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. 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

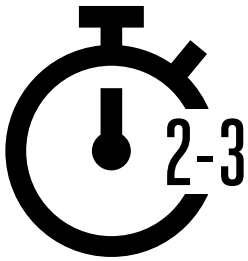
Around 15 per cent of people in the world have some form of disability. These people can face barriers to access services such as education and healthcare, that other people don't face. However, mobile phones can help remove some of these barriers and allow people with disabilities to do everyday things 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.



How can this toolkit be used?

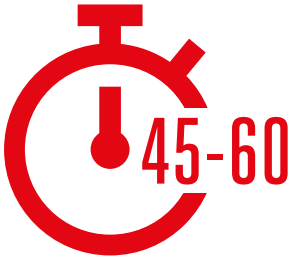
You can use this toolkit in different ways depending on how much time you have with your trainees.



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

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

In Depth Training

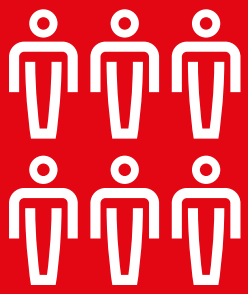
How to design your training

These are suggestions for implementing the in-depth training.



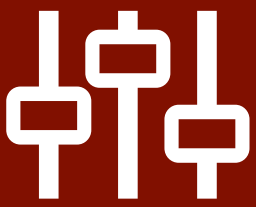
1. Single-gender sessions

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.

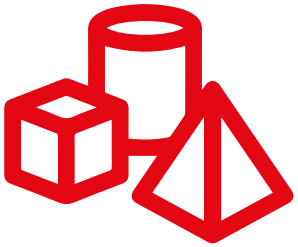


4. Shared devices

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



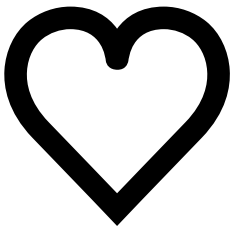
Though the trainees may be familiar with some internet services, they will have gaps in their knowledge

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



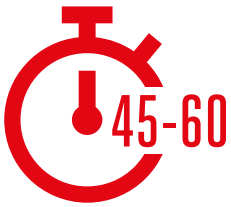
Reward the trainees with regular positive encouragement. Certificates could be given to trainees if appropriate to your training session

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



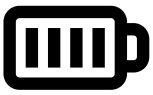
Recap. To reinforce lessons of each module

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!



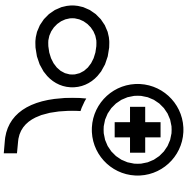
Check that you have all the materials that you will need for your session (see the material needed on the overview page of each module)



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



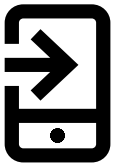
Activate the mobile internet on all of the phones with a mobile network provider (remember that this can take a number of days)



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

‘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

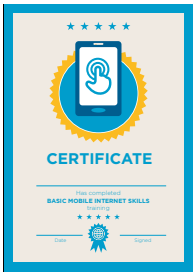
Give out the handouts

- **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.

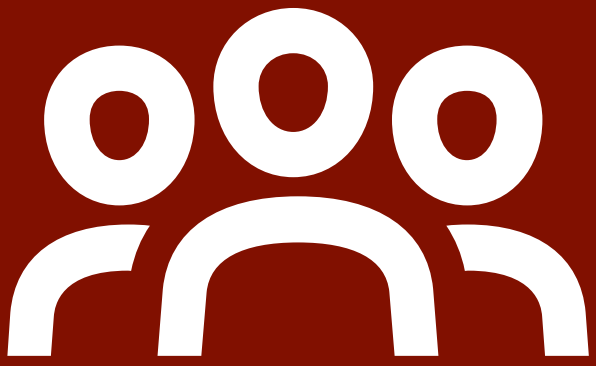
Session Ground Rules

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.

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