



Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

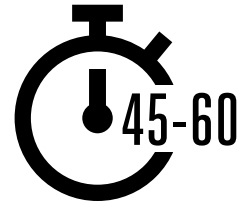


Module 1 - Introduction

In Depth Training

Learning Objectives

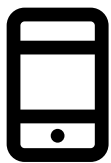
- Understand the purpose of the training and know who is in the room
- Set the tone: ensure the trainee feels safe, confident and motivated to learn about the mobile internet and knows the ground rules
- Understand the potential benefits of using the internet in their lives



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:



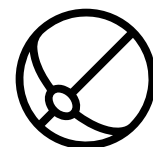
Smartphone Handsets



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



Icon Cutouts



Pens, paper, masking tape and a small ball



Glossary Handouts



Ground Rules



Small Rewards

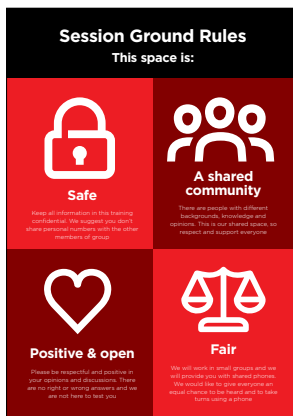
Warm up with fun and games



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

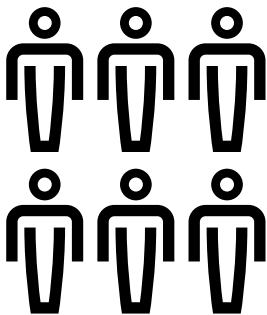
→ Introduce the training



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.

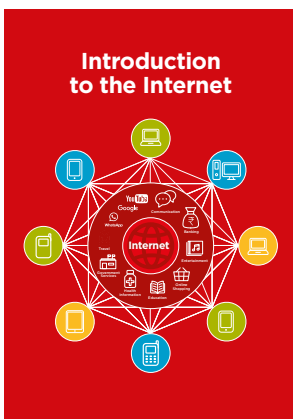
Explain internet benefits

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

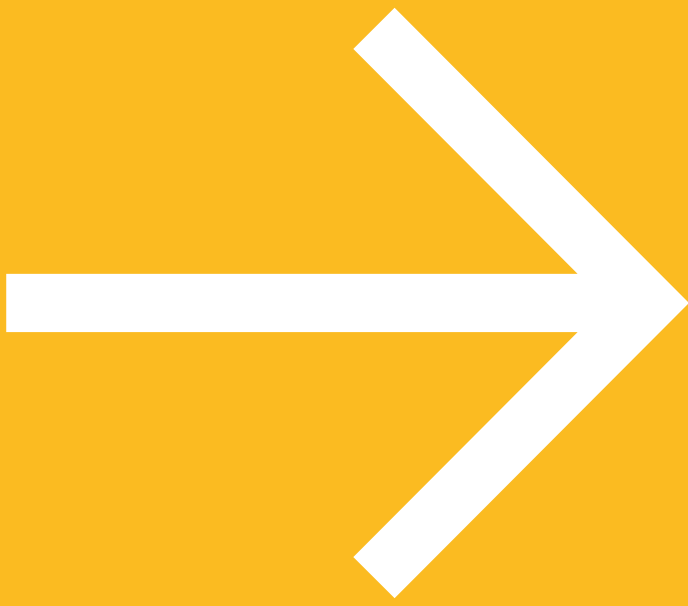
Activity: Get onto the internet



- **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.





Posters Cut-outs And Info-sheets

Easy tips for internet safety



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



**Keep your personal
information private**



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



**Be polite and
respectful to
people**

Definitions

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

2G / 3G / 4G

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

App



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

Address bar



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.

You Tube

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

Website

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



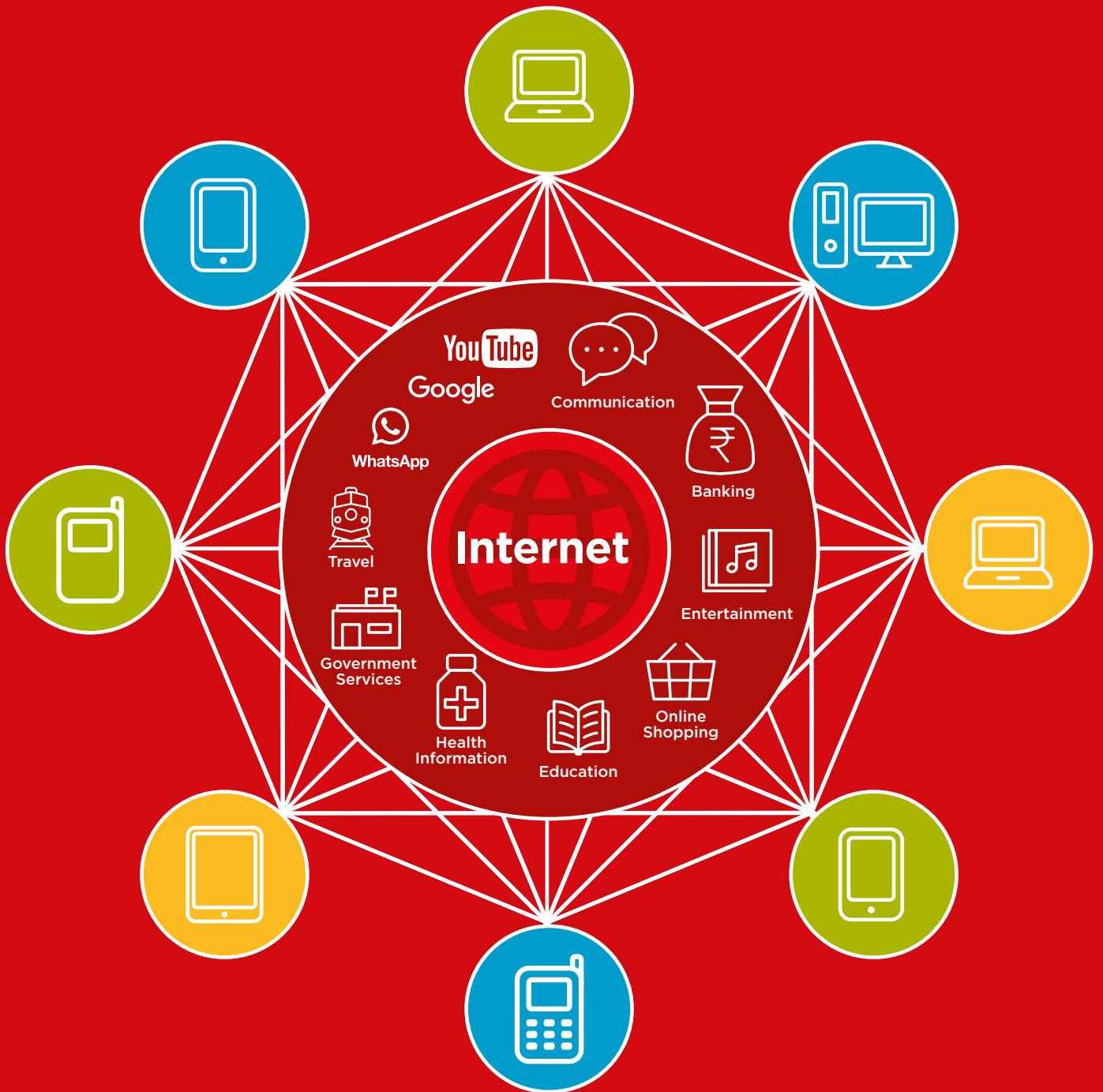
WhatsApp is an internet service that makes it easy to connect and communicate with people that you know; family, friends and colleagues.

WiFi

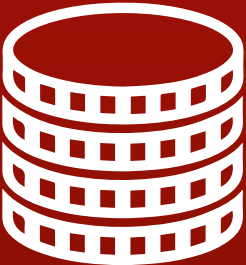
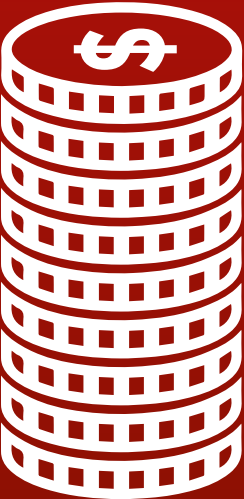
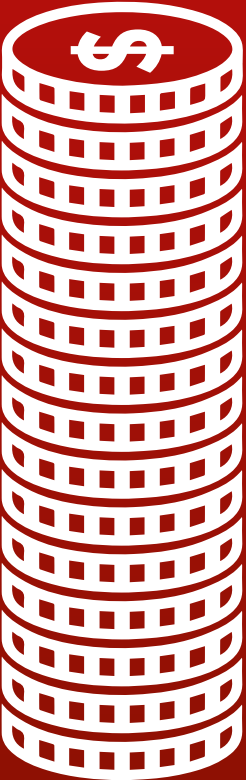
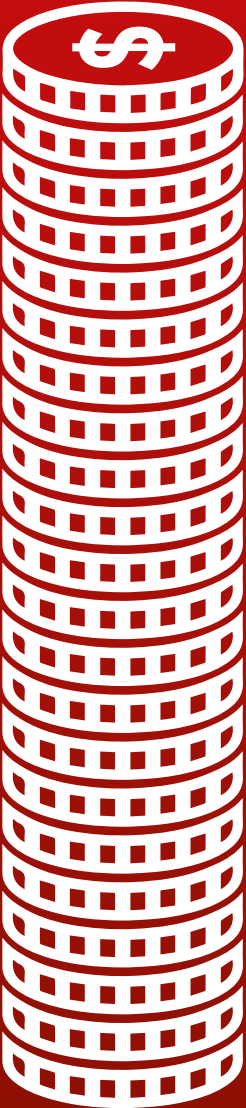
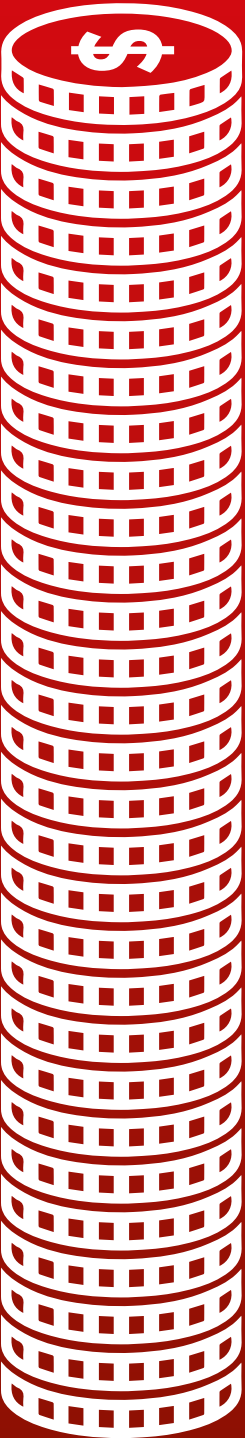


A WiFi zone is an area where you do not have to use your own data to access the internet on your phone; you can connect to the internet for free. WiFi zones are available in some public places such as coffee shops and cafes.

Introduction to the Internet



Data Costs



YouTube
facebook

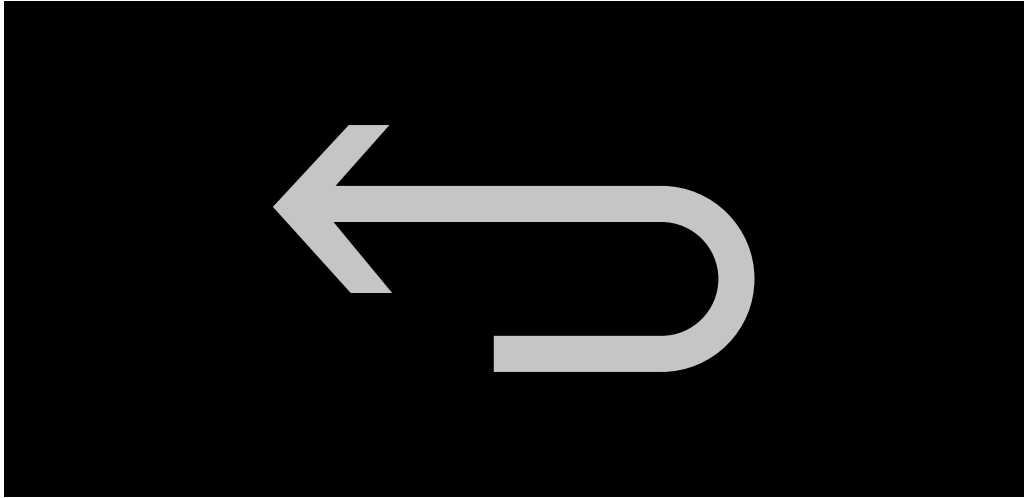
facebook

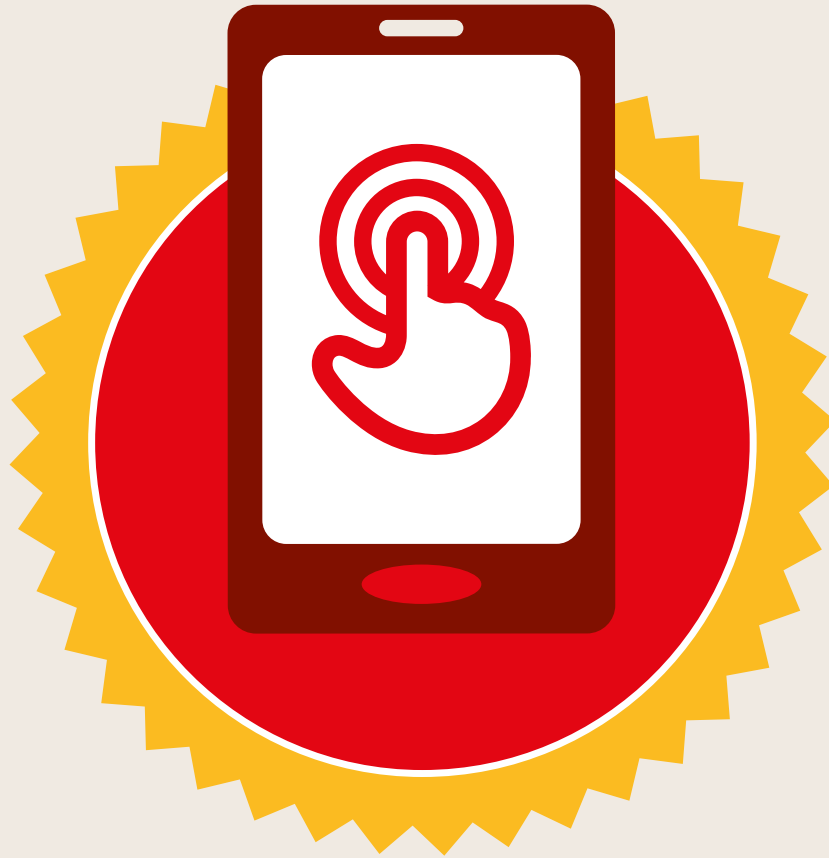
Google
WIKIPEDIA

WhatsApp









CERTIFICATE

has completed
BASIC MOBILE INTERNET SKILLS
training



Date

Signed



CERTIFICATE

has completed
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