

Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

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Introduction to this toolkit

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

**What is this toolkit trying to achieve?**

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

The tools and resources provided here, give trainers what they need to demonstrate the value and the

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

The training presented in this toolkit, targets people with little or no mobile internet skills. It aims to teach those who want to learn what the mobile internet is and how to communicate and search online. This toolkit is not suitable for people with no experience of using mobile phones, and doesn’t cover basic functions such as

making calls or sending SMS. For this reason, this toolkit does not include information on how to download apps or open an email account, as these processes are generally too complex for those with little or no

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

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

Introduction to this toolkit

**What is the ‘How To Guide’?**

The ‘How To Guide’ should be used in conjunction with this document, thereby enabling trainers in any country to develop and deliver contextually specific training in basic

mobile internet skills to their audiences. The guide provides actions and recommendations on how to develop tailored, meaningful training sessions and resources for their particular audiences.

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

What is covered in this toolkit?

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

We use WhatsApp, YouTube, Wikipedia, Facebook and Google as the services to introduce people to the mobile internet. We also provide an introduction to the internet and cover safety and cost. This is based on our consumer research showing that these services are most relevant

in most countries.

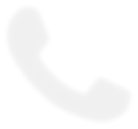
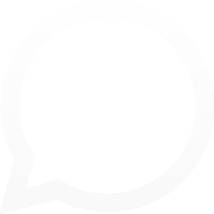
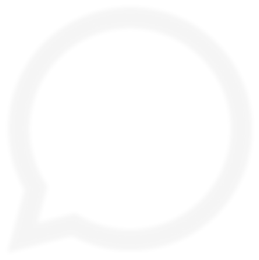
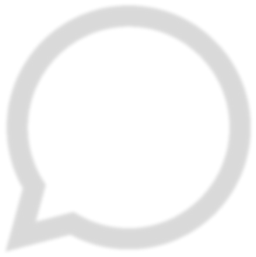
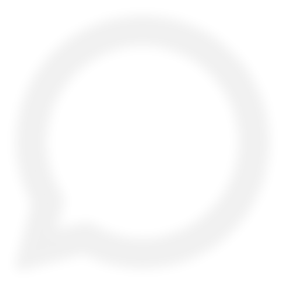
If you want to adapt this toolkit for use in your country, you may want to adapt these services depending on what is relevant to your audience. The accompanying ‘How to Guide’ might be useful if this is the case.

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 positive regard that people in India have for audio visual channels, whilst introducing the skills necessary to use the mobile internet.

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

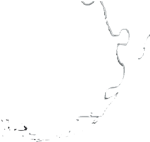
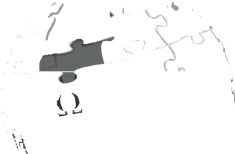
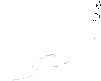
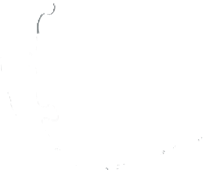
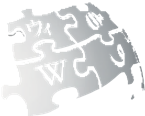
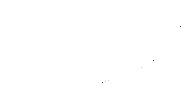
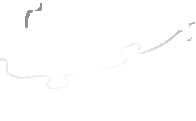
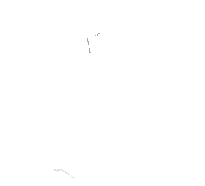
**Google Search**

Google Search allows people to find content that is relevant to them on the internet. This allows trainees to experience the range and depth of information available to them on the internet. It also allows them to practise 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 data ‘light’ website. 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 module demonstrates the wide range of possibilities presented by a social network and gives them an understanding of an ‘account’ and ‘sharing’ content.

**Safety and Cost**

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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.

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**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.

What is covered in this toolkit?

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**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.



**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.

**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.

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

**Mobile Internet**

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**Google**

Search and navigate information

**KaiOS**

More advanced Internet features.

Setting up devices.

**Android**

More advanced Internet features.

Setting up devices.

**YouTube**

Search for videos

**WhatsApp**

Send and receive one-to-one messages

Create and participate in groups









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**Accessibility Features**

Accessibility features for people with visual and hearing impairments

**Mobile Money**

Financial services via mobile

**Safety & Cost**

Stay safe online and understand mobile internet costs

**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, Facebook Safety and Cost.

2-3

|  |
| --- |
| 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 11 for the ‘bitesize’ training.

45-60

**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 and Facebook. Safety and Cost are incorporated within each training session.

Turn to page 42 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, Safety and Cost. Each session focuses on providing an explanation of the service and practise 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

Practise!

**Practise**, with examples relevant to audience

**In-**

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

# 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.

##### Small group practice

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

##### 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.

##### 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

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| --- | --- | --- |
| **Start with the** | **Keep it simple** | Use short and non-technical explanations |
| **basics** |
| Though the |
| trainees may |
| be familiar with |
| some internet |
| services, they will |
| have gaps in their |
| knowledge |
| **Make it** | **Encourage Action**  Focus on getting trainees onto the phone to practise | |
| **relevant** |
| Use personal |
| interests to keep |
| trainees engaged |
| **Appreciate** | **Interact with Trainees**  Encourage two- way communication  between the trainees and their trainer | |
| **Trainees** |
| Reward the trainees |
| with regular positive |
| encouragement. |
| Certificates could be |
| given to trainees if |
| appropriate to your |
| training session |

**How to use in-depth training**

45-60

**This is an in-depth training guide for trainers who have 45-60 minutes with their trainees.**

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

The training consists of four x 45-60 minute sessions. It begins with an introductory session, followed by three training sessions covering one topic: WhatsApp, YouTube and Google. Safety and Cost are incorporated within each training session.

Although the training has been designed so that each session builds on the previous one, each training session can also stand alone. This means

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

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

Shape

Description automatically generated with low confidence