

GSMA

# Mobile Internet Skills Training Toolkit

A guide for training people  
in basic mobile internet skills





In Depth Training:

**Online safety advice for parents and carers**

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# Module 14: Online safety advice for parents and carers

## Mobile Internet Skills Training Toolkit

A guide for training people  
in basic mobile internet skills



## Learning objectives

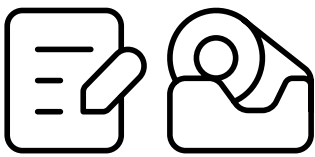
- Understand the benefits of the internet for children and young people
- Learn about the potential risks and concerns of being online and how to help your children deal with them
- Feel confident and motivated to have open conversations as a family about the online world

## Time duration

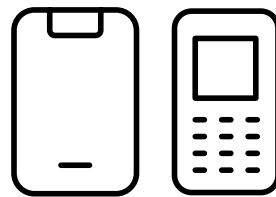


**60 minutes**

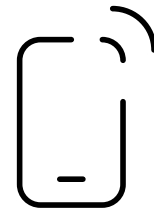
## Materials you will need:



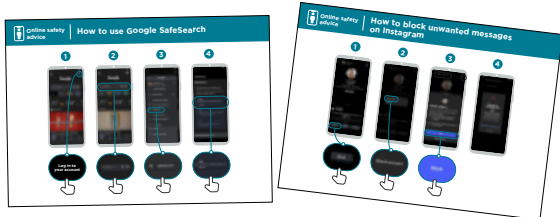
Pens, paper and masking tape



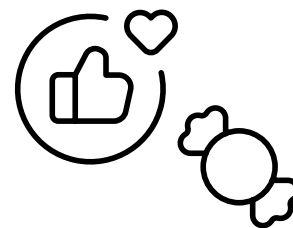
Smartphone handsets



Active airtime access (mobile SIM or Wi-Fi)



Posters and icon cut-outs



Small rewards (e.g. sweets)



## Introduce safety



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

#### Explain:

- “Children and young people are increasingly using the internet and mobile phones to find information, communicate with friends and family, stay entertained and lots more.”
- “Being online brings many benefits but there are also some risks that you and your children need to be aware of. These include bullying, scams and inappropriate content (we’ll explain these terms later in the session).”
- “Fortunately, there is lots you can do to educate your children on the safe and responsible use of the internet and mobile phones. This includes having regular and open conversations as a family and using free safety tools that are built in to apps and websites.”
- “Even if your children have more experience of being online than you do, it’s important that you get involved in this part of their lives.”

## Make safety relevant

**Find out from the trainees what their children do online and if they have any particular concerns (you may need to prompt them by giving examples of certain activities, apps/websites and concerns).**

#### Ask:

“What kinds of things do your children do online?”

“Do you know what their favourite apps and websites are?”

“Do you have any concerns about them being online?”

“Have your children mentioned any worries they have?”

“Have you talked to your children about online safety? If not, what has stopped you from doing so?”

#### Tell:

Think about how you (the trainer) or other people you know have engaged with children and young people on the issue of online safety and share some examples of what worked well (e.g. using privacy settings on social media apps).

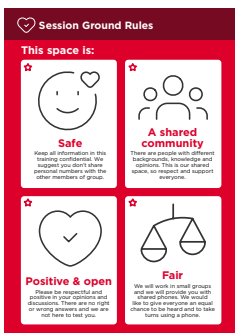


## Introduce safety

### Discuss the role of parents and carers in helping children stay safer online

#### Explain:

- “Children and young people develop their online skills (including online safety skills) in lots of different ways – at school, on the internet (on e.g. Google, YouTube, Instagram and TikTok), from family and friends and by experimenting on their own.”
- “It’s important that you take an active role in your children’s online world, just as you do in other parts of their lives.”
- “The young people who helped to put this training session together said they wouldn’t want to talk to their parents about online safety if they think it will become a lecture or an interrogation. So, we recommend discussing the fun stuff with your children and mirroring their excitement about being online.”
- “Try to have regular, open conversations about what they do online, be positive and curious, and provide a safe space for them to discuss any concerns they might have.”
- “This training session includes conversation starters and other tips to help you do this.”
- “Here are a few ground rules for today. Please let us know if you there’s anything you don’t understand during the session – there are no right or wrong questions.”



Show the ‘Session Ground Rules’ poster to the trainees.



## Introduce what children and young people do online

### Provide a quick overview of each online activity listed below, emphasising the positives

**Explain:** “Here are some of the things that your children (and you) might be doing online. We’ll mention the names of a few popular apps and websites, which we’ll take a closer look at later today.”

#### 1. Communicating and socialising

“Messaging apps, such as WhatsApp, and social media apps, like Instagram and Facebook, are a great way to stay in touch with friends and family and meet new people. Do you use these kinds of apps yourselves?”

#### 2. Entertainment

“The internet provides many ways to stay entertained. For example, you can watch films, TV and videos on YouTube and Netflix, listen to music and religious sermons, watch reels (short videos) on Instagram and TikTok and play games. Do you ever do any of these activities?”

#### 3. Learning and studying

“Many children and young people use the internet to help with their studies and general knowledge. Using Google or another search engine, they can access a huge library of information to support what they are learning at school or college, and can also read or watch the news.”

#### 4. Mobile money

“Do you use mobile money? Some young people use it too – for example, to pay their university fees and purchase products or services for their family. It’s a safe and convenient way to send and receive money.”



## Conversation starters

“What’s your favourite thing to do online?”

“What do you like about it?”

“Is there anything else you’d like to do online that you don’t currently do?”

“Have you seen anything really funny online recently? Can you share it with me?”

“I’d like to learn more about the internet – maybe we could sit down together and you can show me a few things I could do online?”



## Top tips

Have regular conversations with your child about their online world – make it part of daily life

Spend time together online (e.g. making a short video, playing a game or finding friends on social media)

Be positive about what the internet gives your child and how it makes them feel – it might be a really important part of their life



## Discuss the apps and websites that children and young people use

### Look at some of the most popular apps and websites and provide a brief explanation of each one

#### Explain:

“We’re now going to talk through some of the apps and websites your children might be using. Many of these are used by billions of people around the world. You might use some of them yourselves but others might be new to you.”

“To help protect younger users, many apps and websites have a minimum age for users. The minimum age limit is often 13 but this differs by country so you should always check.”



## Activity: Play the mobile icon game

- Hold up each of the icon cut-outs that you’ll find in the ‘Activities’ section of this toolkit and ask the trainees to find the apps on the phone
- Ask them if they know the name of the app/website and what it is used for
- Provide a short explanation of each one using the text below
- Give small rewards (e.g. sweets) for correct answers
- Stick the icons on the wall to remind the trainees what they are



### WhatsApp

“WhatsApp is a messaging service, a bit like SMS, that makes it easy to connect and chat with family, friends, colleagues and other people. You can send messages, photos and videos to a single person or a whole group. WhatsApp uses internet data rather than phone credit.”



### TikTok

“TikTok is an app on your phone that lets you watch, create or share videos. It’s a bit like YouTube and Facebook, or even TV, but the videos are shorter. These videos are made by people around the world (who you might know or not know at all) and can be about news, famous people, music, sport or anything else.”



## Activity: Play the mobile icon game



### Instagram

“On the Instagram app, anyone can share photos and videos with their friends, family, and people they might not know in real life. You can interact with other people by liking or commenting on their photos or videos.”



### Google Search

“Google Search helps you to find information. You type in something like ‘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 use Google Search to get information on places, jobs, recipes, movies, songs, news and much more.”



### YouTube

“YouTube makes it easy to watch videos online. There are lots of videos to choose from and you can decide when to watch them. You can also upload and share your own videos and comment on other people’s videos.”



### Facebook

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

**Tip:** Remind the trainees that this is just a handful of apps and websites – it’s a good idea for them to find out which ones their children like to use.



## Conversation starters

“What are your favourite apps and websites?”

“How do you find out about new apps and websites?”

“Can you teach me how to make an Instagram or TikTok reel?”

“Have you seen any funny videos online recently? Can we watch it together?”

“Are there any apps or websites that you’d like to try? Or any that you’ve tried but don’t like?”

“I want to start using a few new apps - could you show me some that you think I’d like?”



## Top tips

Look at a few of your child’s favourite apps and websites and find out what built-in safety tools they contain

Talk to other parents and carers, and your child’s teachers, about the apps and websites that young people use

Remember that your child will use the internet and their phone differently as they get older



## Address the potential risks that children and young people need to be aware of online

**Discuss various online risks and concerns (at a high level) and how children and young people can deal with them.**

### Explain:

“Just like in the real world, children and young people face certain risks online and may have some concerns. These risks are sometimes connected to real-life harms – for example, when a child gets bullied both online and in person by someone in their community.”

“Your children need your help to understand what these risks are, how to deal with them and how to be responsible and stay safer online.”

“We won’t be able to cover all of the potential online risks in this session but we’ll discuss some of the most important ones.”

**Tip:** If the trainees have not used the internet before, some of these concepts may be difficult for them to understand. As the trainer, you may need to provide additional information and examples.

## Privacy

### Digital footprint

“Everyone leaves behind little pieces of information, called data, when they use the internet. This is called a ‘digital footprint’ and it includes things like the websites you visit and what you post on Facebook and TikTok. Children and young people might not be aware that their digital footprint could put them at risk of crime, often called ‘cybercrime’, (e.g. identity theft – where someone steals personal information and uses it to pretend they are you to steal from you or for other bad reasons) and might also affect their reputation (e.g. comments on Instagram or Facebook could be seen by a teacher or a future employer).”

### Data protection

“Personal information (data) includes things like your child’s name, phone number and email address. The best advice you can give your children is to only share the minimum personal information online and only with companies they recognise and trust. In many countries, there are laws to protect under-18s from having their personal data misused.”



## Address the potential risks that children and young people need to be aware of online

### Security

#### Phishing and scams

“People who commit crimes online are called ‘cybercriminals’. Cybercriminals send fake emails, texts or messages asking people to share their personal information or click on a link that might install software on their mobile phone so that it stops working or so they can steal important information. This is called ‘malicious software’ or ‘malware’.”

#### Spyware and malware

“Spyware and malware secretly collects information about how people use the internet (e.g. websites visited and login information), which could slow down their mobile phones and lead to crimes, such as identity theft.”

#### Information and identity theft

“Personal information that someone shares online may be used to steal that person’s identity in order to commit crimes, such as scamming other people and opening fake bank accounts.”

### Safety

#### Cyberbullying and online harassment

“Many apps on the internet are open to anyone. This means that people may send you messages you don’t want to receive. There are many forms of online harassment, including cyberbullying (using technology to send intimidating or threatening messages) and trolling (posting insulting comments on Facebook, TikTok or other apps).

#### Screen time

“How long do your children spend online each day? Screen time is the amount of time someone spends using their mobile phone (i.e. looking at the screen). While the internet has many benefits, it’s important that children don’t spend all their time online. They should make time to socialise with friends and family in real life and take part in other activities and hobbies. And using the internet shouldn’t affect the amount of sleep they get.”



## Address the potential risks that children and young people need to be aware of online

### Safety

#### Misinformation, disinformation and fake news

“The internet has so many news articles, photos, videos and music, you will never run out. But it’s important to remember that not everything you see online can be trusted. Some people create and share information that is not true by mistake (this is called ‘misinformation’). Others create and share untrue or fake information on purpose because they want people to believe in a different version of events or they want to make financial gain (this is called ‘disinformation’ or ‘fake news’).”

#### Peer pressure and social comparison

“Children and young people might feel they have to keep up with online trends or take part in online challenges because their friends are. They might also compare themselves to celebrities and other people they follow on apps like Instagram and TikTok and not understand that their posts are often staged and unrealistic.”

#### Child sexual abuse

“Some people use the internet to trick and manipulate children and young people. They pretend to be kind and friendly to gain their trust. Later, they might try to make the child send private or inappropriate pictures and they might even threaten to tell others unless the child keeps doing what they tell them to do. Children and young people are at risk of being contacted by these people online. This is called ‘grooming’.”

#### Inappropriate, harmful and illegal content

“Like in the real world, there are things online that you do not want your child to see because it may be inappropriate, harmful or illegal. This might include hateful speech (comments that are motivated by prejudice about e.g. race, religion and gender), sexual exploitation (when someone tricks, forces or takes advantage of another person in a sexual way) and radicalisation (the process by which someone comes to support extremist ideologies and terrorism).”



## Explore tools and guidance to help children and young people stay safer online

**Demonstrate how to use some of the free safety tools that are available on apps and websites, and provide some guidance about online scams and false information.**

**Explain:**

“Now that we’ve discussed some of the risks and concerns, you might be feeling worried about your child using the internet and mobile phones.”

“Fortunately, there are lots of tools available to help your children use the internet safely and responsibly, which we’ll practise using now. You can take these posters home with you and refer to them when you talk to your children.”

“Remember, one of the best things you can do is to have regular, open conversations with your children about what they do online.”

**Ask:**

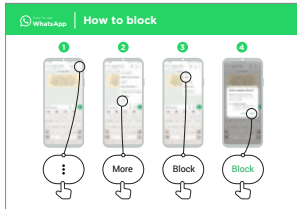
“What are some of the ways you think your children could stay safer online?”

“Do you or your children already use any online safety tools?”

**Tip:** Use the posters and phone to demonstrate some of the safety tools. You won’t have time to discuss all the tools so pick three or four that you think are most relevant to your trainees to demonstrate and practise.



## Activity: How to block unwanted messages on WhatsApp



### Show the 'How to block on WhatsApp' poster

#### Explain:

“Your children can take steps to manage who sees their messages and social media posts. If they only want their close friends and family to see something, they can limit other people seeing what they have put there, and they can block unwanted messages.”

**Tip:** Use the poster and the phone to show the trainees how to do this on WhatsApp. (We've included posters for blocking unwanted messages on Facebook, Instagram and Gmail too, if you have time to take the trainees through more apps).



## Activity: How to use Google SafeSearch



### Show the 'How to use Google SafeSearch' poster

#### Explain:

“SafeSearch is automatically set to 'Filter' on Google accounts for under-18s. It means that inappropriate or explicit content will not be shown. If your family shares a mobile phone, you might want to turn SafeSearch on so that everyone only sees websites suitable for the whole family. SafeSearch only works when you're logged in to your Google Account and it's important to remember that no filter is 100% effective.”

**Tip:** Use the poster and the phone to show the trainees how to do this on Google.



## Activity: How to avoid online scams



### Show the 'How to avoid online scams' poster

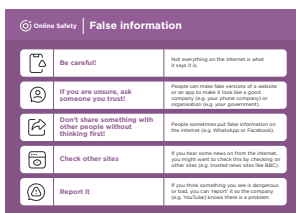
#### Explain:

“Unfortunately, fraudulent requests for money and other scams are common online. It’s important that your children know how to spot them and don’t share their personal information.”

**Tip:** Bring this to life by talking about your own experiences and how you’ve dealt with online scams.



## Activity: How to spot false information on the internet



### Show the 'False Information' poster

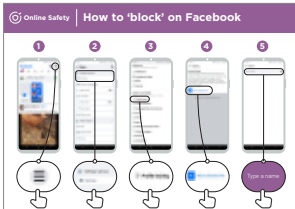
#### Explain:

“Not everything on the internet is what it says it is. People can make fake versions of a website or an app to make it look like a trusted company (e.g. your phone company) or organisation (e.g. your government). There is also lots of false information and fake news on the internet (e.g. on WhatsApp and Facebook).”

**Tip:** Bring this to life by talking about your own experiences and how you’ve dealt with false information.



## Activity: How to use Facebook's privacy settings



### Show the 'How to 'block' on Facebook' poster

#### Explain:

“If your children don't control who can see their Facebook posts, anyone can contact them. They might send them things they don't want to see or ask for personal information or money. Your children can use the privacy settings in Facebook to do things like decide who can contact them with friend requests and block anyone who is bothering them.”

**Tip:** Use the poster and the phone to show the trainees how to use Facebook's privacy settings.



## Activity: How to access search history on Google Chrome



### Show the 'Accessing 'search history' in Chrome' poster

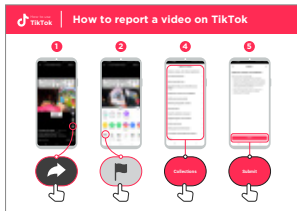
#### Explain:

“You can look at the browsing history of all the websites that have been visited on a particular mobile phone on Google Chrome.”

**Tip:** Use the poster and the phone to show the trainees how to search and clear the browsing history in Chrome.



## Activity: How to report content on TikTok



### Show the 'How to report a video on TikTok' poster

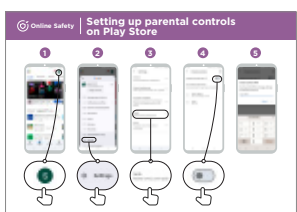
#### Explain:

“If you or your children think something online is dangerous or illegal, you can report it to Facebook, YouTube, TikTok and other internet services. 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.”

**Tip:** Use the poster and the phone to show the trainees how to report content on TikTok. (We've included posters for reporting content on Facebook, Instagram and YouTube too, if you have time to take the trainees through more apps).



## Activity: How to turn on parental controls in the Google Play store so your child can't download apps or games for over-18s



### Show the 'Setting up parental controls on Play Store' poster

#### Explain:

“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 appropriate for children.”

**Tip:** Use the poster and the phone to show the trainees how to turn on parental controls on Google Play.



## Conversation starters

“I know you love going online / being on your phone but is there anything that worries you about the internet?”

“What would you do / who would you talk to if something happened online that upset you or made you feel threatened or scared?”

“You know so much more about the internet than I do but I’ll help you if anything goes wrong online.”

“I worry sometimes about things I see online and want to protect my privacy – what advice would you give me?”

[If your child shares a mobile phone with a sibling] “I want to make sure that you and your brother/sister are safe online so let’s start using some of the safety and privacy settings in the apps you use – we can go through them together and switch them on.”

“You can always come to me if anything worries you online. I might not know the answer straight away but we can work it out together. There’ll be no judgement and you won’t get into trouble or have your internet access taken away.”



## Top tips

Show your child how to put privacy and safety settings in place and report online content to app and website providers (refer to the handouts we have given you today)

Encourage them to think twice before sharing their personal information and sending money online

Remind your child that anything they post online can be seen by anyone and could stay on the internet forever

Explain that not everything or everyone online can be trusted – unfortunately, there is lots of false information and criminal activity

Teach them to not click on links or open attachments from people they don’t know

Provide guidance on how much screen time is OK and agree this with your child (boundaries are good for everyone)

Encourage them to be kind and respectful to other people online

Reassure your child that they can tell you if something that happens online makes them feel uncomfortable or upset – you can help them to deal with it and stop it from happening again



## Recap

**Discuss what everyone has learned in the session and what they plan to do next.**

**Ask:**

“What have you learned about safety when using the internet?”

“Was there anything particularly interesting?” (prompt, if necessary)

“Are there any concerns you have that we did not cover today?”



## Next steps

**Encourage the trainees to put what they have learned into practice sooner rather than later.**

**Explain:**

“Now that you know more about online safety, try to spend some time with your child doing online activities together and use some of the conversation starters to find out what they like and don’t like about being online.”

“You might also like to get older siblings and other family members involved – the more online safety becomes a conversation that the whole family is involved in, the better.”



In Depth Training:

**Online safety advice for parents and carers**

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# Posters and Cut-Outs

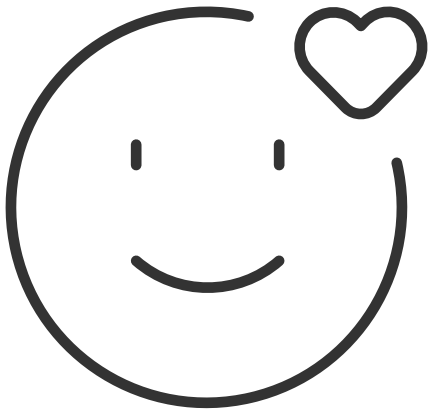
## Mobile Internet Skills Training Toolkit

A guide for training people  
in basic mobile internet skills



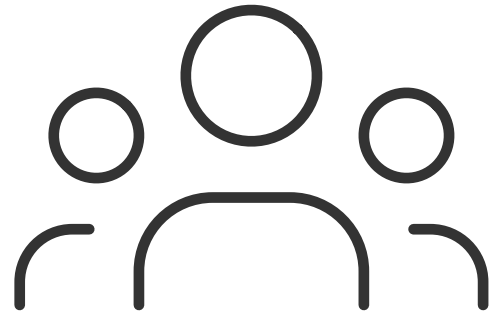
# Session Ground Rules

## This space is:



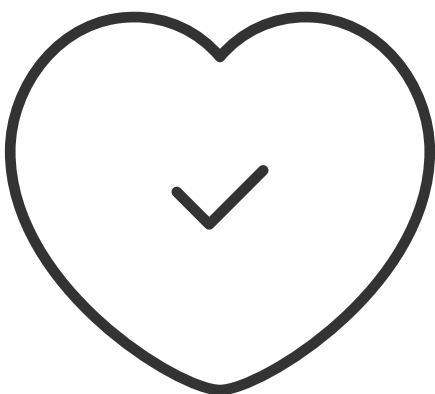
### Safe

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 & 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.



# Popular Online Activities



## Communicating and socialising

Messaging apps (e.g. **WhatsApp**) and social media apps (e.g. **Instagram** and **Facebook**) help children and young people to stay in touch with friends and family and meet new people.



## Learning and studying

Many children and young people use the internet to help with their studies and general knowledge. They might use **Google** or other search engines to find information and news.



## Entertainment

Young people watch films, TV and videos on **YouTube** and **Netflix**, listen to music and religious sermons, watch reels (short videos) on **Instagram** and **TikTok** and play games.



## Mobile money

Some young people use mobile money to pay their university fees and purchase products or services for their family. It's a safe and convenient way to send and receive money.



# Conversation Starters

What's your favourite app or website and what do you enjoy doing online?

What would you do / who would you talk to if something happened online that upset you or made you feel threatened or scared?

Have you seen anything really funny online recently? I'd like to see it too!

Can you teach me how to make an Instagram or TikTok reel?

I know you love going online / being on your phone but is there anything that worries you about the internet?

You can always come to me if anything worries you online. I might not know the answer straight away but we can work it out together. There'll be no judgement and you won't get into trouble or have your internet access taken away.



# Top Tips for Child Safety Online



**Have regular conversations with your child about their online world and spend time together online - make it part of daily life and be positive about it**



**Show your child how to put privacy and safety settings in place and report online content to app and website providers**



**Encourage them to think twice before clicking on links, opening attachments, sharing personal information, and sending money online**



**Remind your child that anything they post online can be seen by anyone and could stay on the internet forever**



**Explain that not everything or everyone online can be trusted - unfortunately, there is lots of false information and criminal activity**



**Provide guidance on how much screen time is OK and agree this with your child (boundaries are good for everyone)**



**Encourage them to be kind and respectful to other people online**

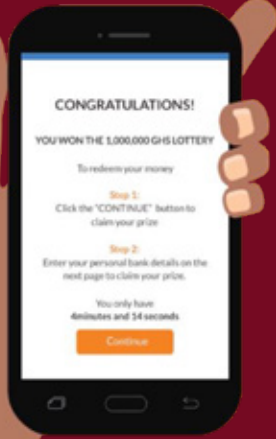


**Reassure your child that they can tell you if something that happens online makes them feel uncomfortable or upset - you can help them to deal with it and stop it from happening again**



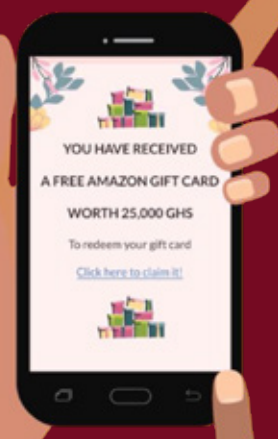
# How can I avoid scams when using the internet?

01



**Common scams involve winning lots of money.**

02



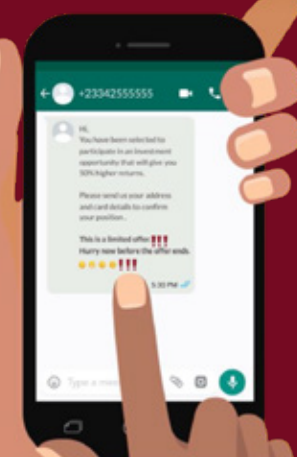
**Shopping deals or job offers can also be scams.**

03



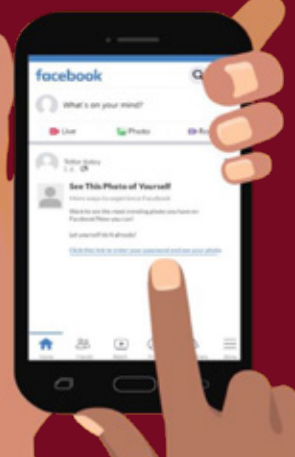
**These scams trick you to send money to be able to get money.**

04



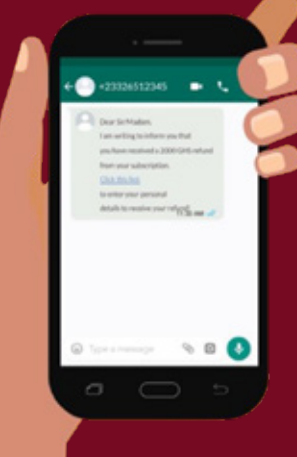
**They often try to rush you. Always take your time.**

05



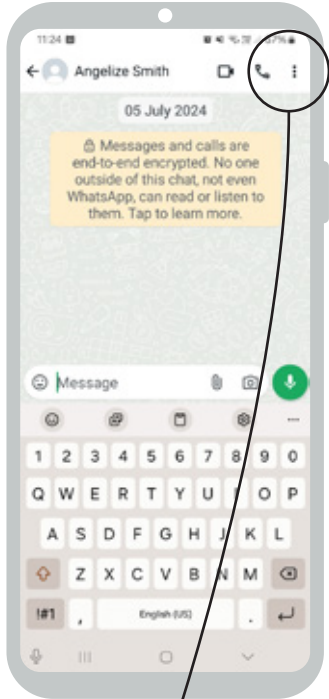
**Other scams try to get you to give up personal information.**

06

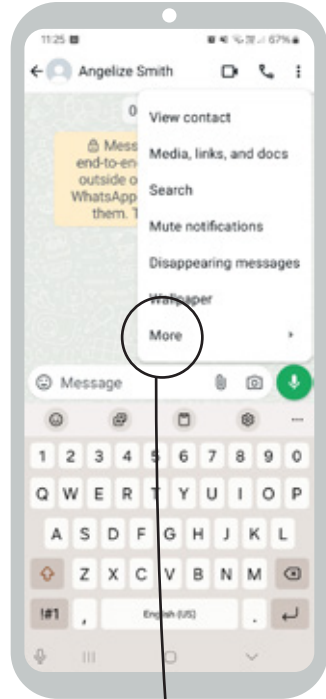


**Always be careful when clicking on unknown links.**

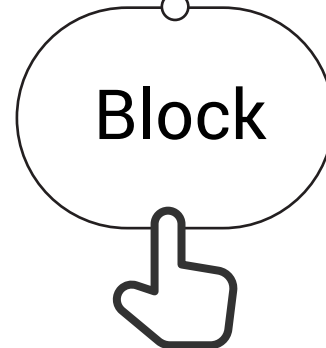
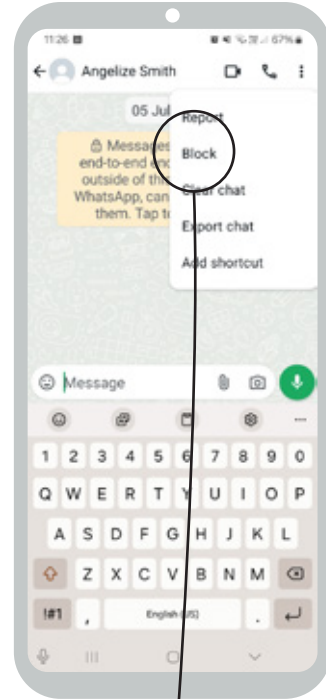
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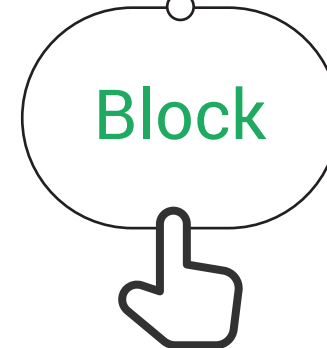
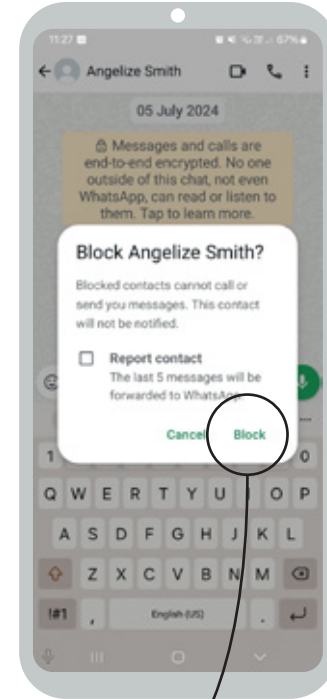
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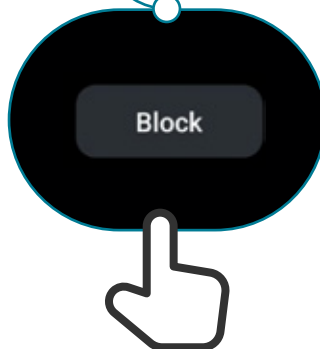
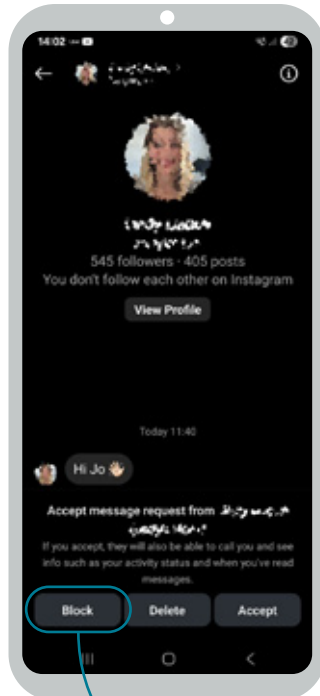
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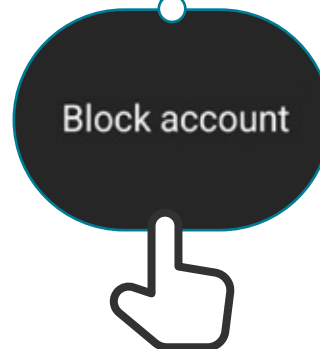
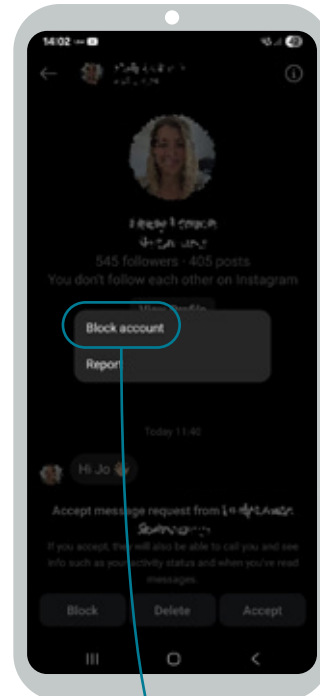


# How to block unwanted messages on Instagram

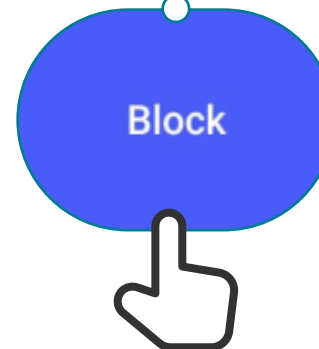
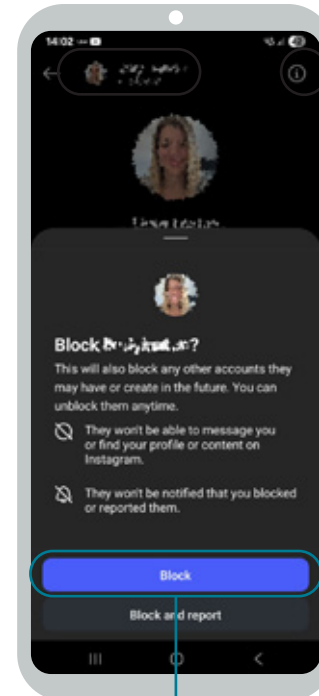
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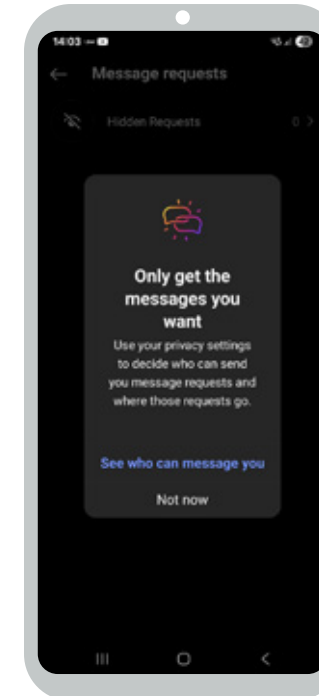
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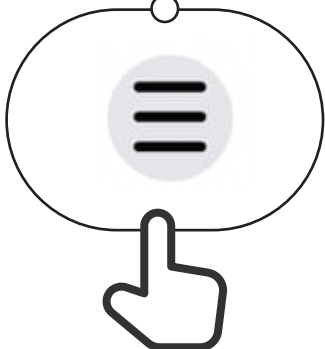
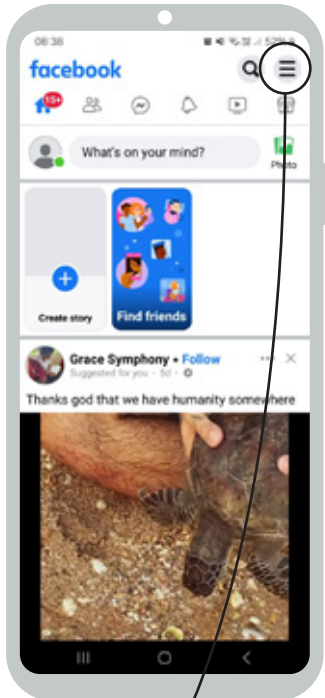
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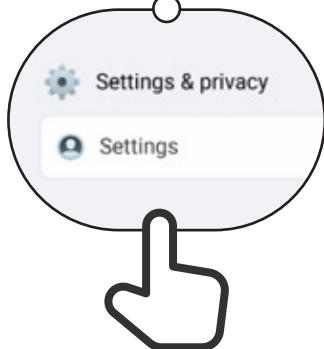
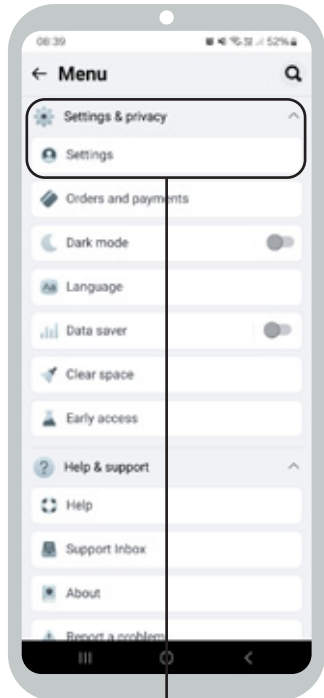
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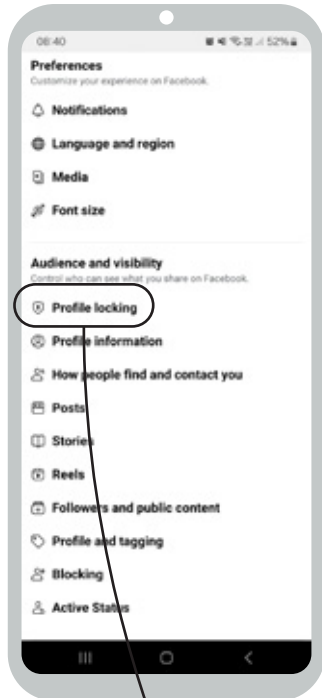
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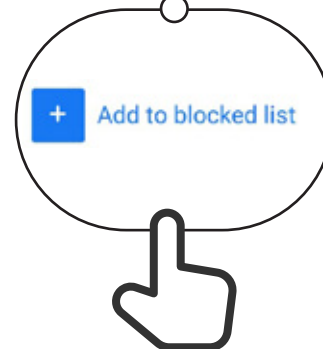
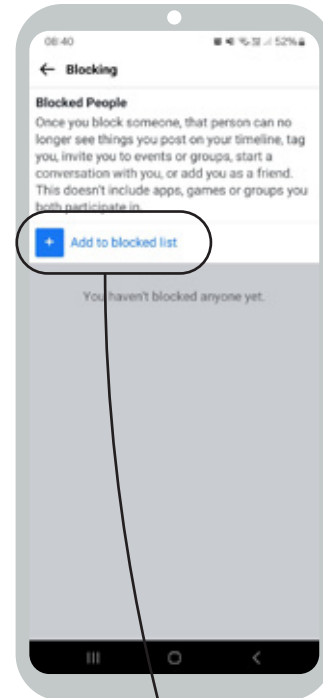
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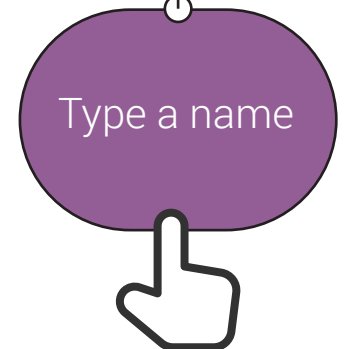
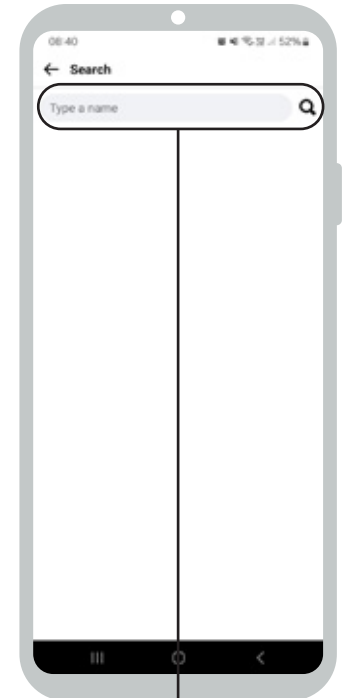
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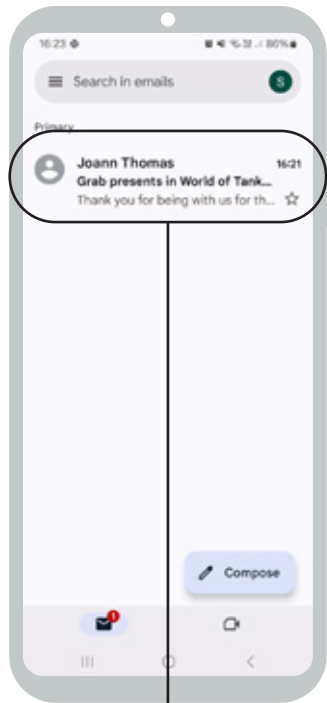
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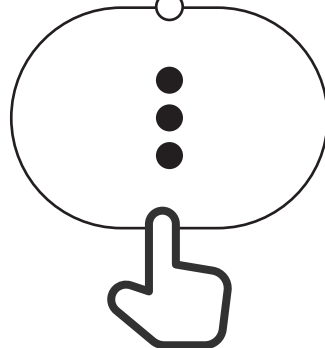
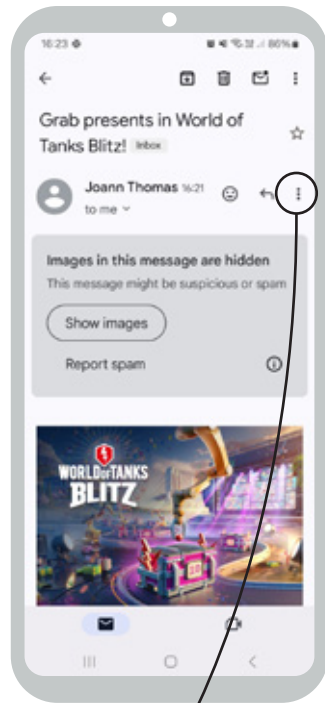
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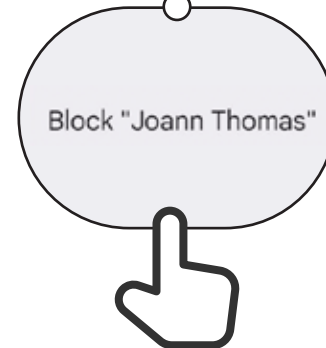
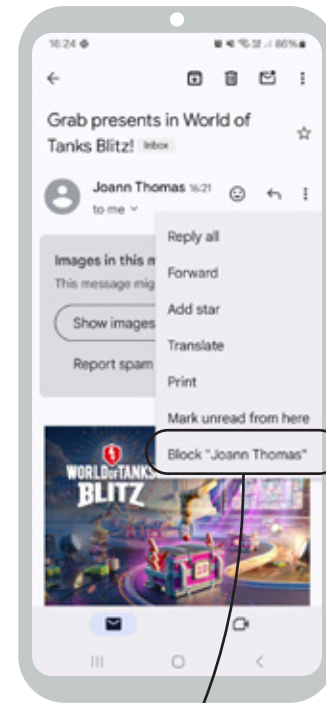
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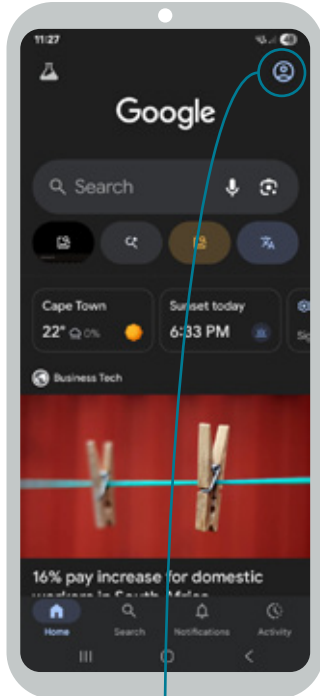
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# How to use Google SafeSearch

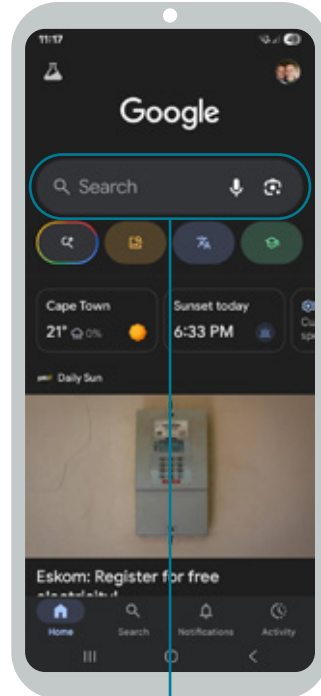
1



Log in to  
your account



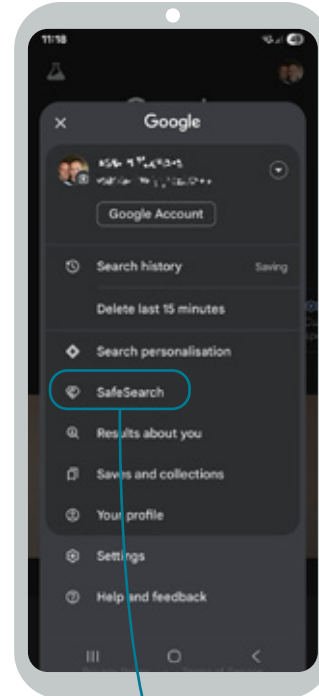
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Search



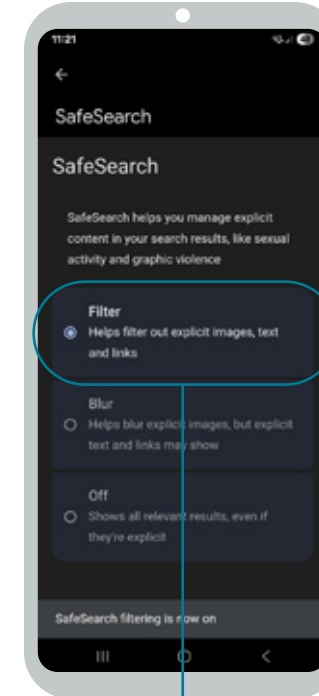
3



SafeSearch



4



Filter  
Helps filter out explicit images, text  
and links





## Be careful!

Not everything on the internet is what it says it is.



## If you are unsure, ask someone you trust!

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 organisation (e.g. your government).



## Don't share something with other people without thinking first!

People sometimes put false information on the internet (e.g. WhatsApp or Facebook).



## Check other sites

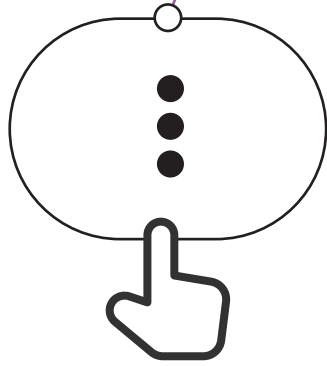
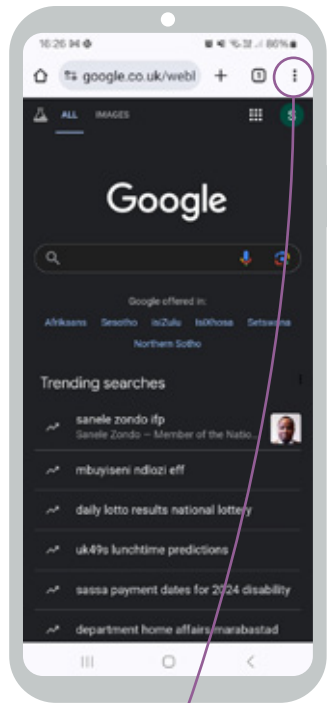
If you hear some news on from the internet, you might want to check this by checking on other sites (e.g. trusted news sites like BBC).



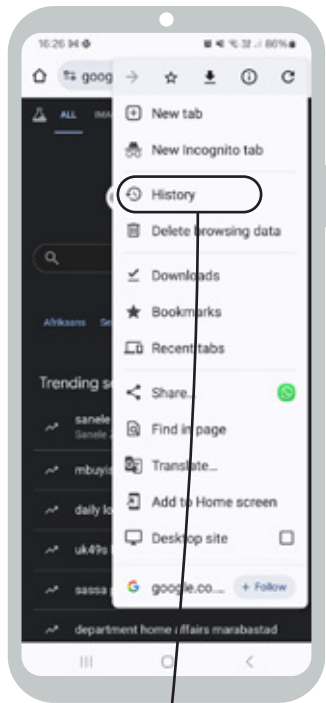
## Report it

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.

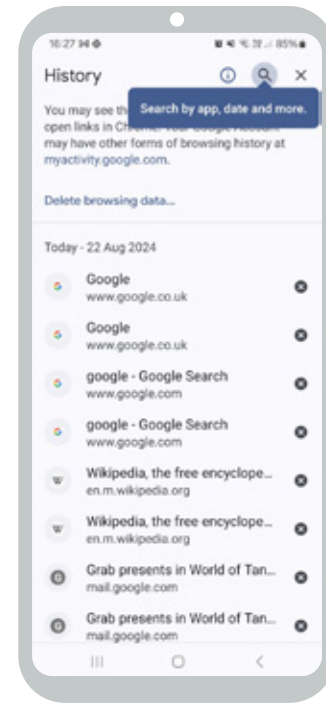
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2

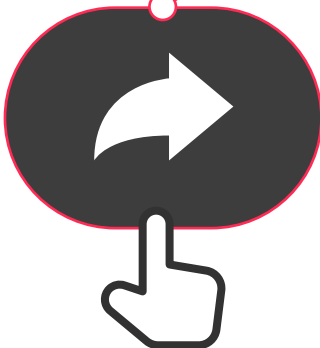
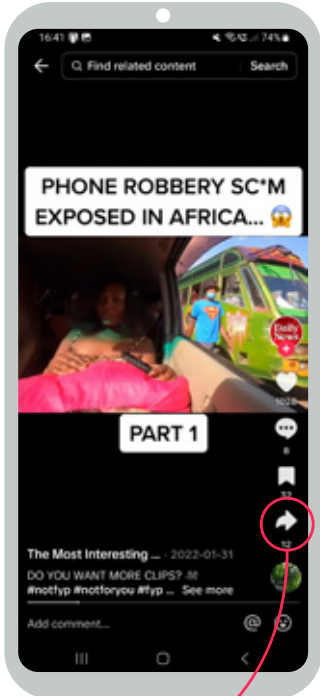


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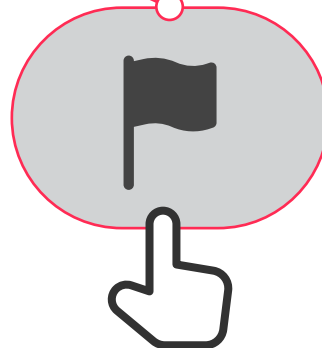
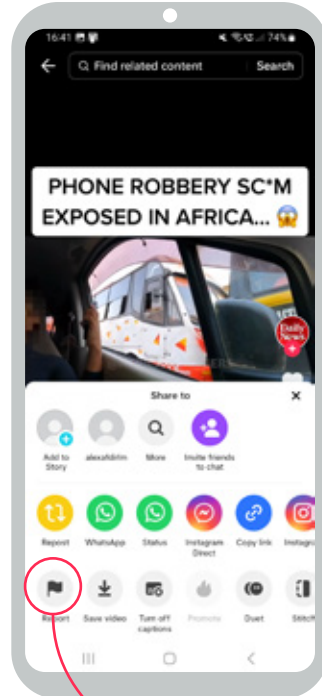


# How to report a video on TikTok

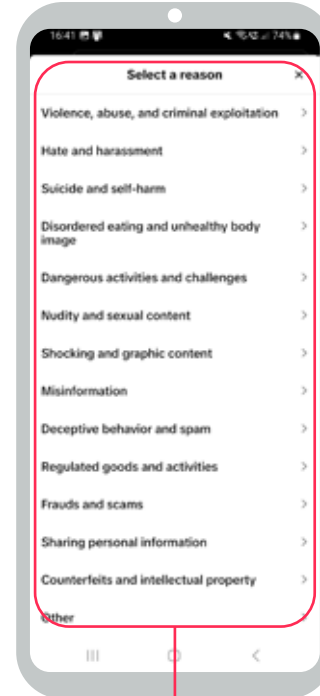
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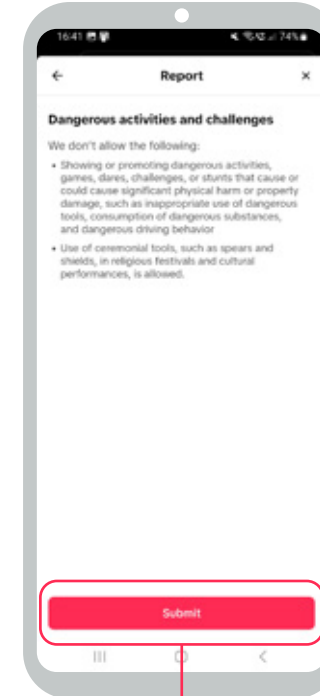
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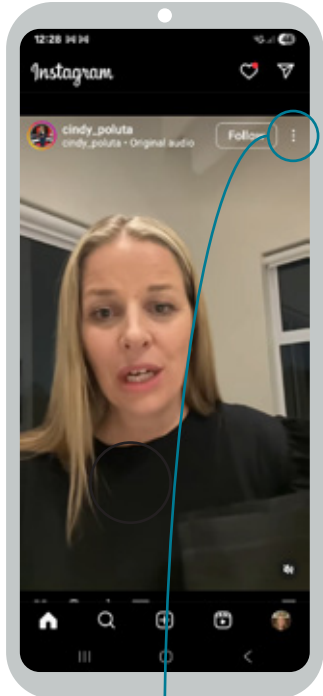
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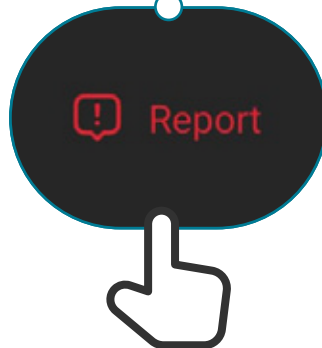
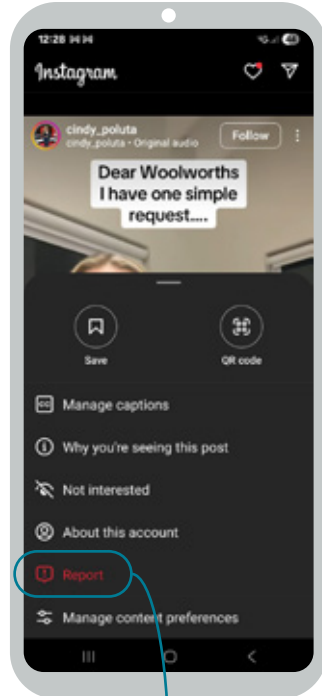


# How to report an Instagram post

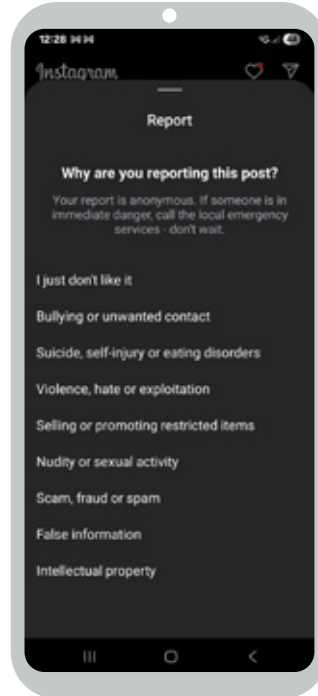
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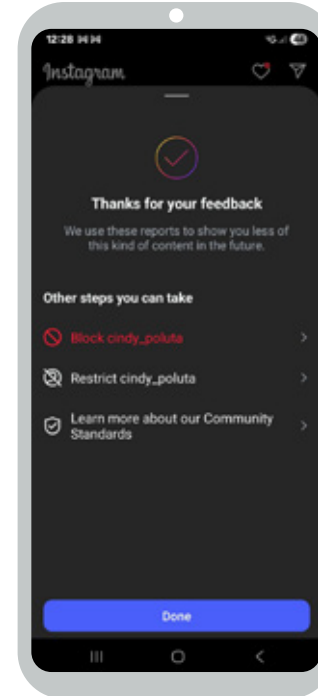
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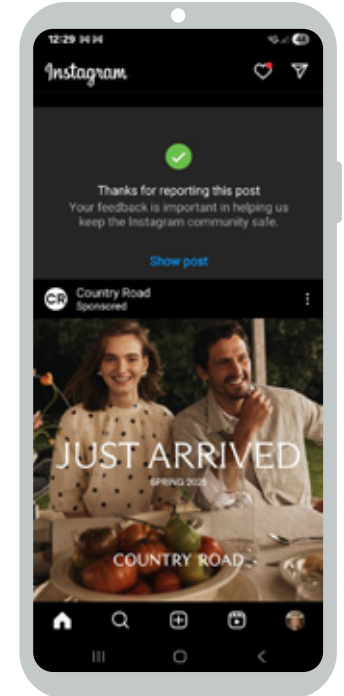
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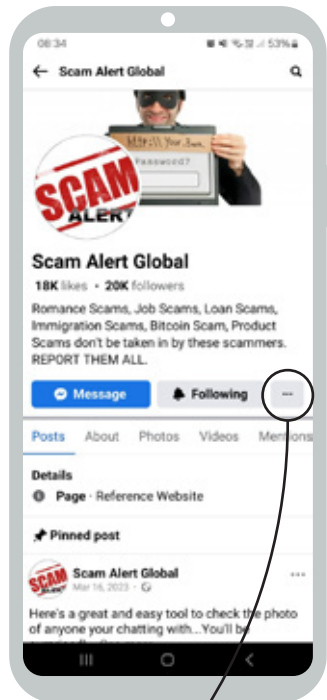
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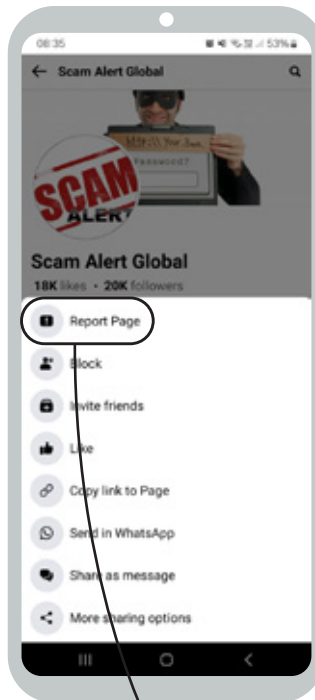
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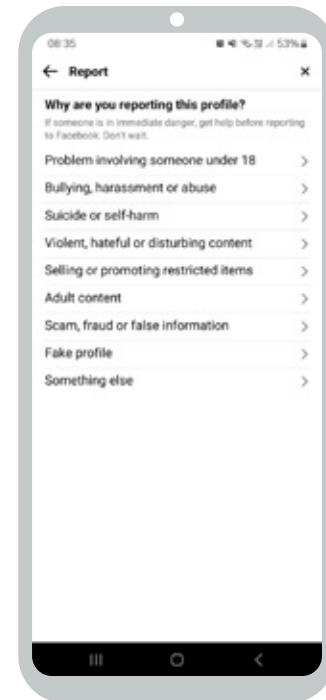
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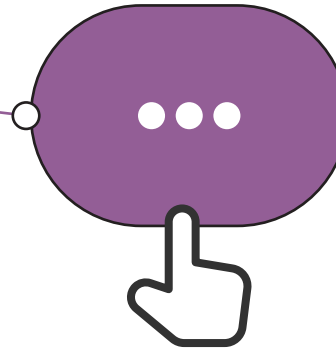
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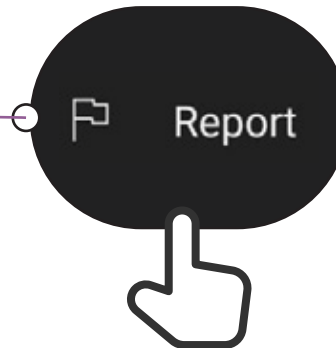
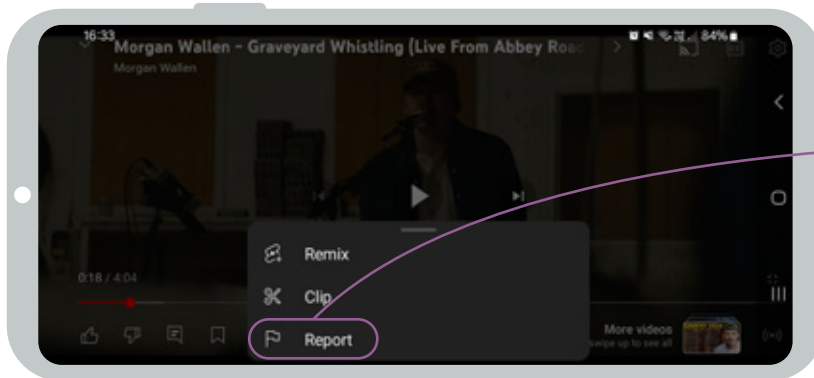
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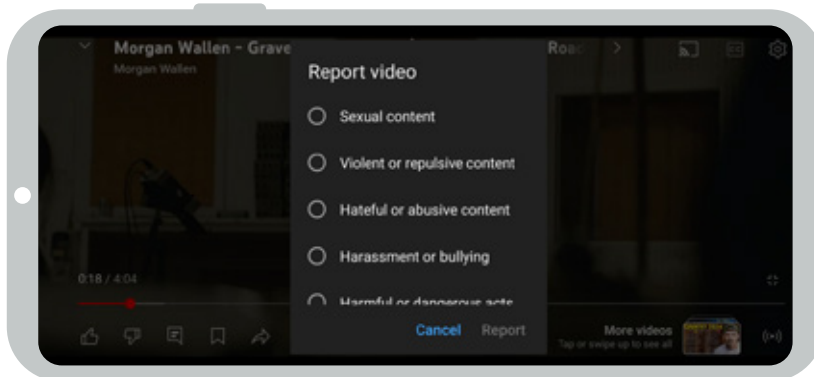
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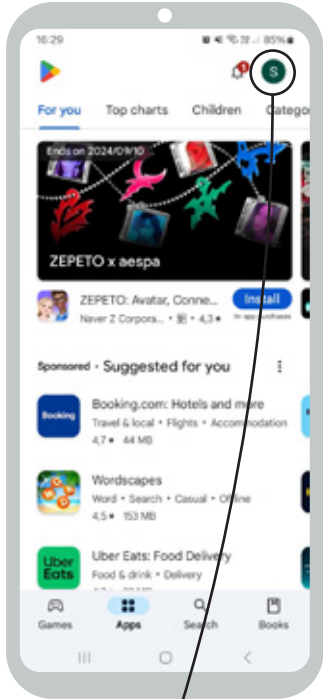


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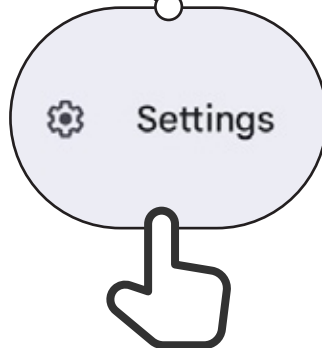
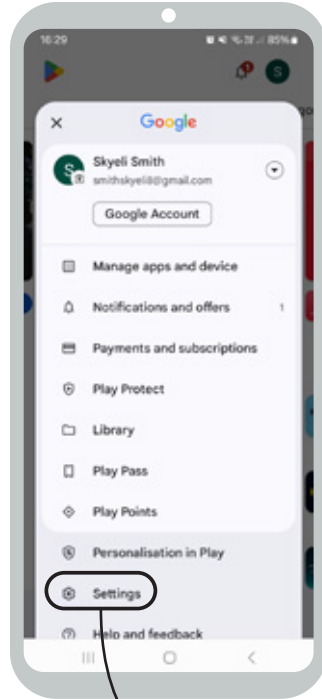


# Setting up parental controls on Play Store

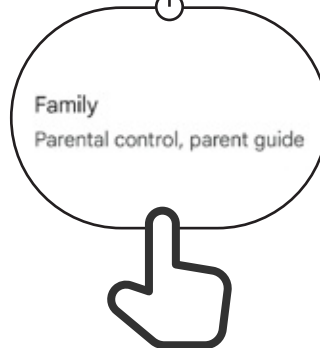
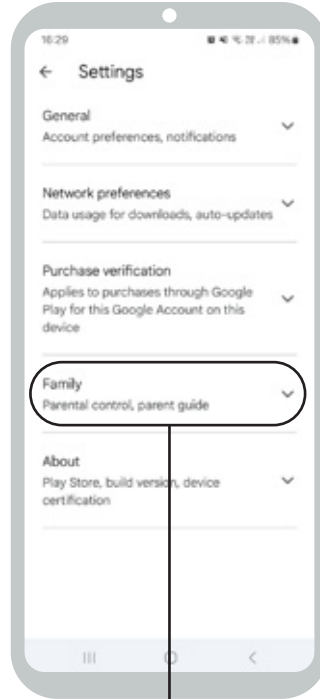
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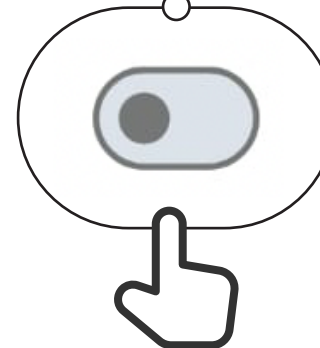
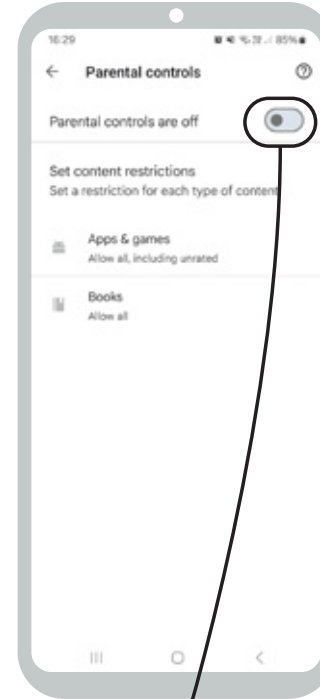
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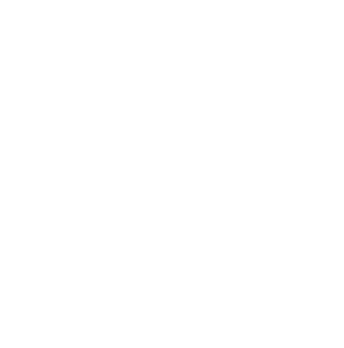
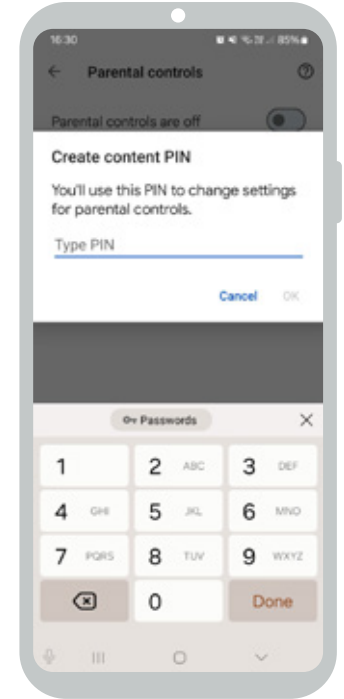
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4



5





Icon Cut-Outs

## Online safety advice for parents and carers



Icon Cut-Outs

## Online safety advice for parents and carers



# TikTok



Icon Cut-Outs

## Online safety advice for parents and carers



Icon Cut-Outs

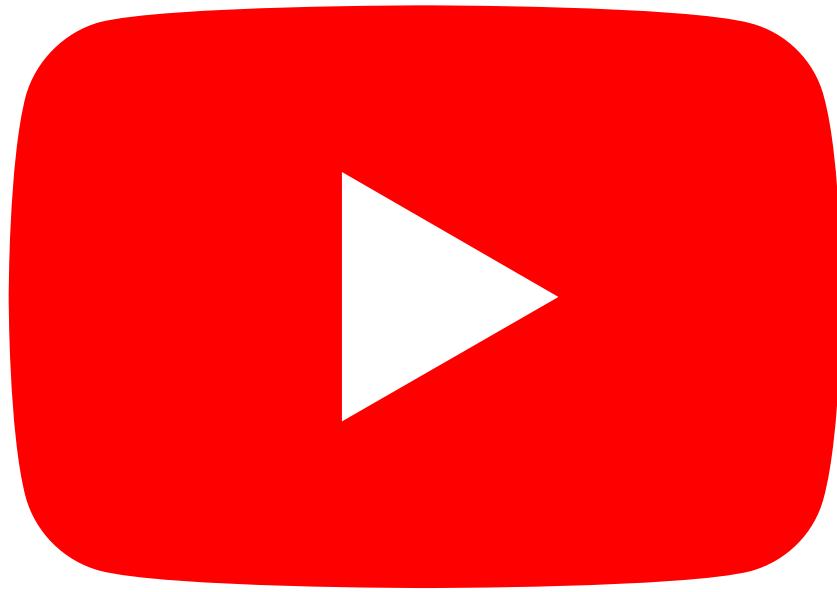
## Online safety advice for parents and carers





Icon Cut-Outs

## Online safety advice for parents and carers



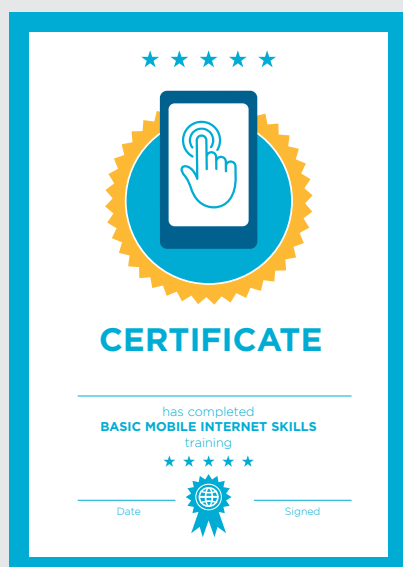
Icon Cut-Outs

## Online safety advice for parents and carers



# 'Thank you' and close training

If this is a standalone training session, thank and congratulate your trainees at the end of the session.



## Say

- “Thank you for your time and participation today. We hope you feel more confident about helping your children to stay safer online.”
- “Here are the posters so you know how to use the various safety tools we discussed today.”
- “We’re proud to present you each with a certificate for completing the training. Congratulations!”

## Conduct a closing ceremony

- Give each trainee a signed certificate (certificate templates are included in the toolkit).
- You can also provide the trainers with certificates for having completed the training ‘as trainers’.

**Tip:** You might like to ask each trainee to come to the front of the room to receive their certificate.



# CERTIFICATE

---

has completed  
**BASIC MOBILE INTERNET SKILLS**  
training



---

Date

---

Signed



# CERTIFICATE

---

has completed  
**BASIC MOBILE INTERNET SKILLS**  
training



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Date

---

Signed