



# Connected Society

## Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



# Module 10

# Accessibility

# Features



# Bitesize Training

## Accessibility features for people with little or no vision

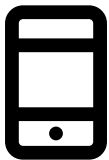
### What is it?



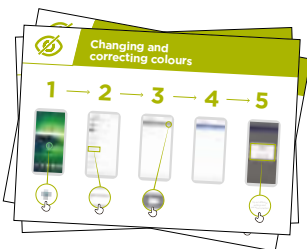
#### **Explain:**

“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?

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- **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

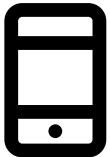
### What is it?



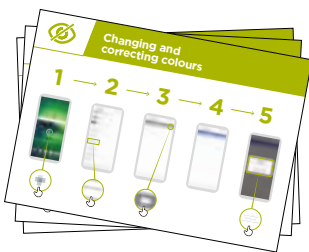
**Explain:**

“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.”

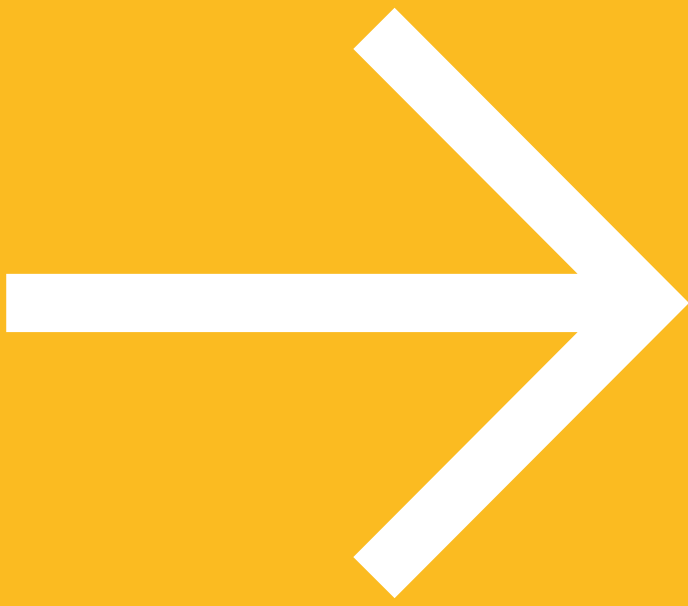
“Sahid connects his hearing aid to his phone which makes speech much clearer and easier for him to understand when talking to his brother and sister through WhatsApp”

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

### How does it work?

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- **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



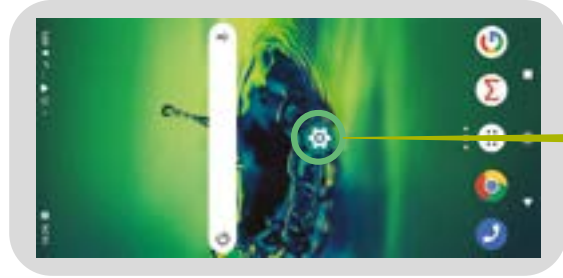
# Posters Cut-outs And Info-sheets



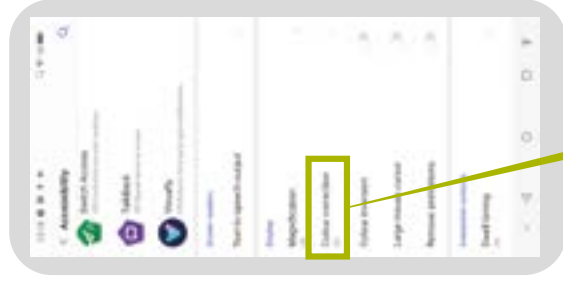


# Changing and correcting colours

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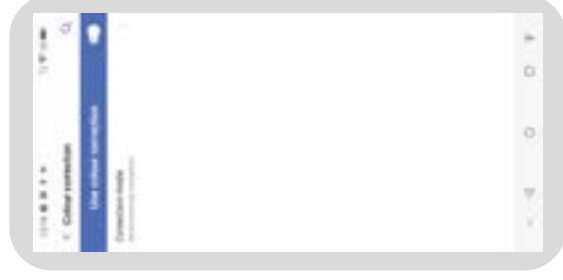
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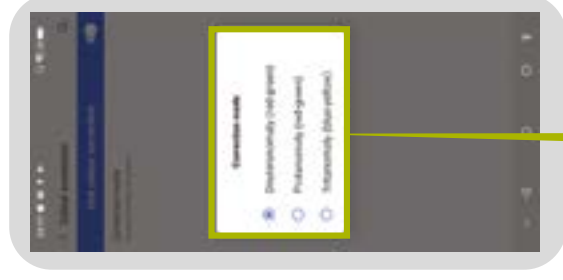
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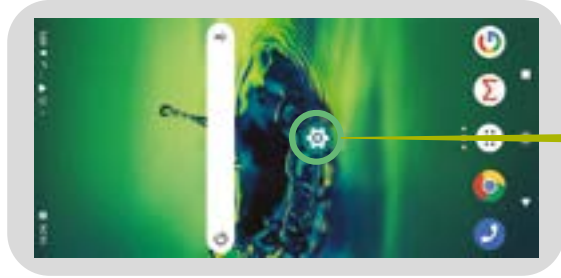
Try out different settings and see what is better!



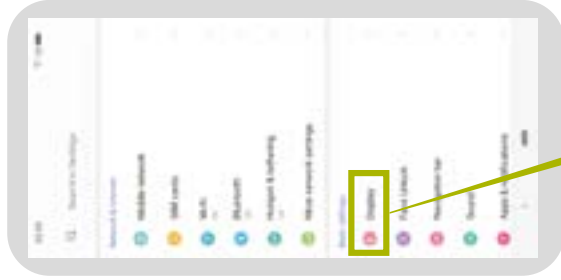


# Changing font sizes

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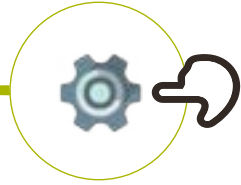
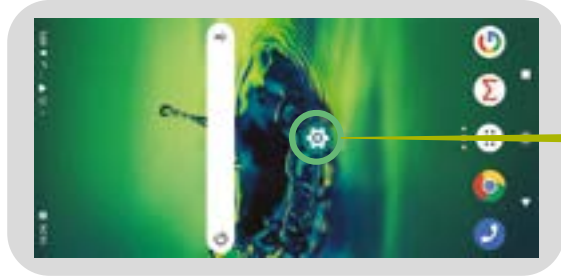
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# Changing display

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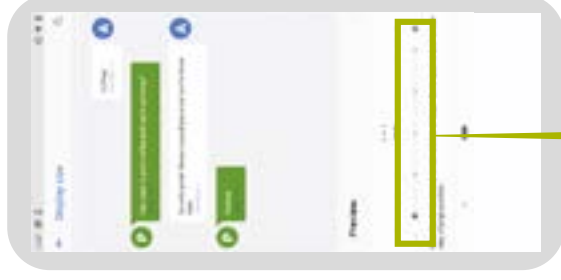
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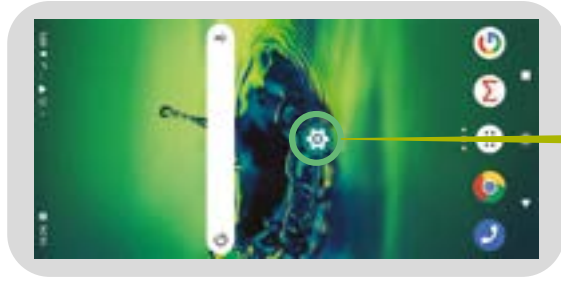
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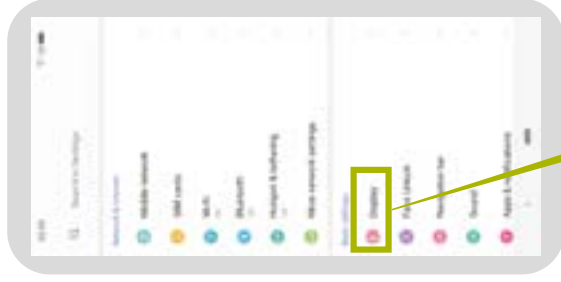


# Turning on 'Night Light'

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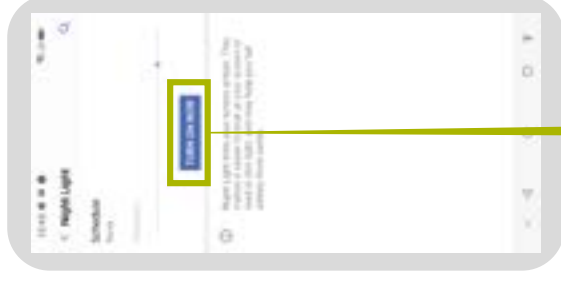
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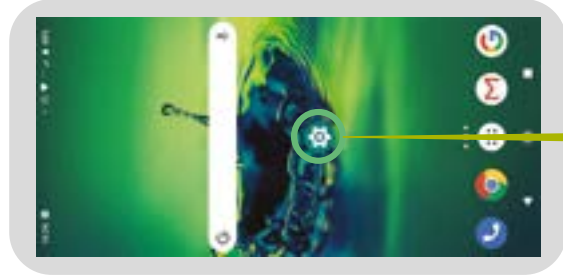
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# Magnification for people with low vision

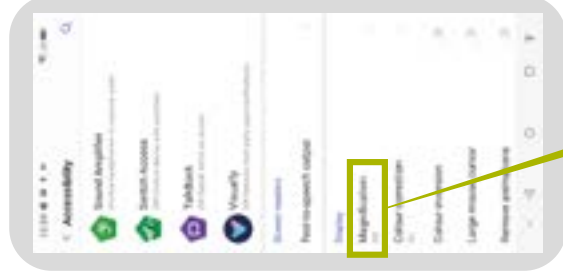
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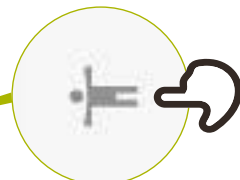
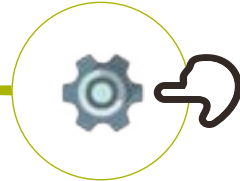
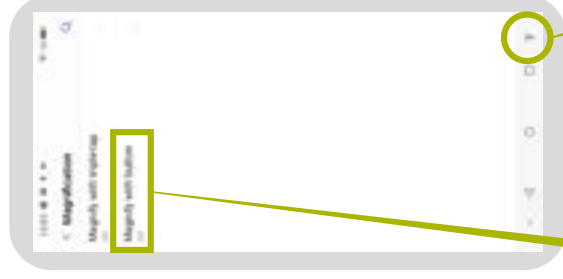
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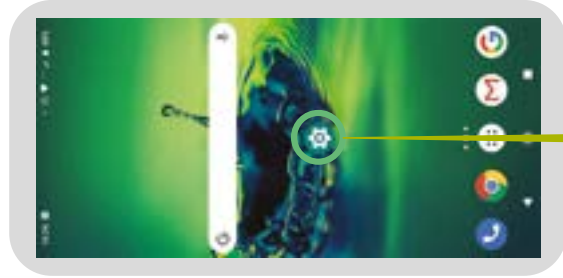
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# Temporary magnification

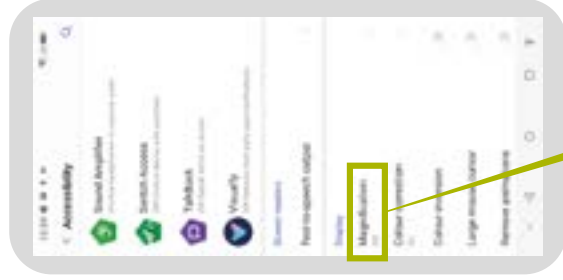
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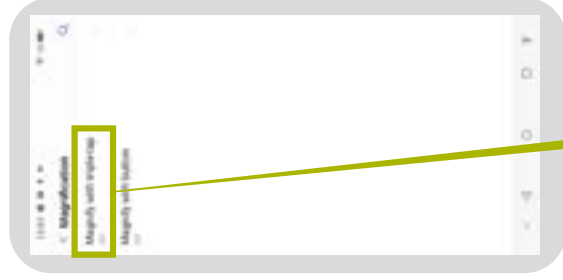
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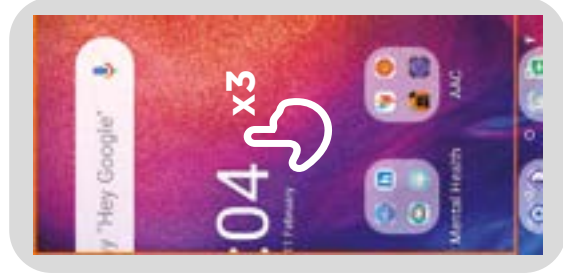
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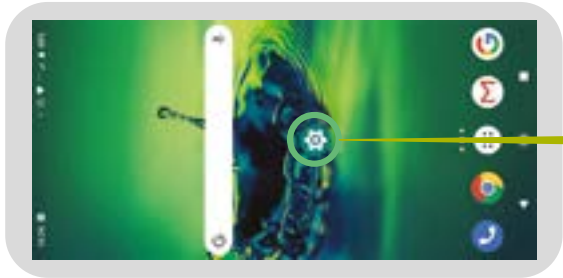
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# Set up TalkBack

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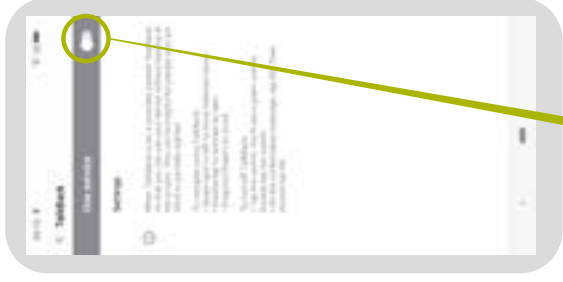
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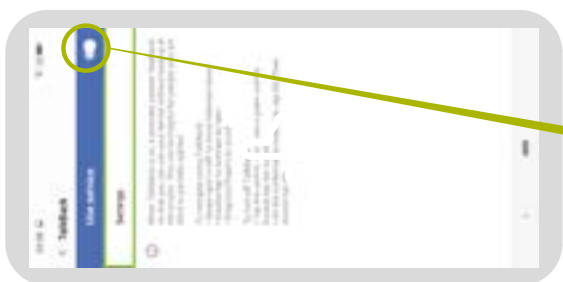
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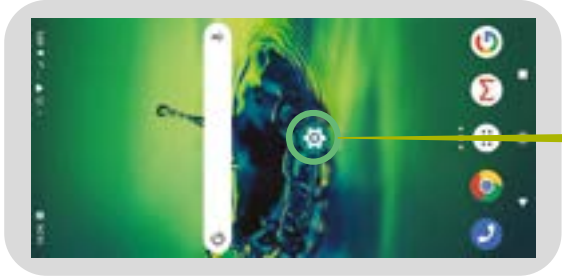
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# Sound enhancement

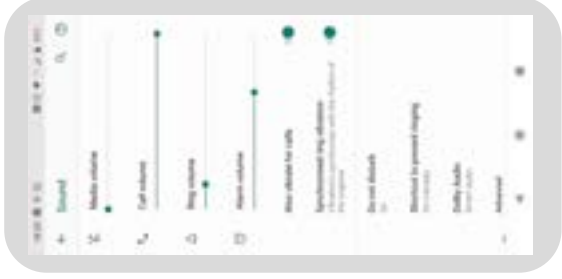
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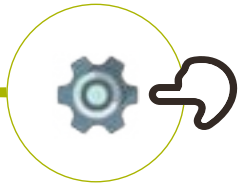
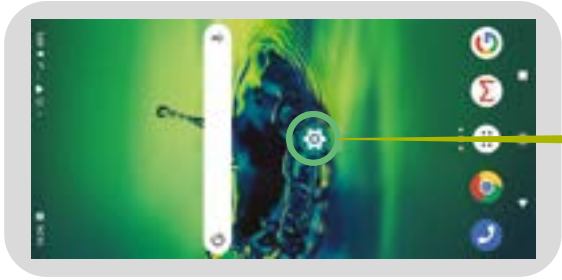






# Sound amplification

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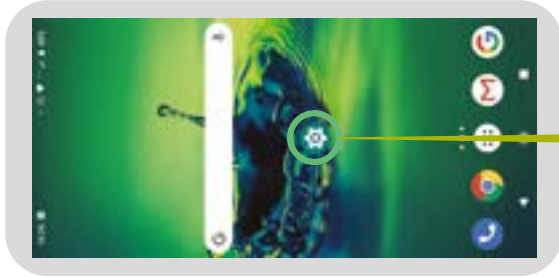
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# Set up captions

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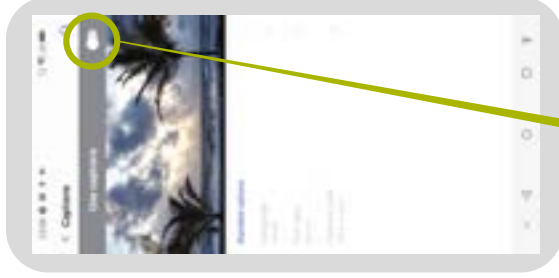
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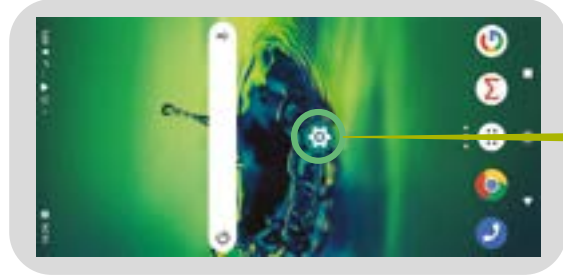
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# Set up live transcriptions

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# 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.



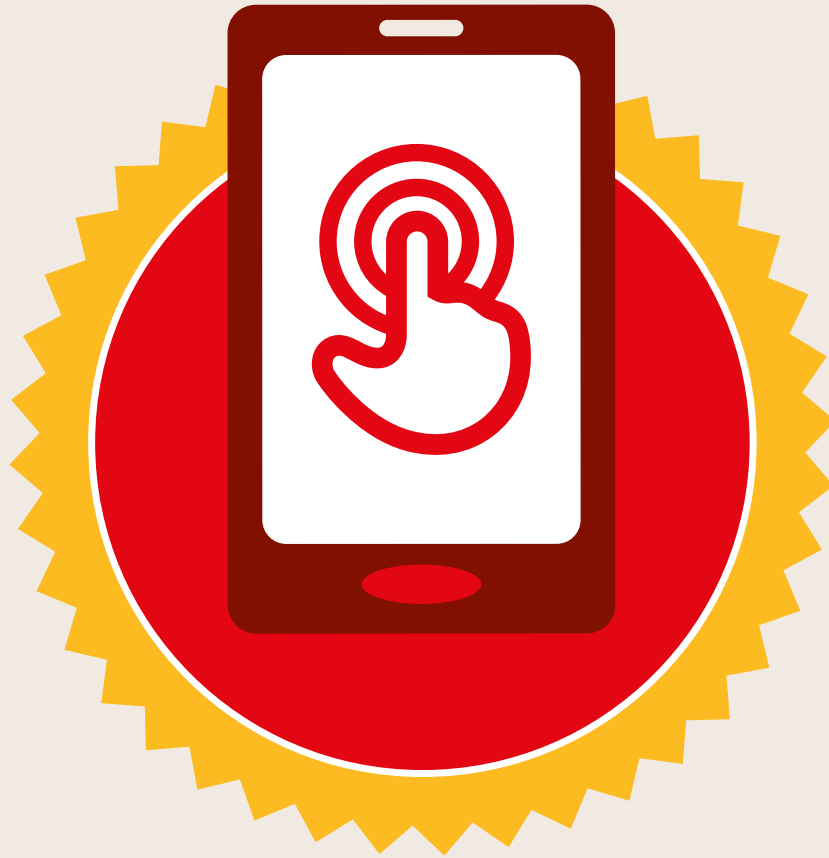
**Don't push, pull or grab a person who is blind.**



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.



# CERTIFICATE

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has completed  
**BASIC MOBILE INTERNET SKILLS**  
training



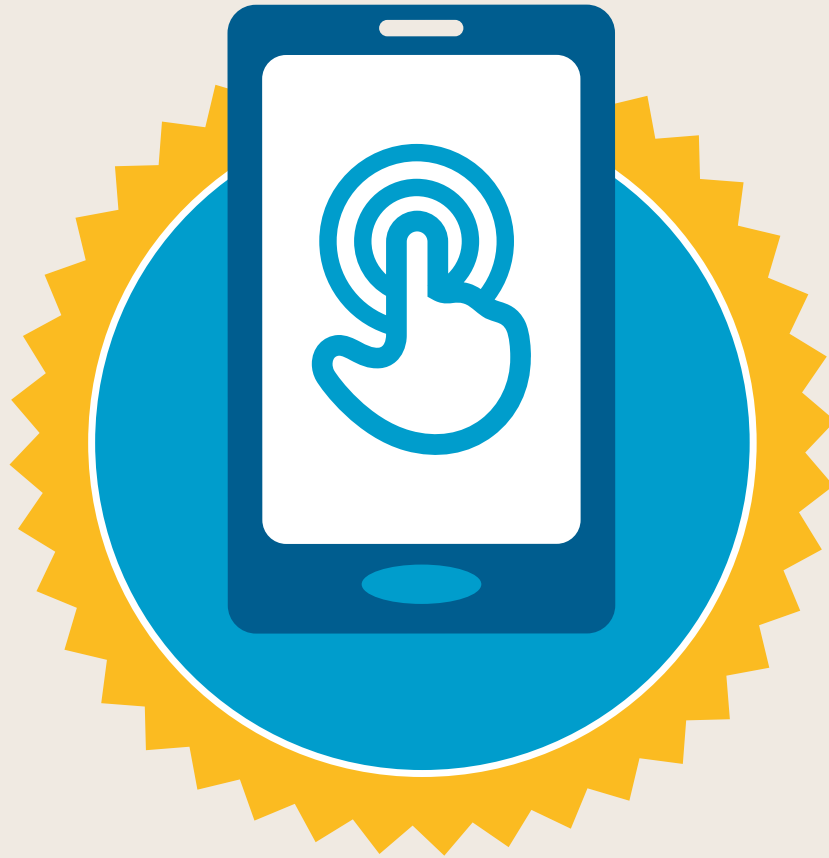
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Date



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Signed



# CERTIFICATE

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has completed  
**BASIC MOBILE INTERNET SKILLS**  
training



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Date

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Signed