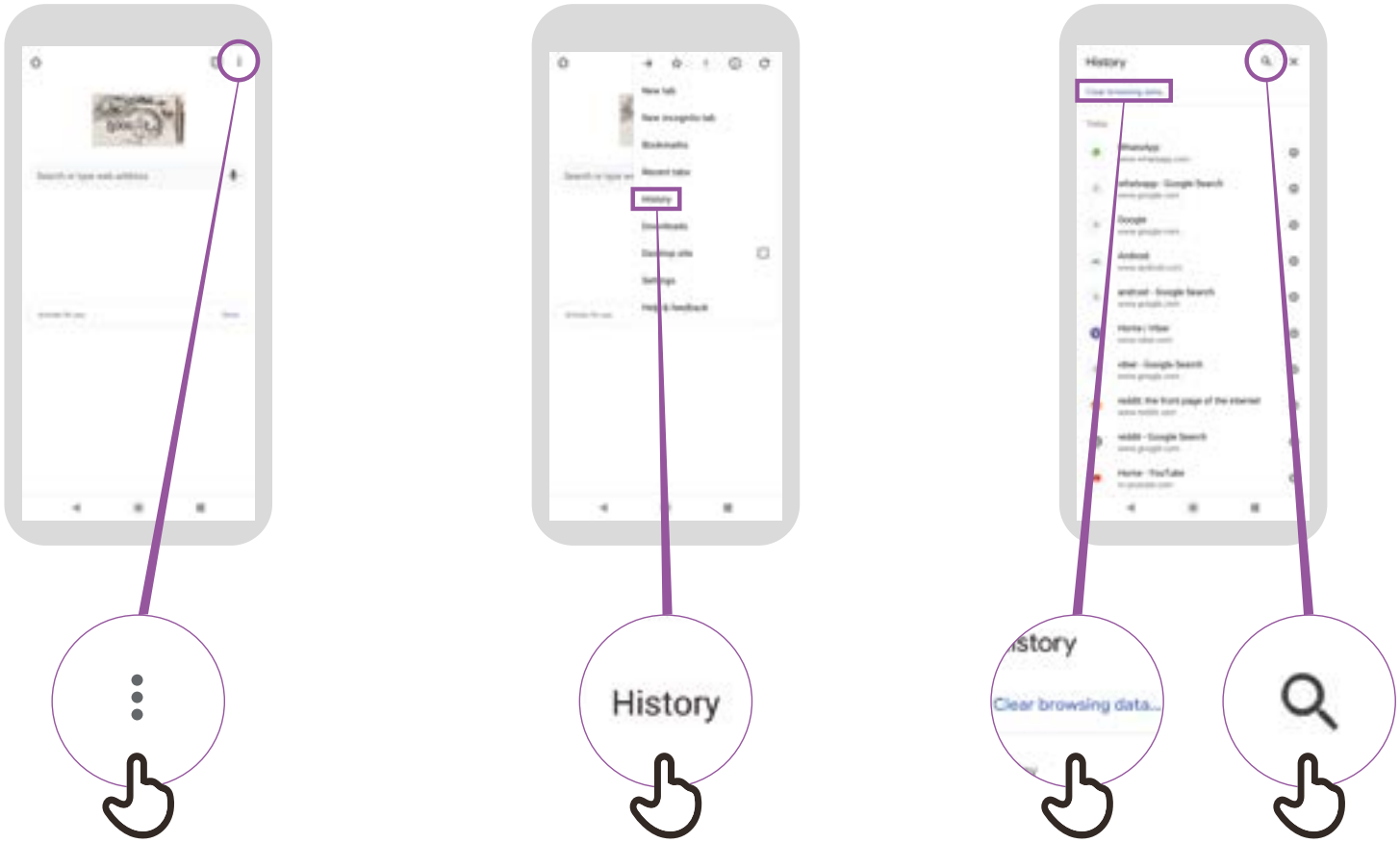
How to ‘block’ on Gmail

1 → 2 → 3



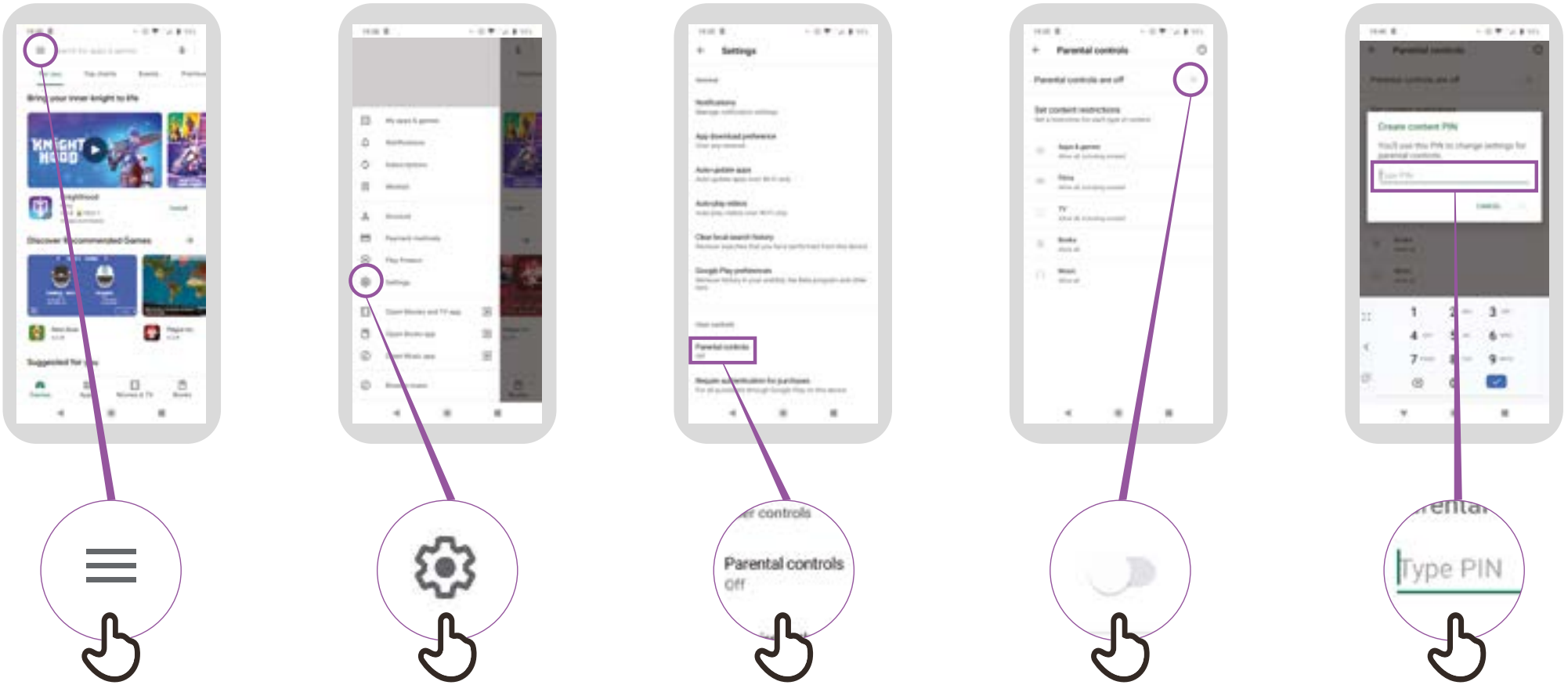
Accessing 'search history' in Chrome

1 → 2 → 3



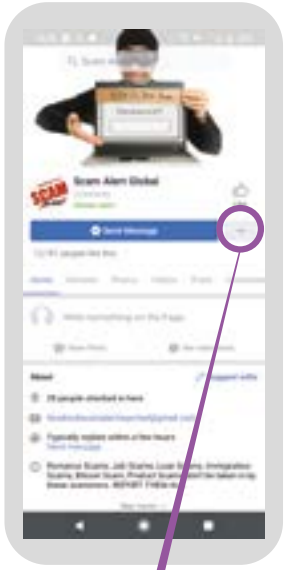
Setting up Parental Controls on Play Store

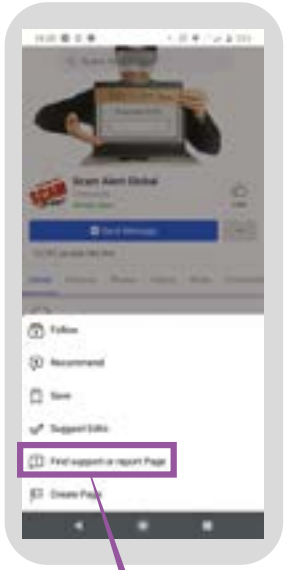
1 → 2 → 3 → 4 → 5

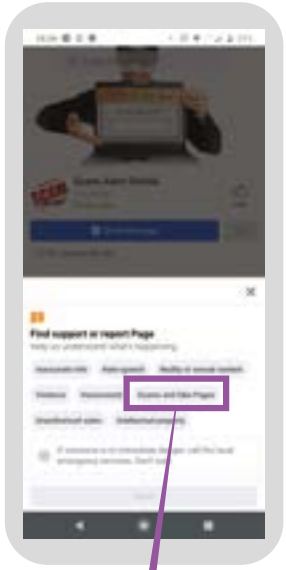


Reporting a page on Facebook

1 → 2 → 3

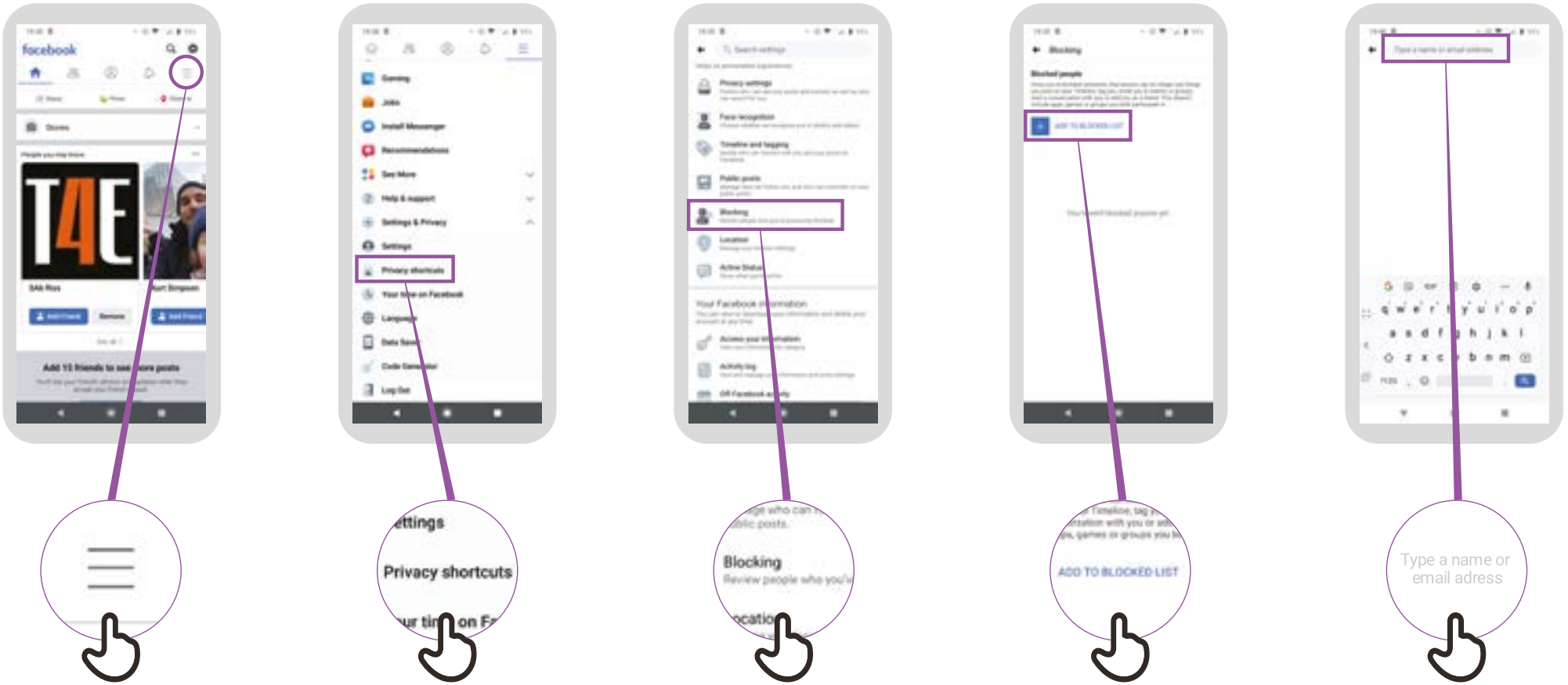






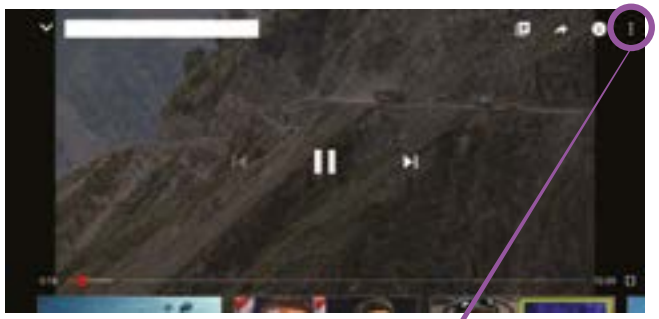
How to ‘block’ on Facebook

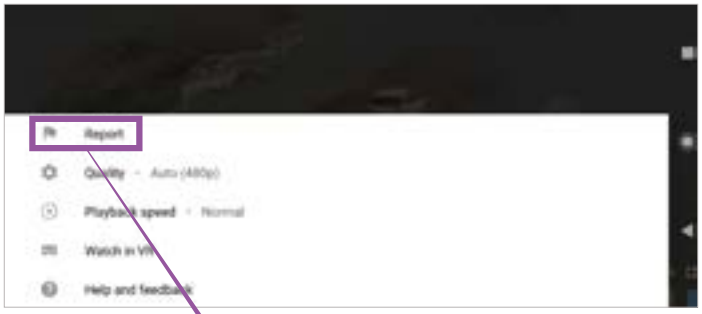
1 → 2 → 3 → 4 → 5

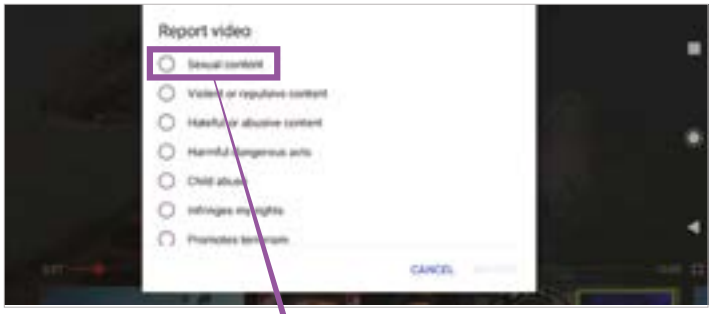


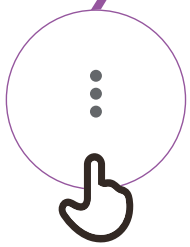
Reporting a video on YouTube

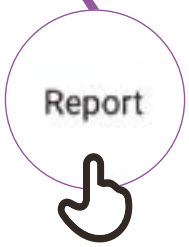
1 → 2 → 3







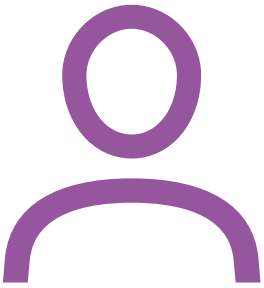




False information

Be careful!

If you are unsure, ask someone you trust!



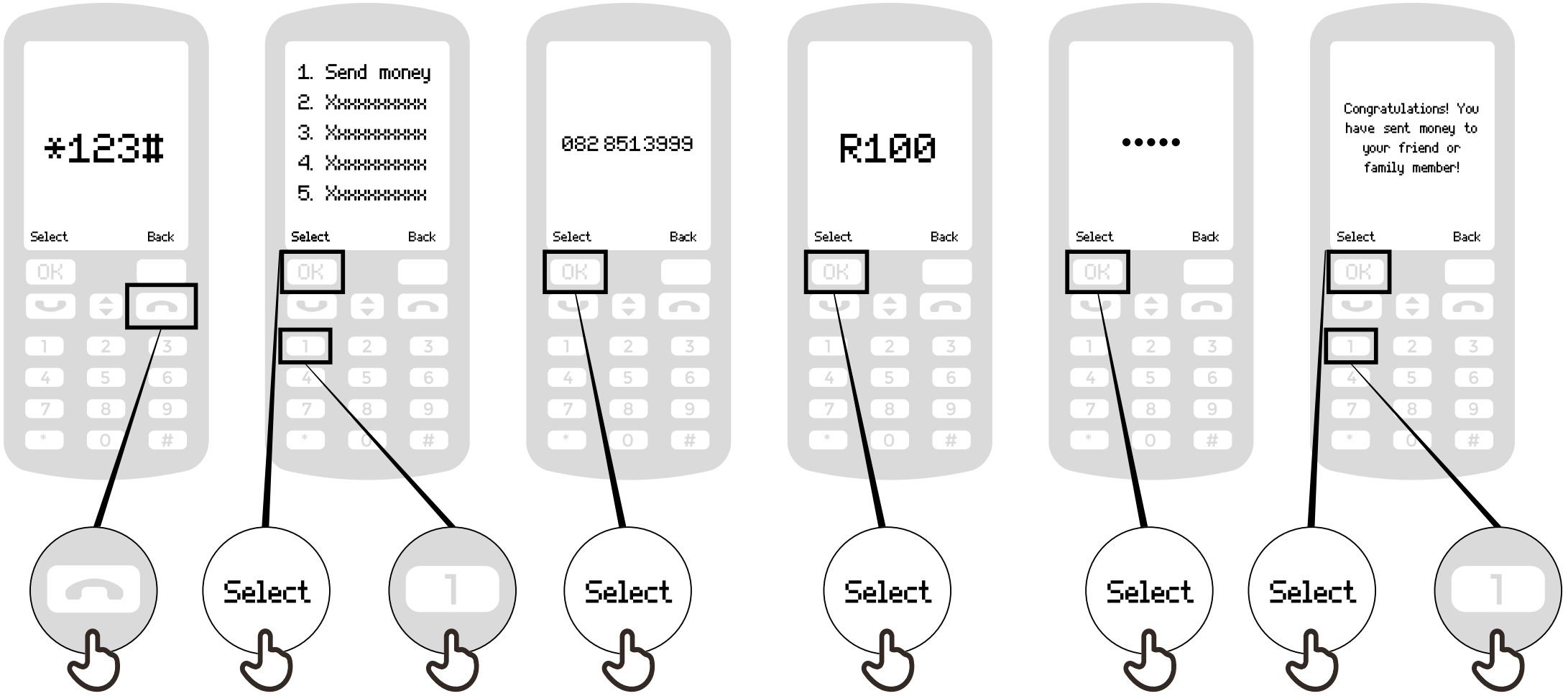
Don’t share something with other people without thinking first!

Check other sites

Report it

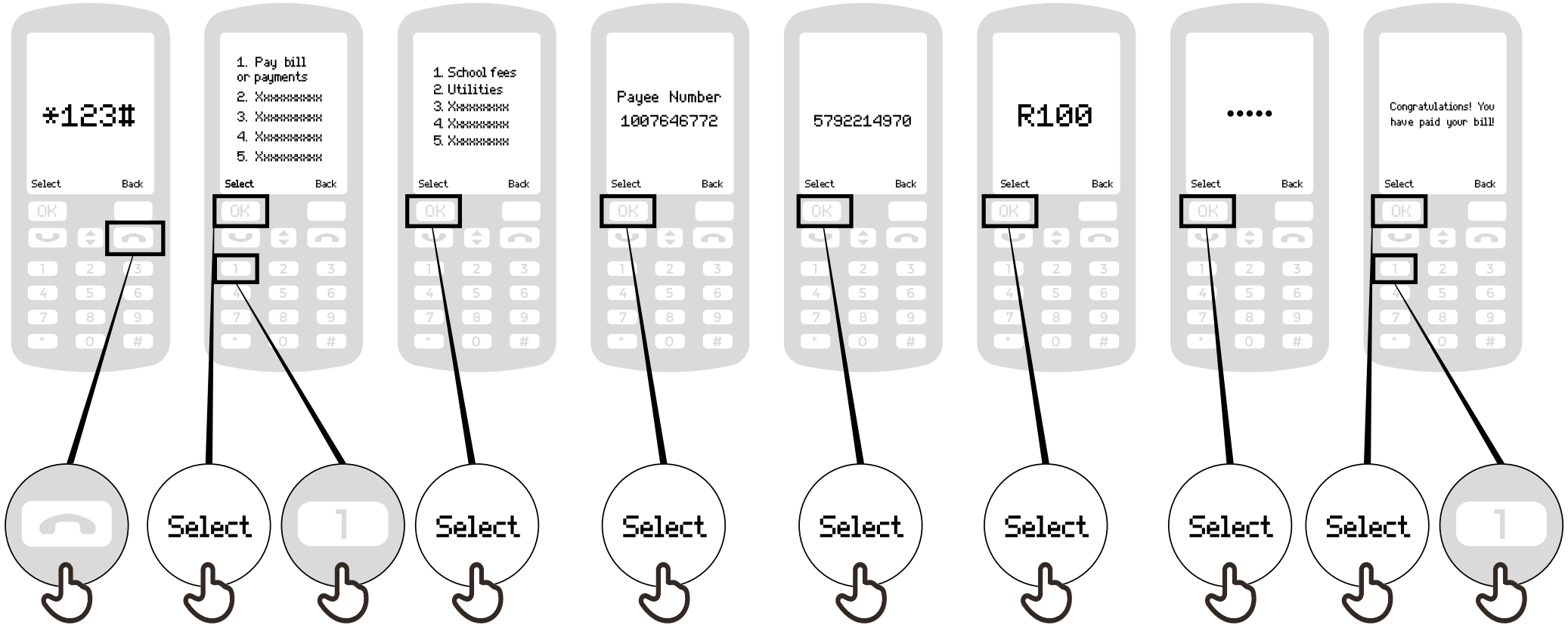
Sending money to friend using your phone

1 → 2 → 3 → 4 → 5 → 6

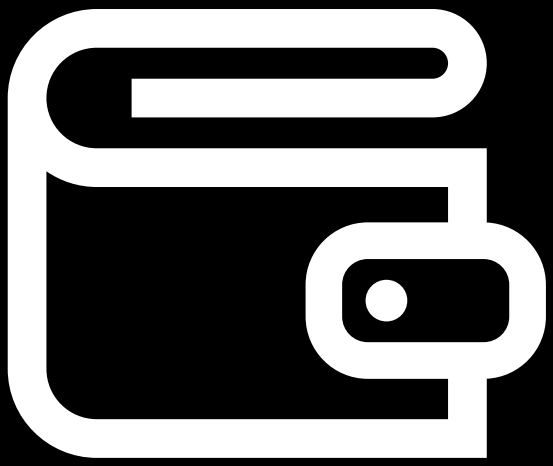


Paying a bill using your phone

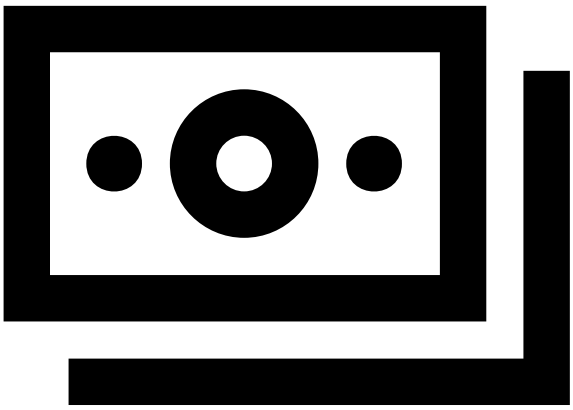
1 → 2 → 3 → 4 → 5 → 6 → 7 → 8



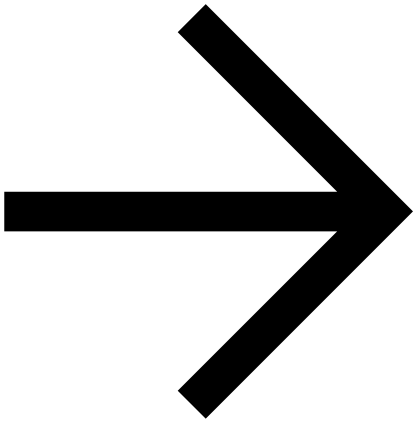
What is mobile money



It’s like having a wallet on your phone.



Cash can be deposited and withdrawn from your mobile money account with your agent.

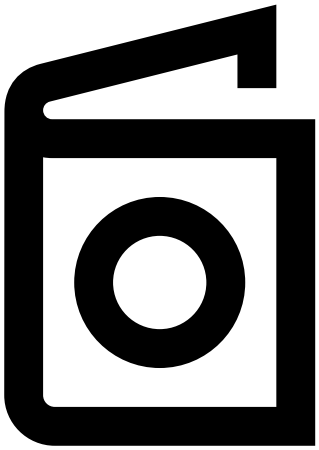


You can send money to other people, pay bills, pay for goods.

Your PIN number is the way you can use your account.

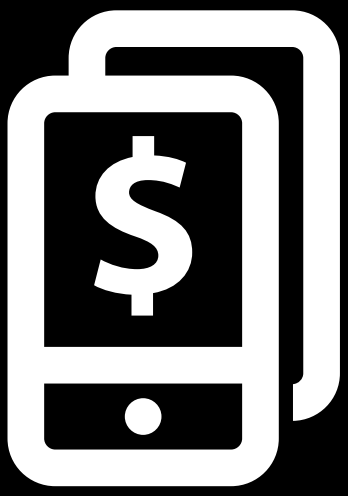
Registering for mobile money account

You need a SIM card from your mobile operator. Your money agent will register you for mobile money.



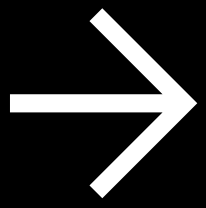
To register for mobile money, you need proof of identity.

Go to your agent every time you need to deposit or withdraw money from your account.

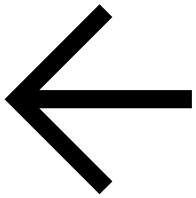


Once these steps have been completed you can start using your mobile money account!

What you can do with mobile money

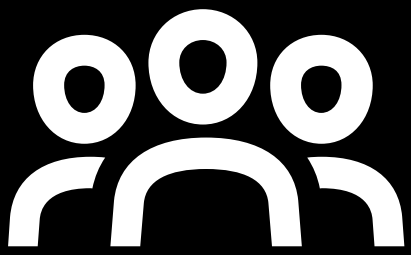


Send money to friends or family



Receive money from friends or family

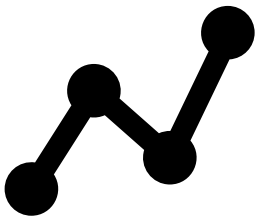
Pay bills or school fees



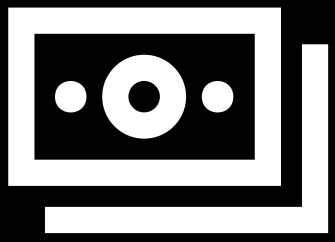
Buy airtime for you or other people

Send / receive money to and from friends and family in other countries

Pay for goods and services

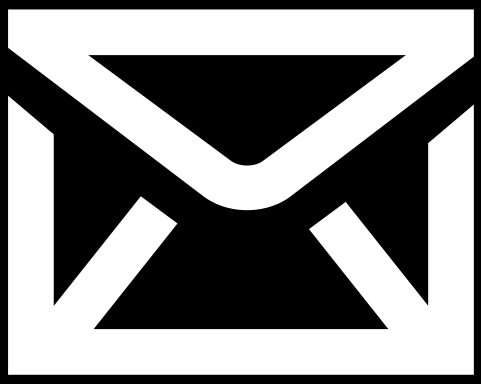


Earn interest on your savings



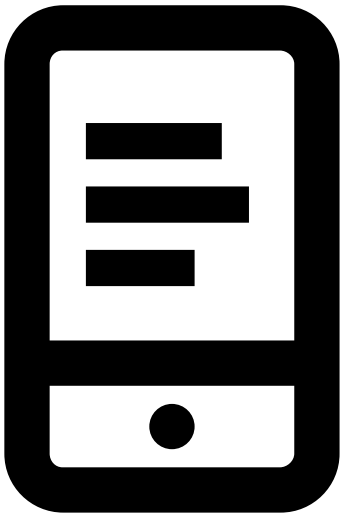
Get a loan

Staying safe using mobile



Message

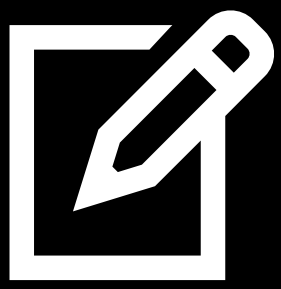
PIN



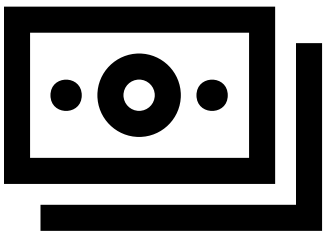
Phone

Agents

5 key things to know about mobile money

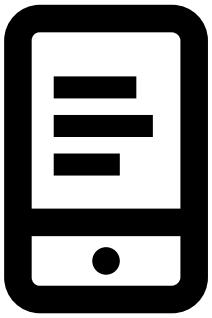


Account registration



Mobile money account

Mobile money agent



Mobile number

PIN number

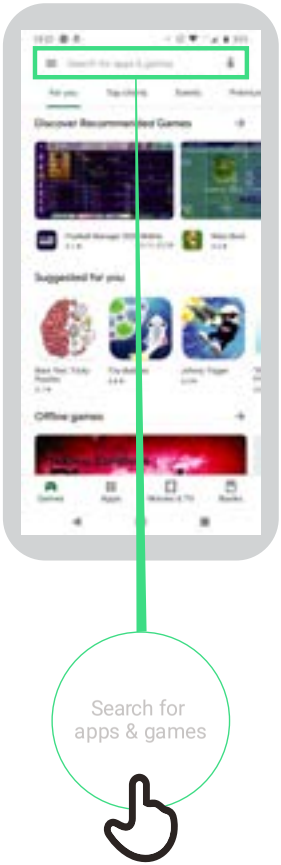
5 key things to know about mobile money

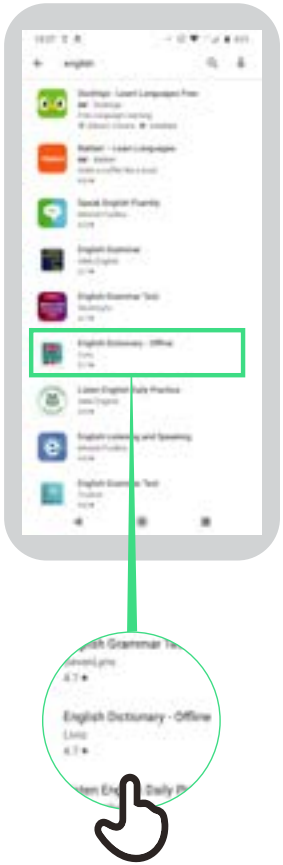
Account registration	To use mobile money you will need to register at a mobile money agent who will help you create an account. To do this you will need a SIM card and some ID documents (like a passport, driving license or voters card)
Mobile money account	A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone – all without having a bank account
Mobile money agent	A mobile money agent is who you go to when you need to deposit or withdraw money from your account. They can help you if you have a problem with your account
Mobile number	A mobile phone number – the one you use to call and SMS people -are important for mobile money. When you want to send money to someone using mobile money you use their mobile number. This is the same if they want to send money to you.
PIN number	This is your personal number which helps you protect your mobile money account. You will need to type this into your phone when using mobile money. Keep it safe and don't share it with anyone!

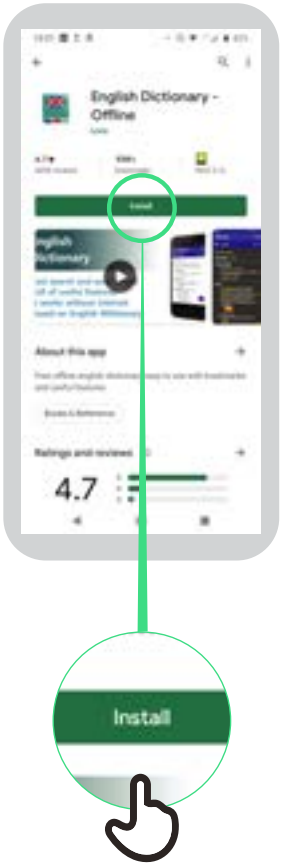
android

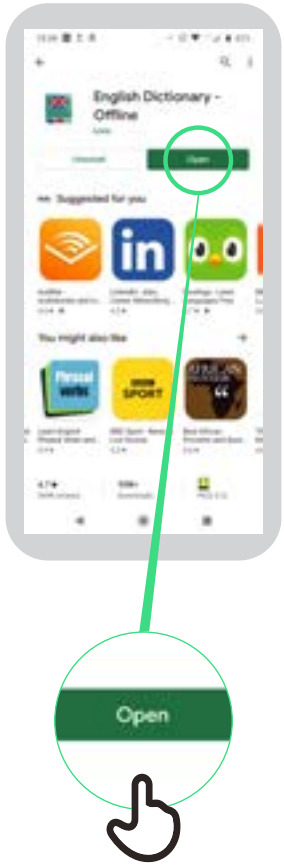
Downloading an App on Play Store

1 → 2 → 3 → 4





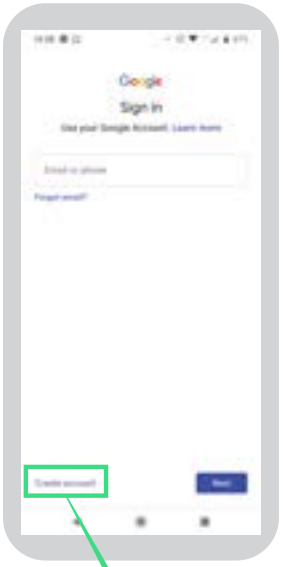


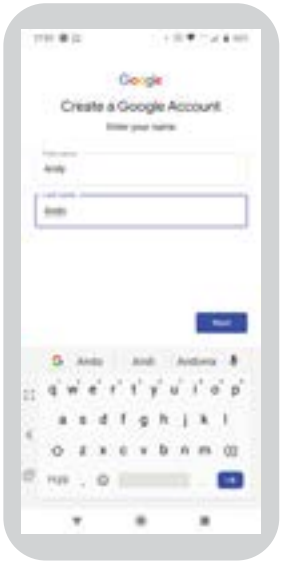


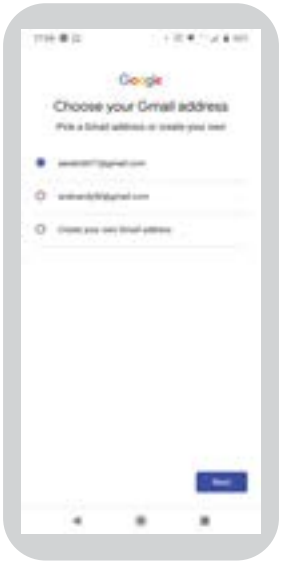
android

Create Google account

1 → 2 → 3 → 4 → 5



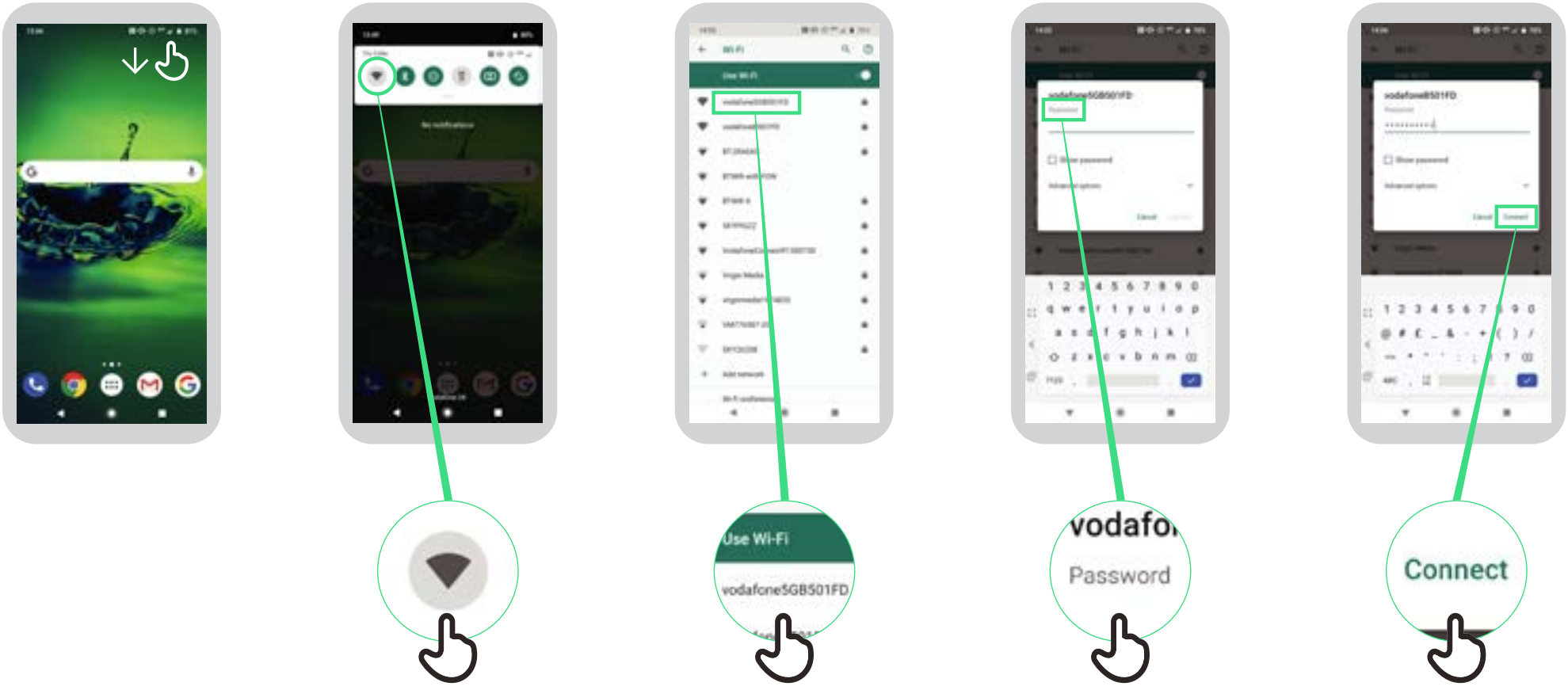




android

Connecting to a Wi-Fi network

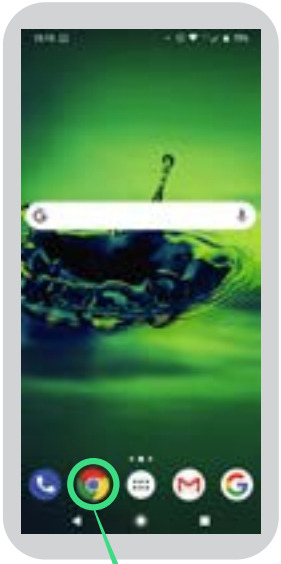
1 → 2 → 3 → 4 → 5

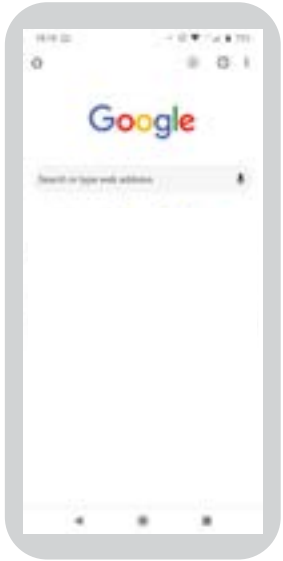


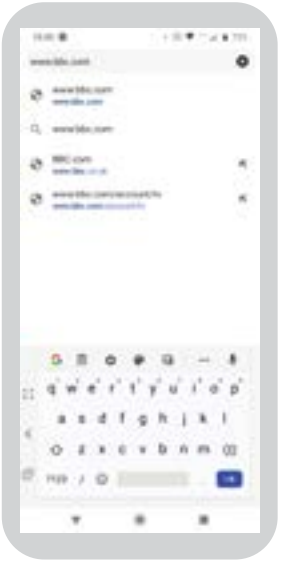
android

How to use Chrome

1 → 2 → 3



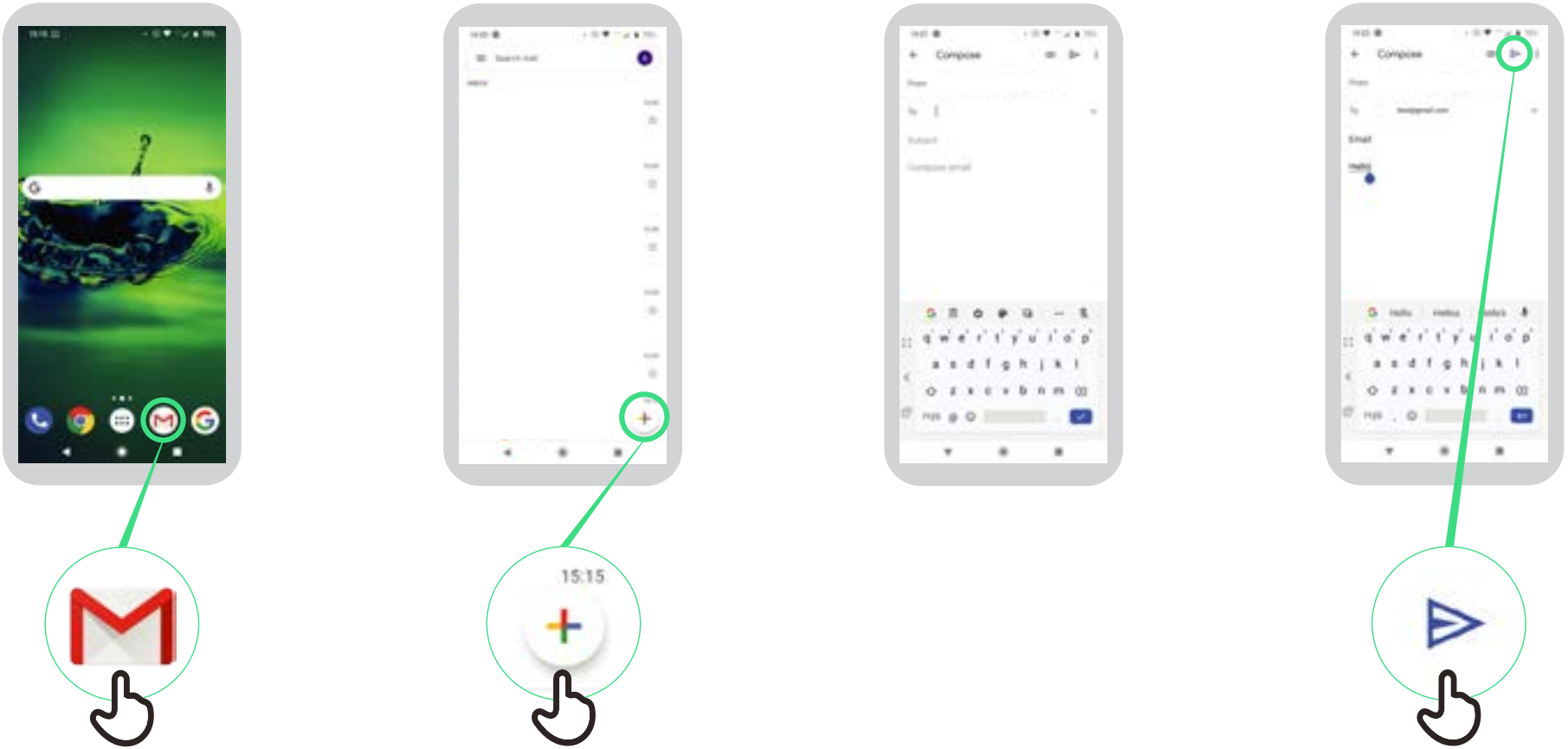




android

Sending an email on Gmail

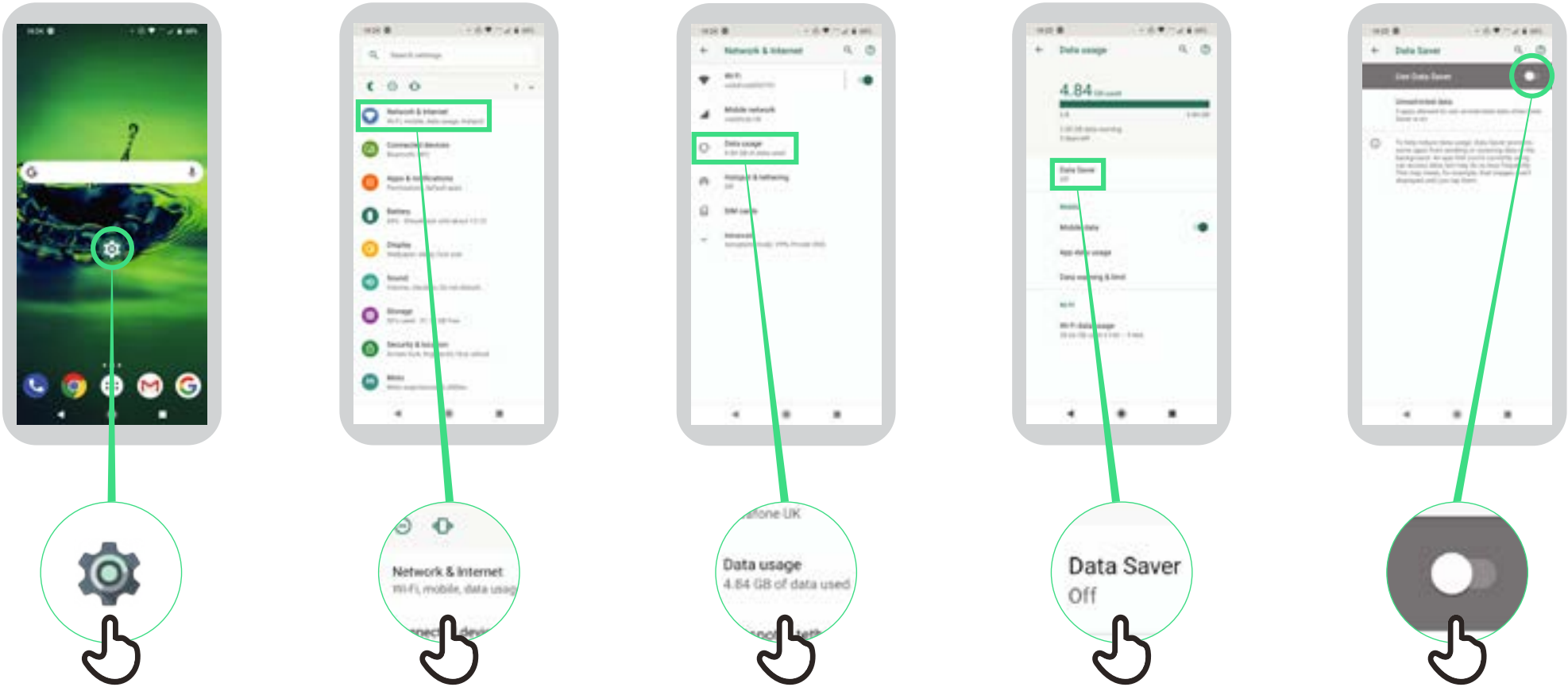
1 → 2 → 3 → 4



android

Data Saver

1 → 2 → 3 → 4 → 5



android

Battery Saving

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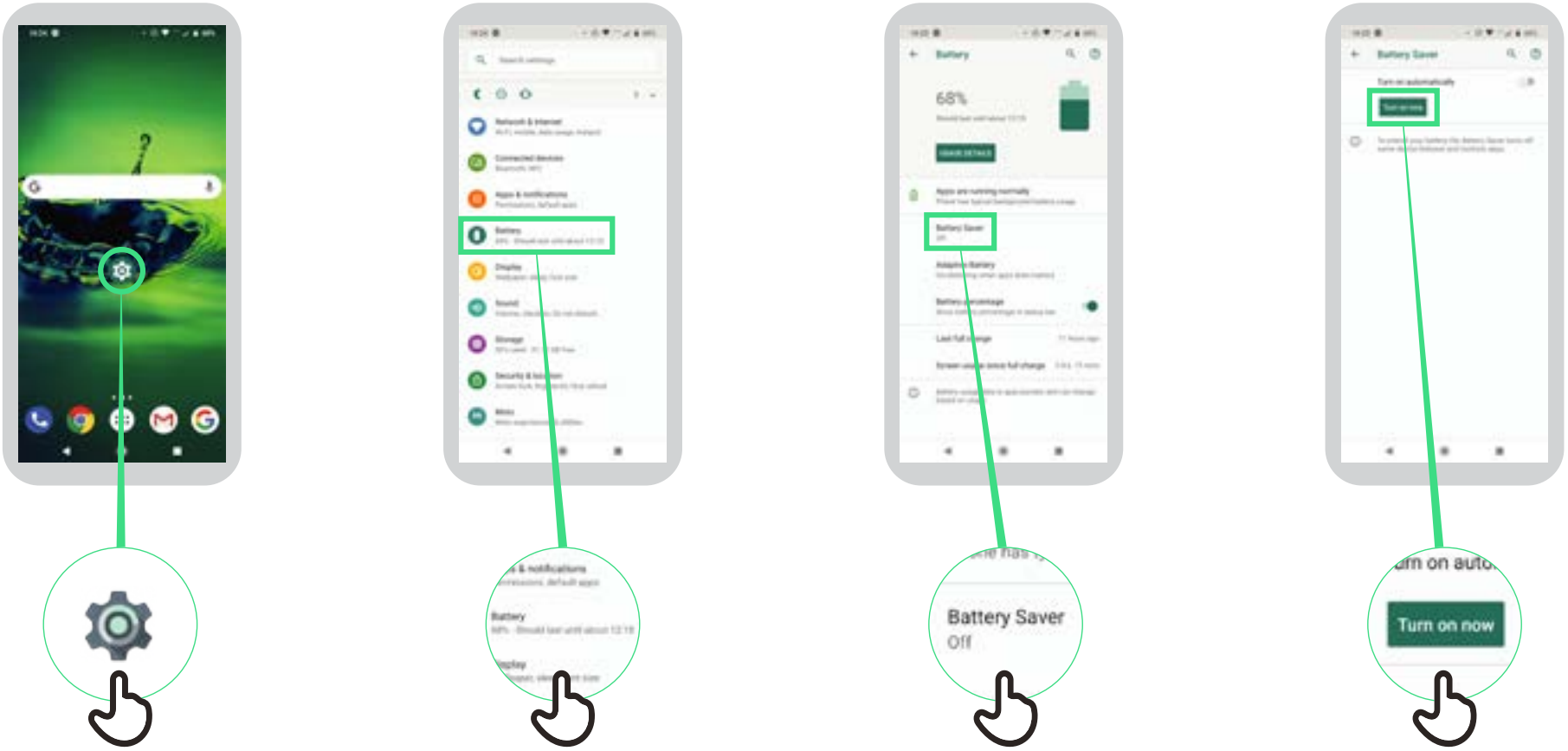

android

Device Security

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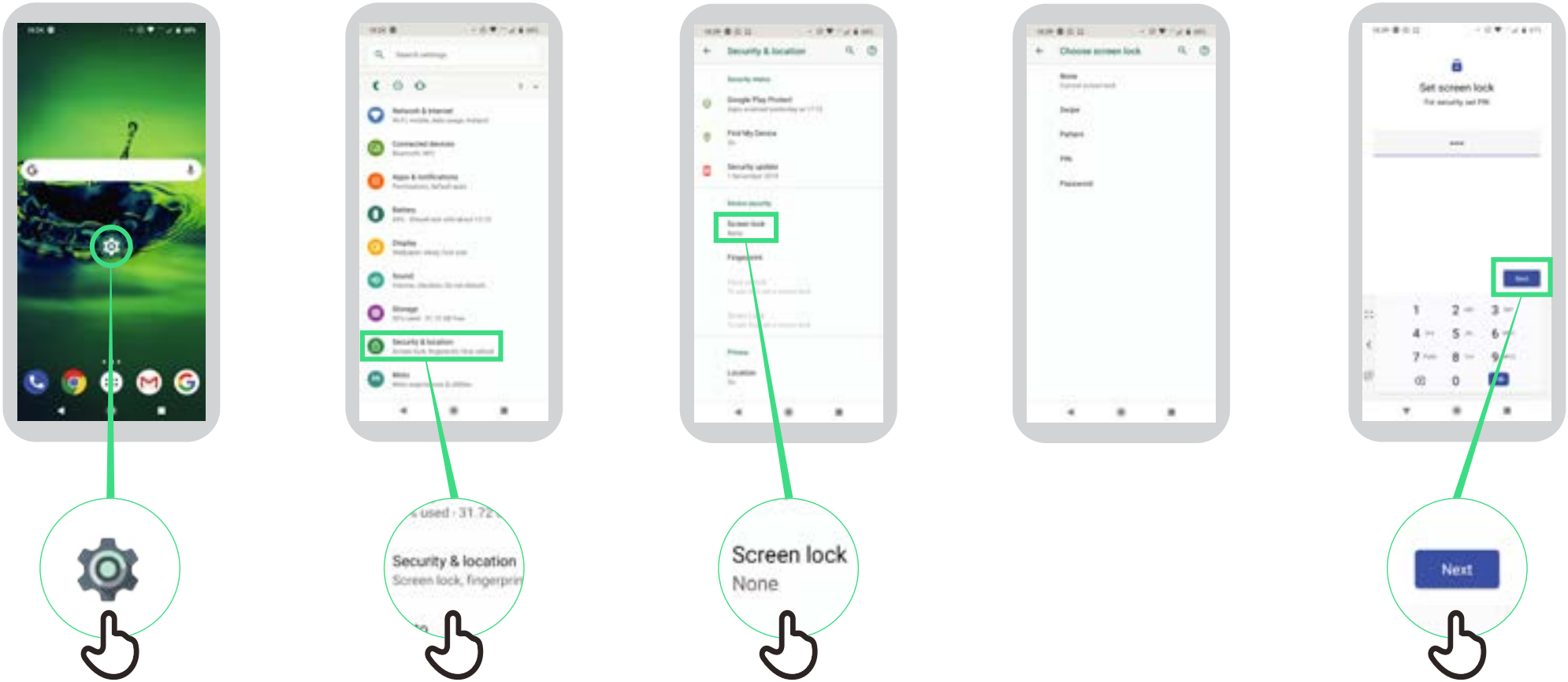
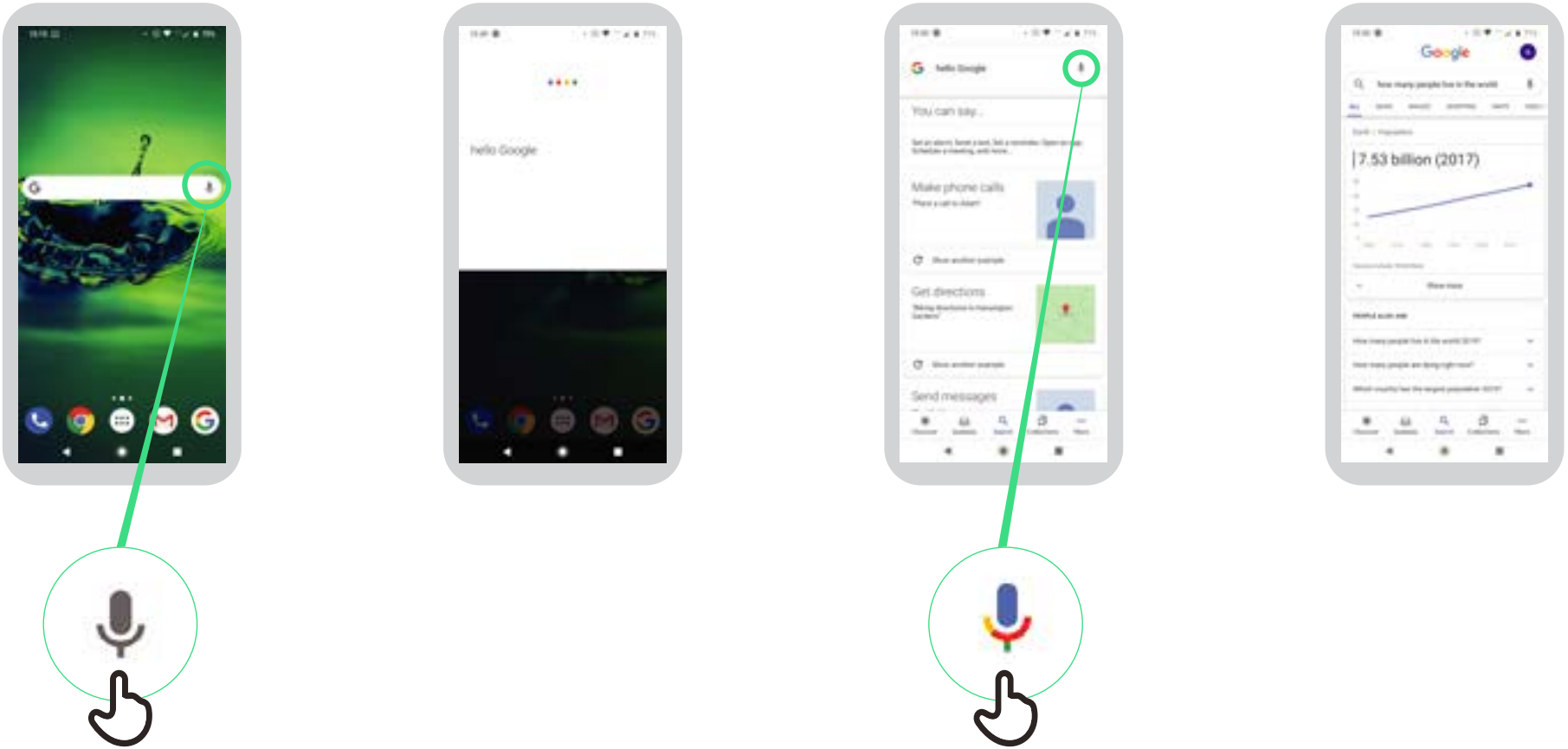


android

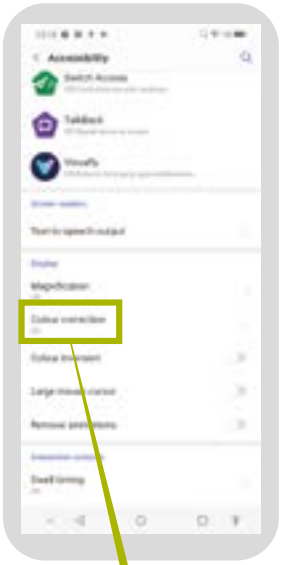
Google Assistant

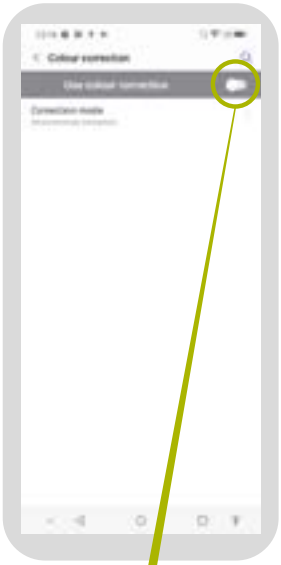
1 → 2 → 3 → 4

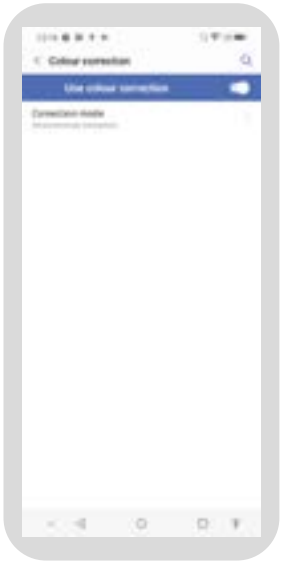


Changing and correcting colours

1 → 2 → 3 → 4 → 5

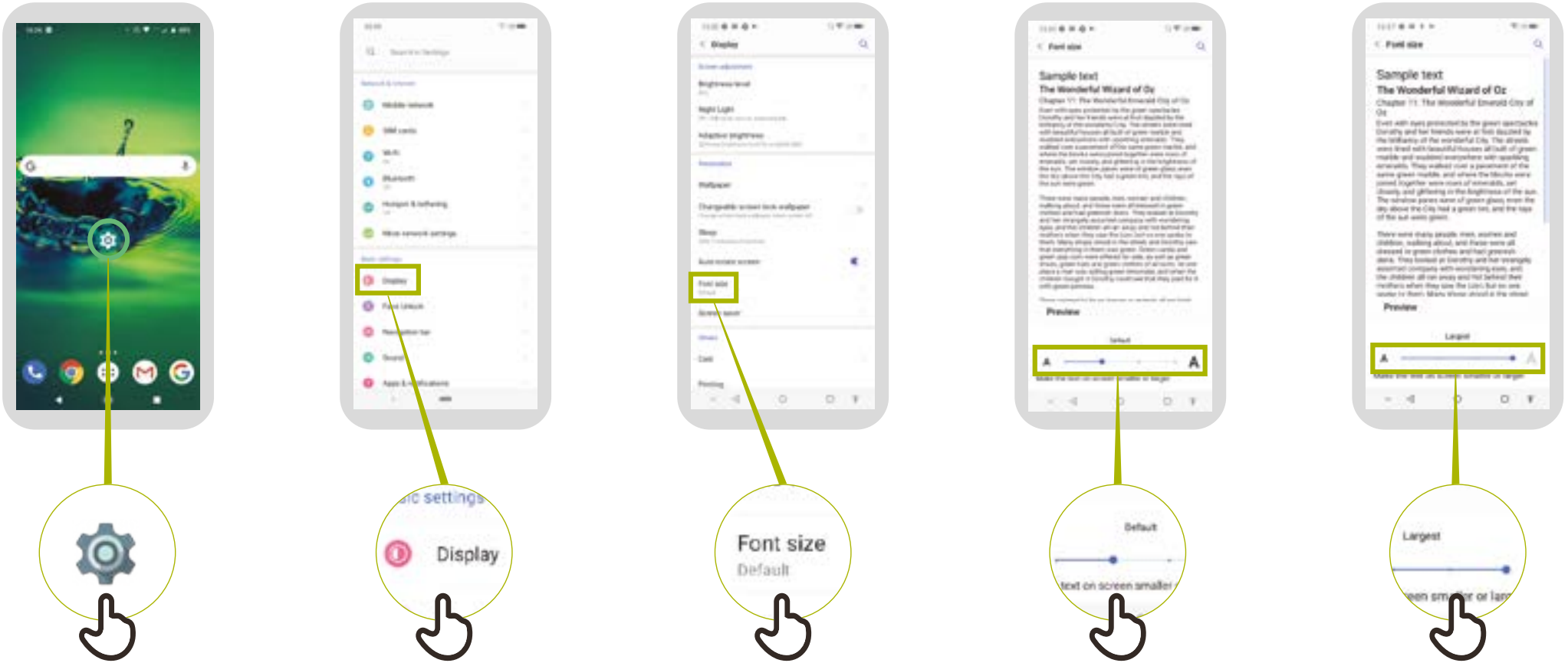






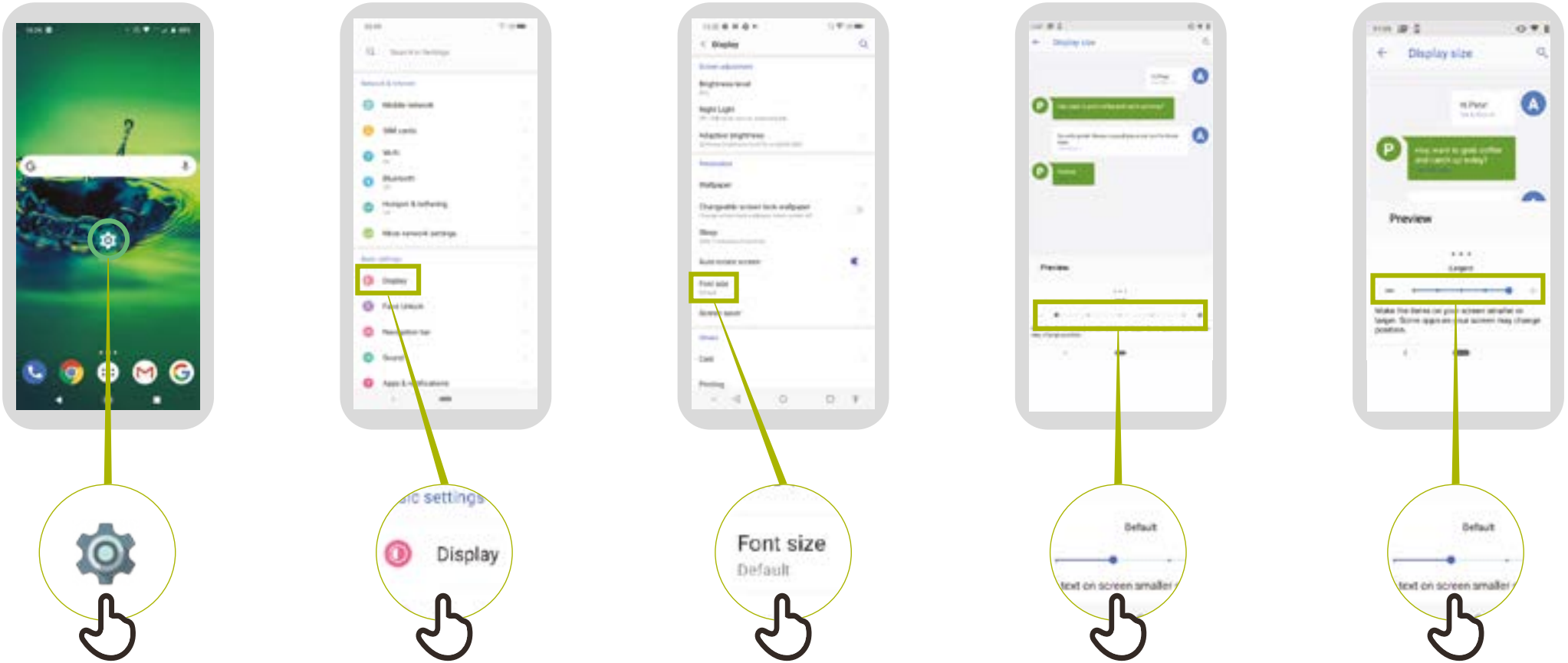
Changing font sizes

1 → 2 → 3 → 4 → 5



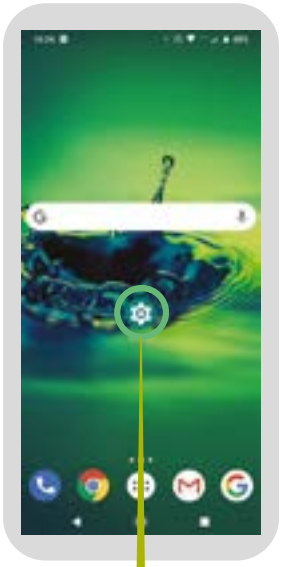
Changing display

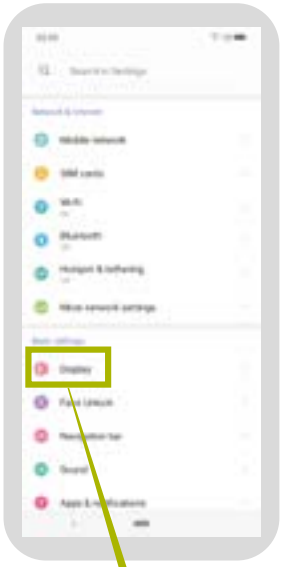
1 → 2 → 3 → 4 → 5

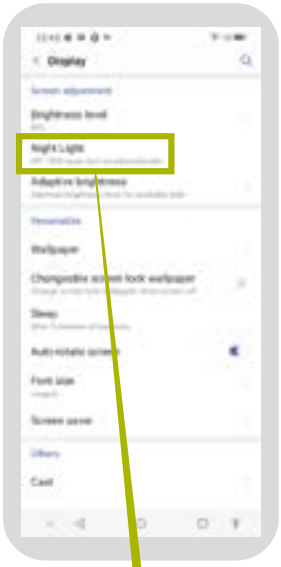


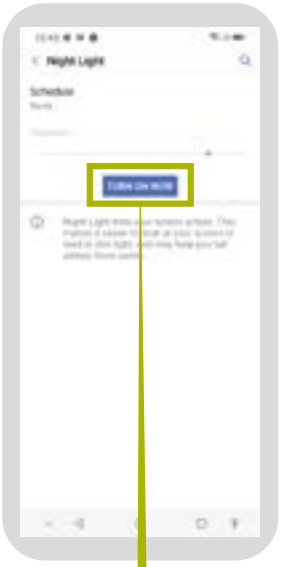
Turning on ‘Night Light’

1 → 2 → 3 → 4



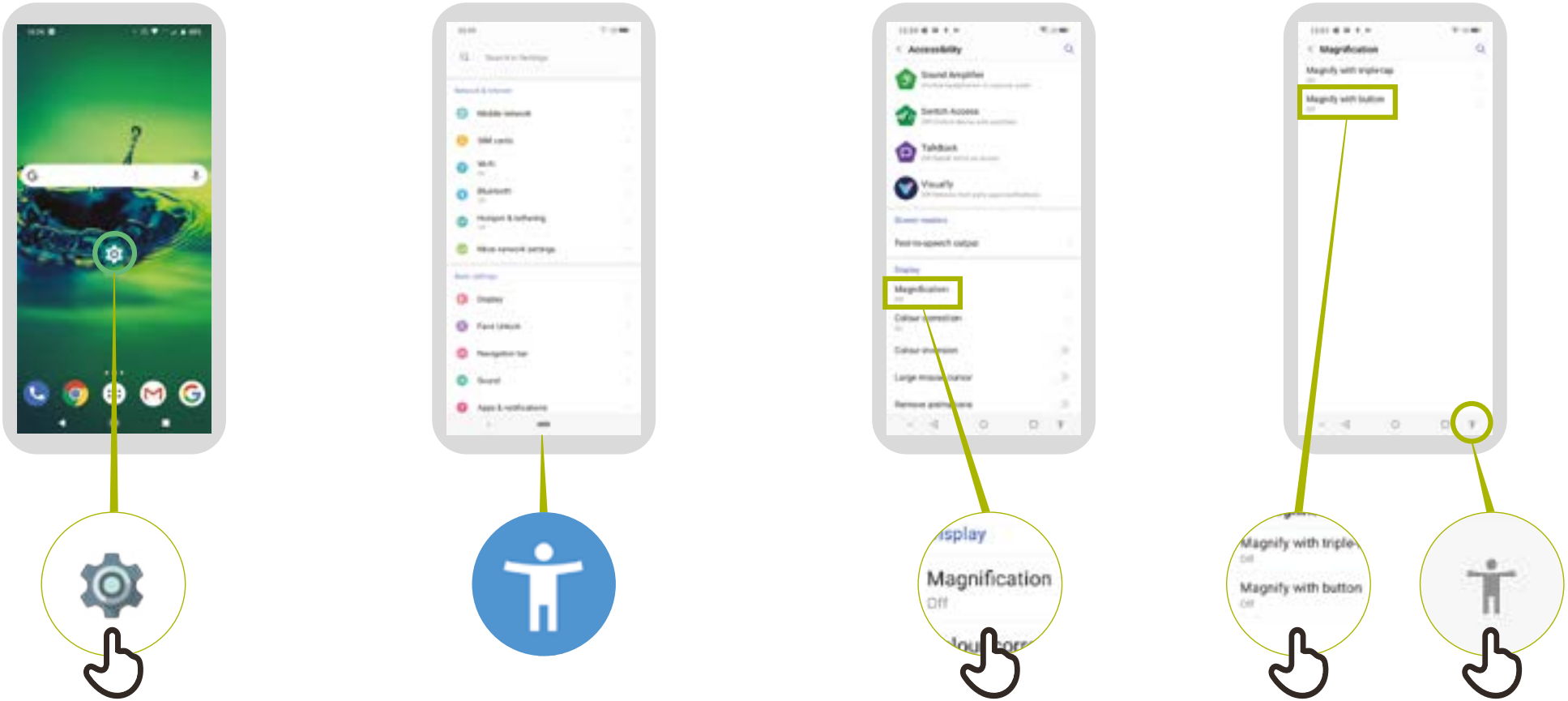






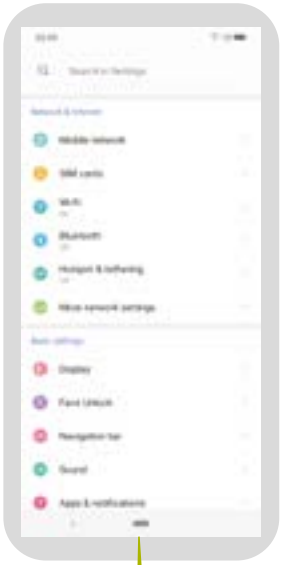
Magnification for people with low vision

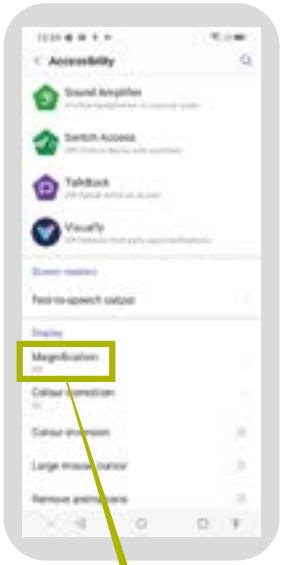
1 → 2 → 3 → 4

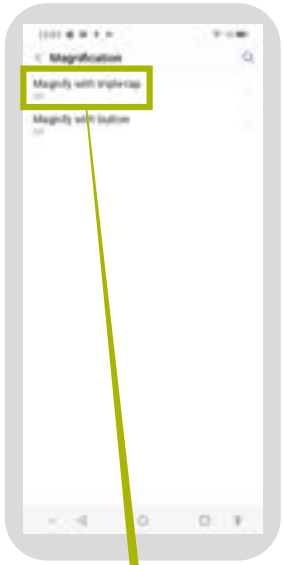


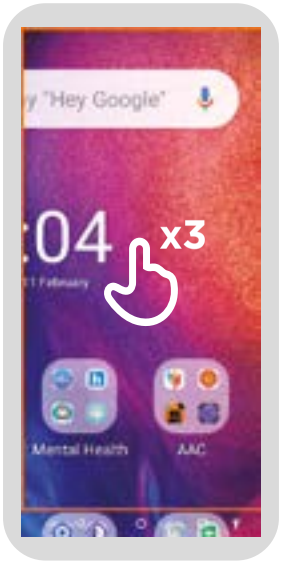
Temporary magnification

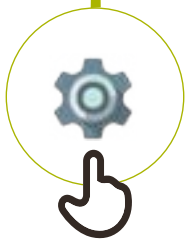
1 → 2 → 3 → 4 → 5





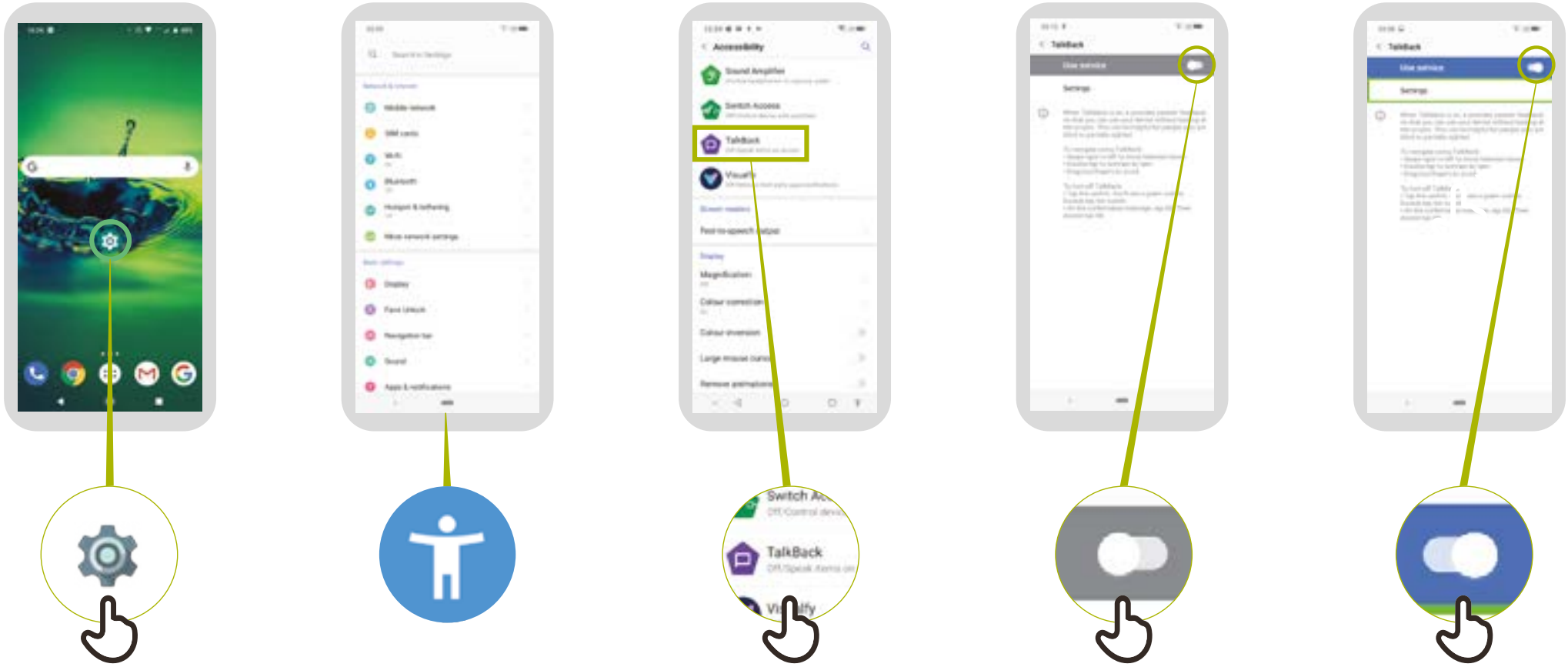






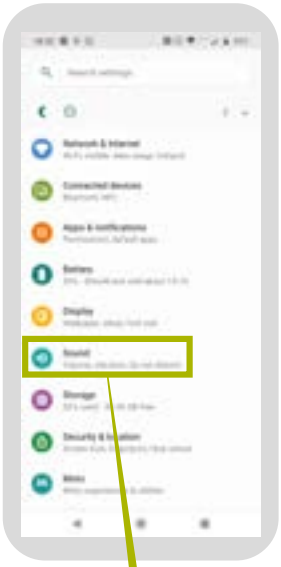
Set up TalkBack

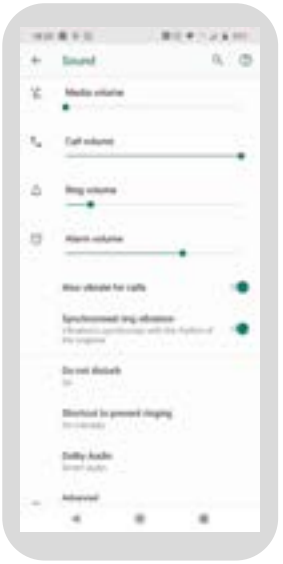
1 → 2 → 3 → 4 → 5

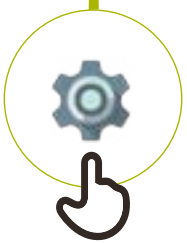


Sound enhancement

1 → 2 → 3

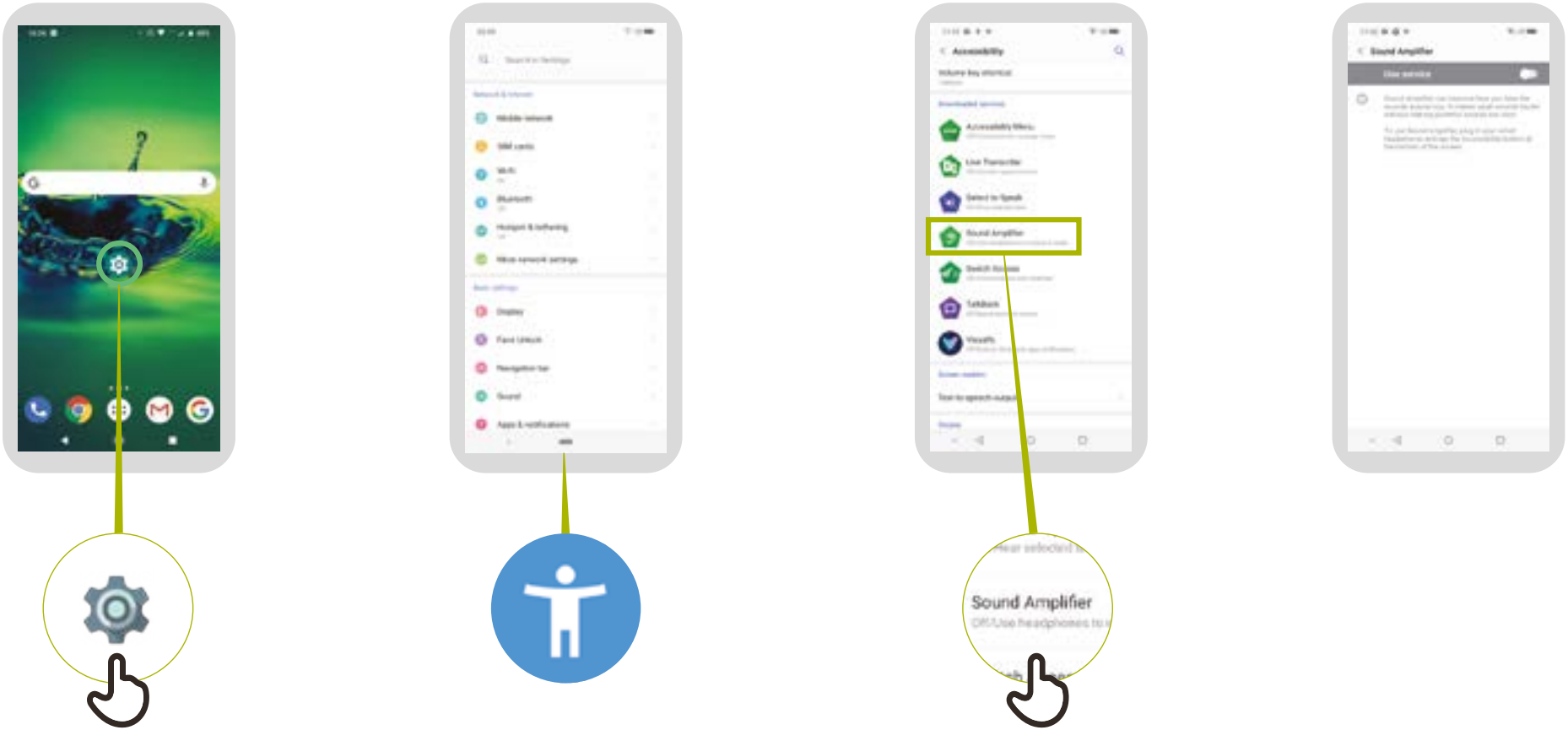






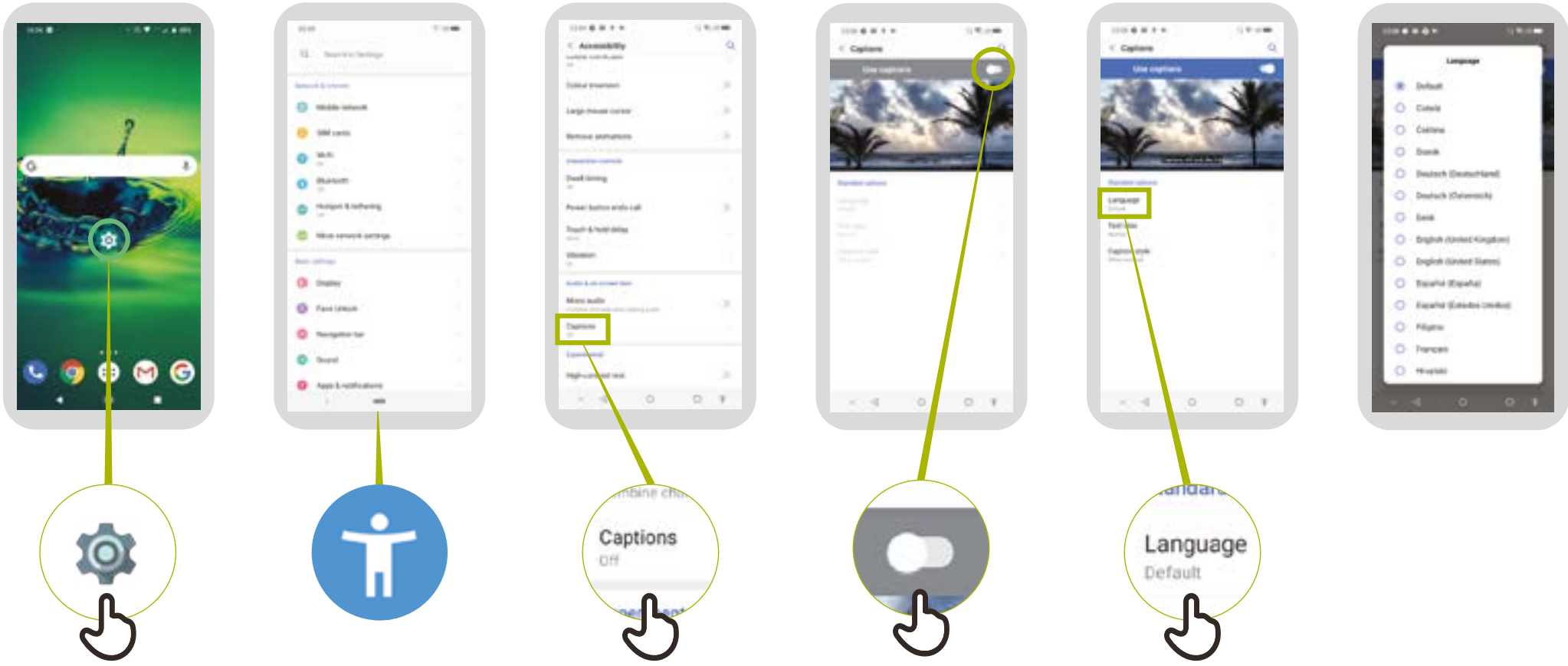
Sound amplification

1 → 2 → 3 → 4



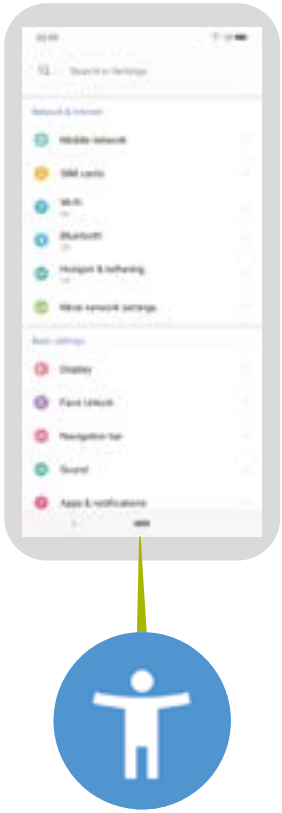
Set up captions

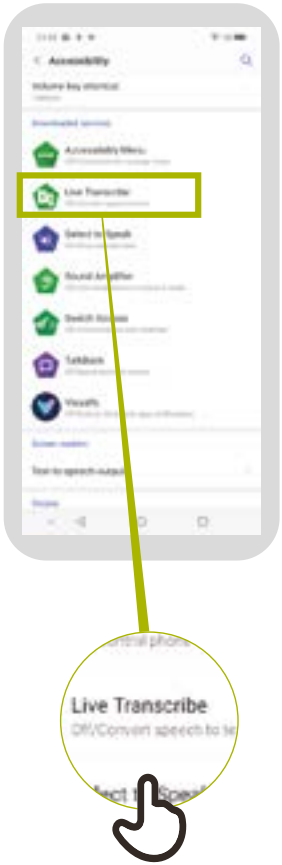
1 → 2 → 3 → 4 → 5 → 6

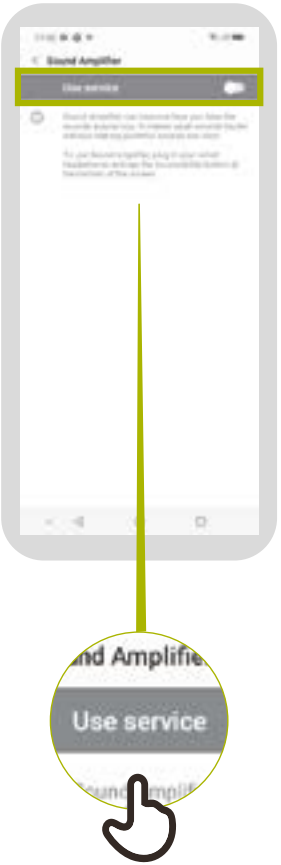


Set up live transcriptions

1 → 2 → 3 → 4







Top tips for communicating with customers with a disability

Speak directly rather than through a companion or any sign language interpreter who may be present.

If you offer help, wait until it is accepted. Then listen or ask for instructions.

Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others.

Do not lean against or hang on someone's wheelchair or scooter or play with a guide dog.

Listen carefully to those who have difficulty speaking, give them time to finish. If necessary, ask questions that require short answers.

Never pretend to understand; check with the person if you are unclear.

Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seem to relate to a person's disability.

Supporting customers with a hearing loss

Get the person's attention before speaking. There are many ways of attracting attention – like a gentle touch on the arm. Ask the person for suggestions.

Speak clearly and at a moderate pace. Raising your voice volume excessively, and shouting is not helpful.

Look directly at the person while speaking and be at the same eye level if possible.

When giving information, **ask the person if they have understood**, (e.g. "Did that make sense?").

Feel comfortable to **show facial and body expressions**, smiling, pointing etc. all help to communicate.

Be aware that your face may be in shadow, and that light behind you might make it harder for the person to learn from your expression.

Reduce background noises where possible, background noises can make listening very difficult.

Use pencil and paper to supplement your communication if necessary. In a noisy environment, writing down keywords may assist those who are hard of hearing.

When in doubt, ask the person with a hearing loss for **suggestions to improve your communication.**

Many people with a hearing impairment use **hearing aids**. Find out if the person is using an aid and ask how you can help them in using it.

Be patient, confident and relaxed.

Communicating with people with vision loss

Introduce yourself. Not everyone recognises voices or remembers them.

Don't shout. Being visually impaired or blind does not mean you can't hear clearly.

Let people know when you are moving. Don't leave a person who is blind talking to themselves.

Avoid hand signals as it can be hard to understand directions and gestures if you cannot see them well.

Don't worry about words such as, "See" or "Look". People with visual impairments understand that these words are part of regular conversations.

Don't push, pull or grab a person who is blind.

Do offer your arm for assistance. Ask how someone prefers to be guided.

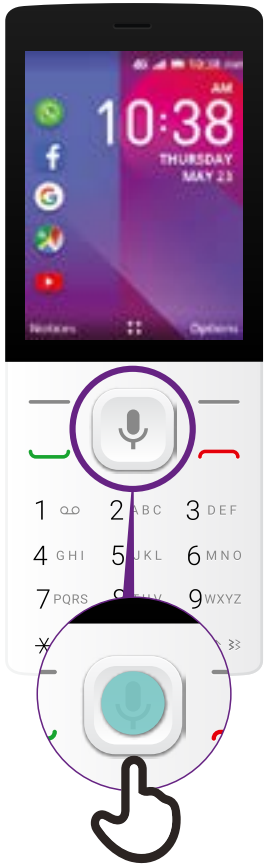
If the person has a guide dog, **avoid talking or playing with the dog**. Never stroke, feed, or direct a service dog whilst they are wearing a harness or vest: they are there to help and are not a pet.

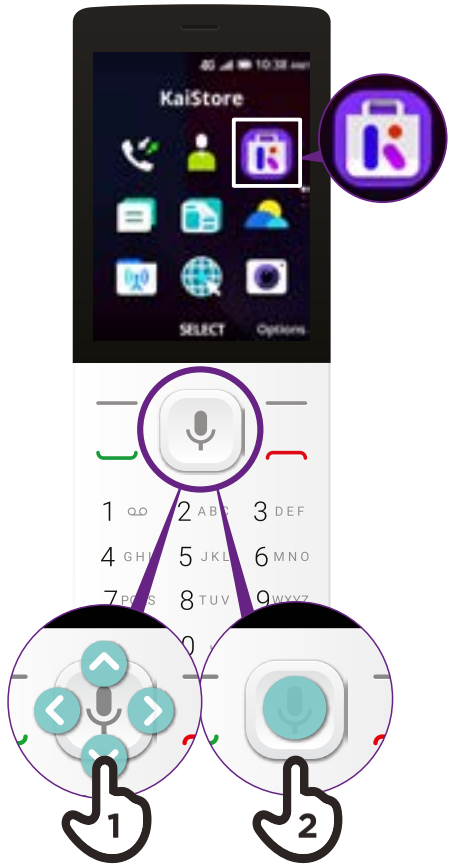
KaiOS
enable tomorrow

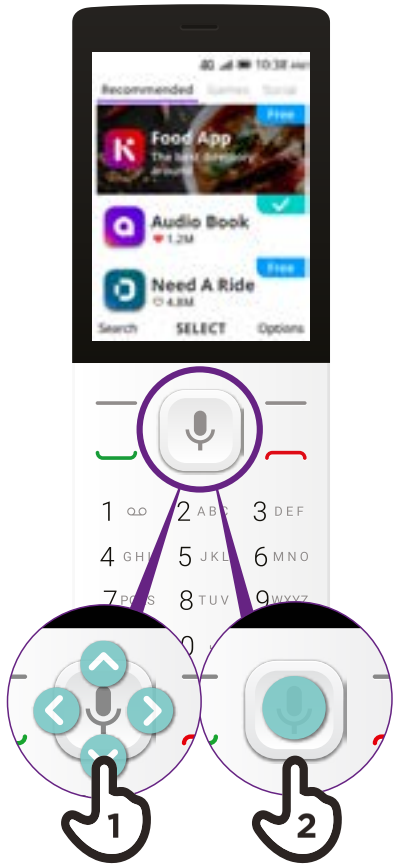
How to use
KaiOS

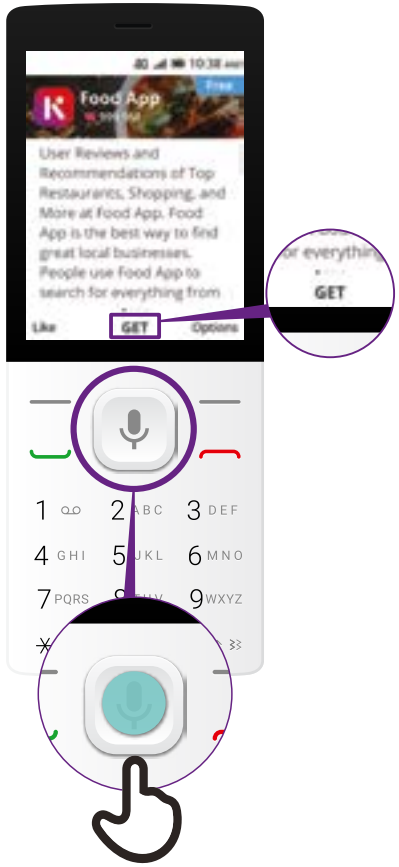
How to Use the KaiStore to Download Apps

1 → 2 → 3 → 4









KaiOS
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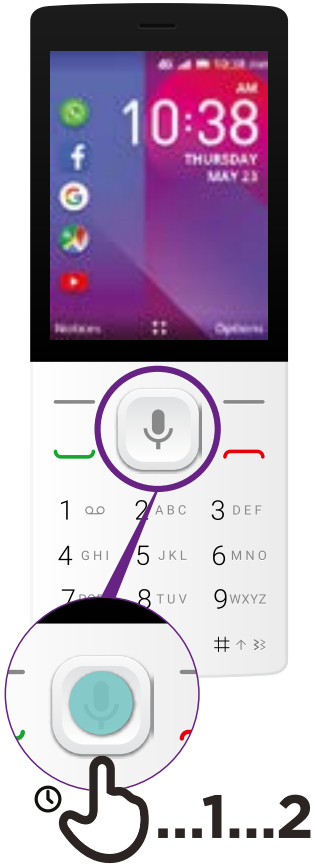
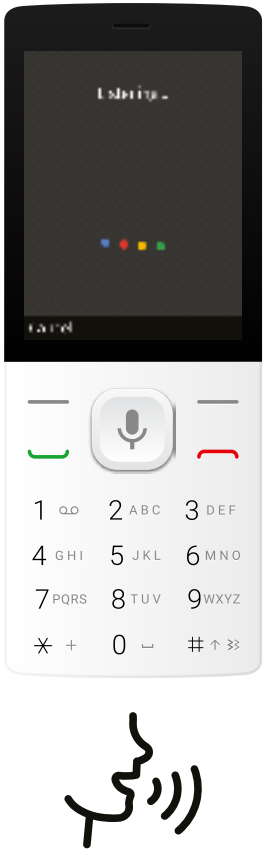
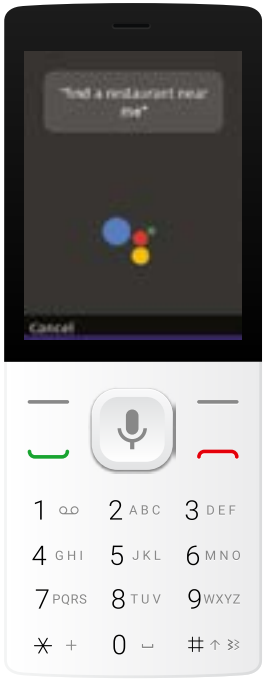
How to use
KaiOS

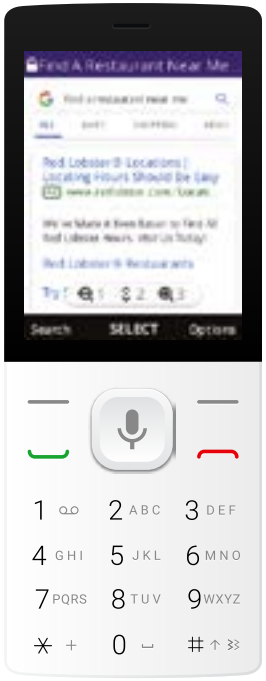
How to Use Google Assistant

1 → 2 → 3 → 4







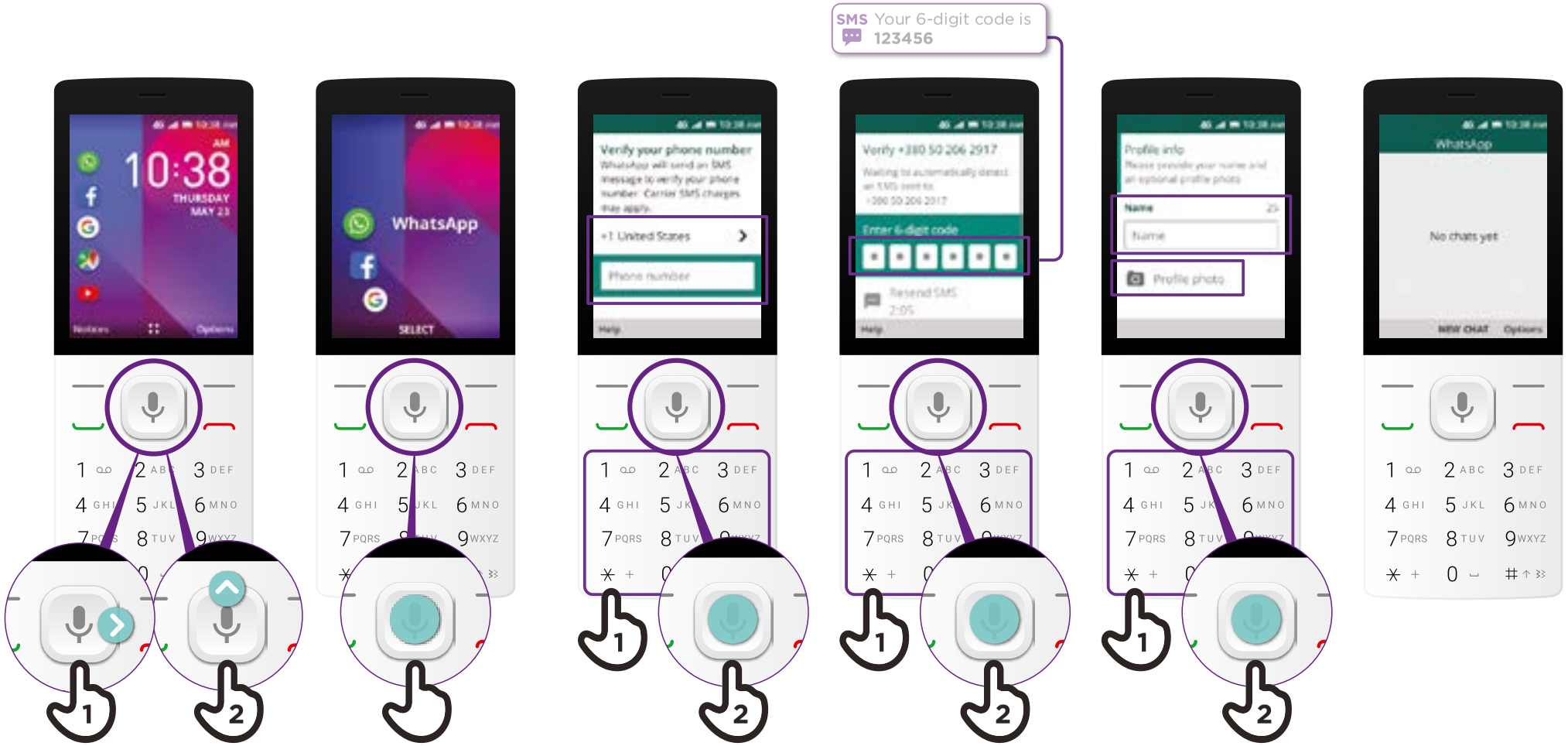


How to use

KaiOS

How to Setup WhatsApp

1 → 2 → 3 → 4 → 5 → 6

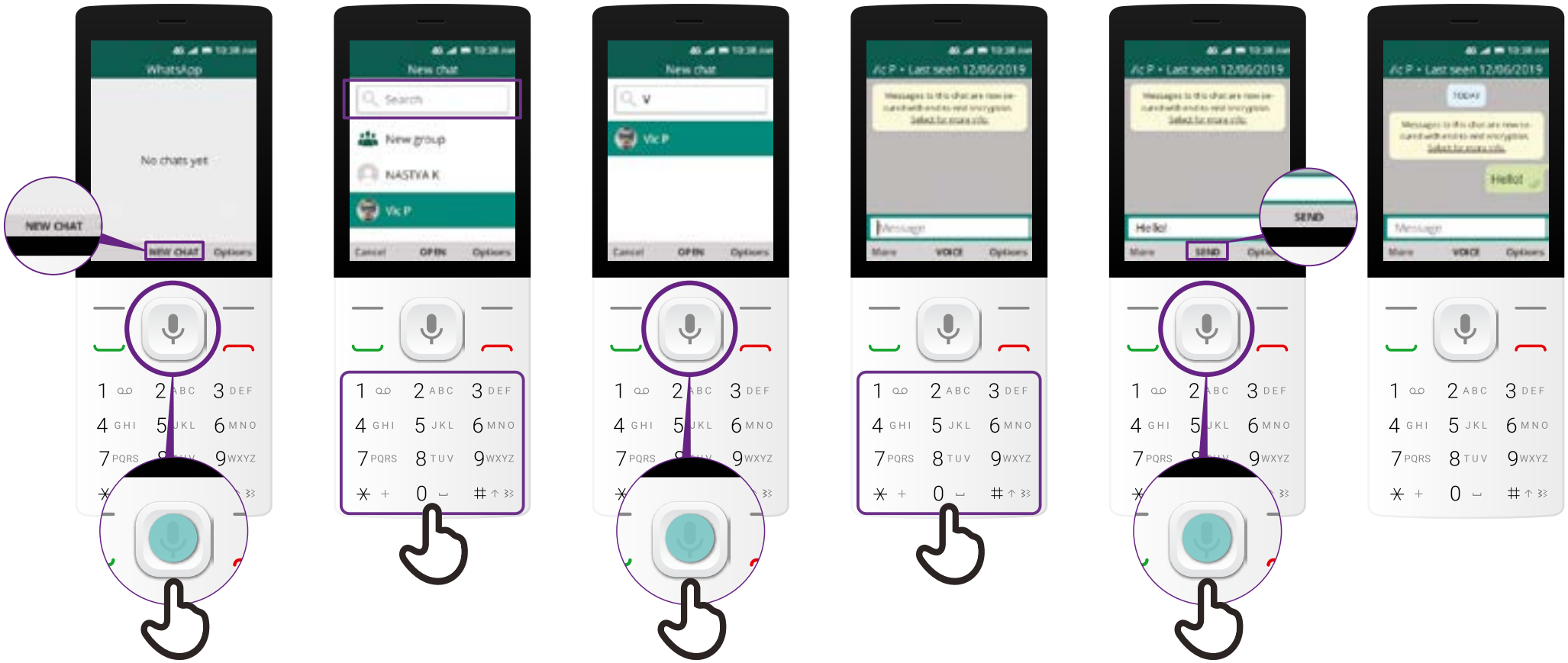


KaiOS
enable tomorrow

How to use
KaiOS

How to Send a Message on WhatsApp

1 → 2 → 3 → 4 → 5 → 6

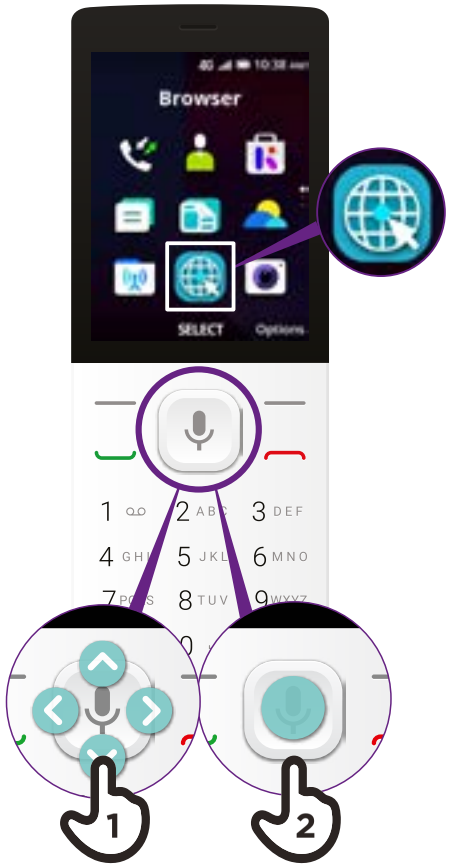


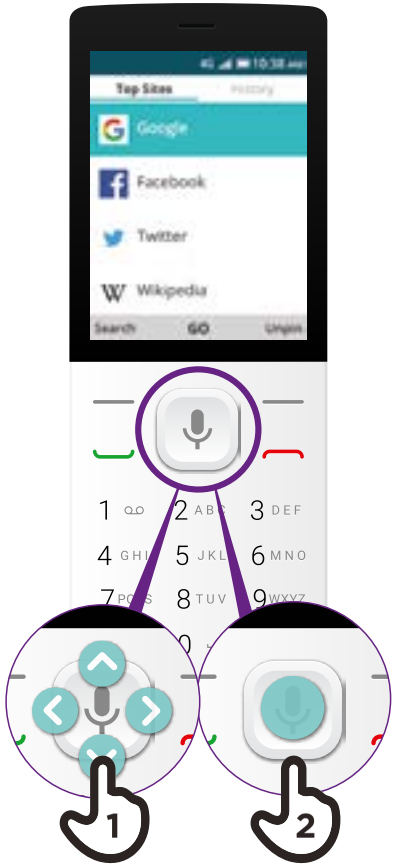
KaiOS
enable tomorrow

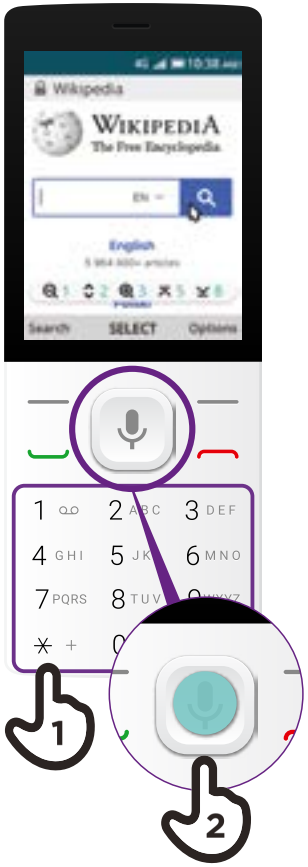
How to use
KaiOS

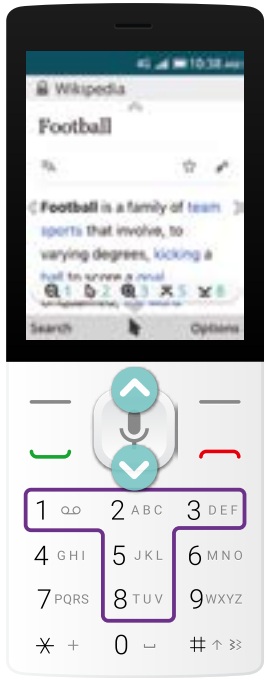
How to Use a Browser

1 → 2 → 3 → 4









gsma.com

GSMA HEAD OFFICE
Floor 2
The Walbrook Building
25 Walbrook
London EC4N 8AF
United Kingdom
Tel: +44 (0)20 7356 0600
Fax: +44 (0)20 7356 0601