Supporting your learners' digital skills through lockdown and beyond

with Good Things Foundation

gateway
qualifications

Introductions

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Session Aims

- To introduce Good Things Foundation and their teaching and learning materials

- To share best practice ideas for supporting remote delivery of learning

- To demonstrate how Good Things Foundation materials can be used to support Gateway Qualifications in EDS

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Good Things Foundation

An introduction to
the organisation

|Good Things Foundation

We are a social change charity established in 2011.

We aim to help people improve their lives through digital.

Blueprint for a 100% Digitally Included UK

#FixTheDigitalDivide

A Great Digital Catch Up will help 4.5 million people be happier, healthier and better off.

Find out more in our new Blueprint

#FixTheDigitalDivide

Good Things Foundation

Remote Support

Sharing best practices for supporting learners remotely.

Supporting Users Remotely - Top Tips

Good Things Foundation have collated some top tips and useful resources based on the practical experiences of those working to support learners in our network.

Top Tips - 1

Plan your session and facilitate in pairs

Top Tips - 2

Hold a short practice session

- For staff
- For learners

Top Tips - 3

Social Icebreakers

Top Tips - 4

Lessons from delivering
face to face

Top Tips - 5

Blended Learning

Top Tips - 6

Share Visual Plan

Today's session Plan

| Introduction and idea share 15 min | Learning Resources Demo 10 min | Break Activity 5 min | Tips for Remote Sessions 10 min | Questions 10 min |

■ = Discussion   ■ = Presenting information   ■ = Energiser

Top Tips - 7

Platform choice

- Zoom
- Whatsapp
- Facebook
- Teams

Top Tips - 8

Set the tone and allow people to be human

Top Tips - 9

Energisers

Ideas:
- Pictionary / what am I drawing?
- Play a song
- Fun discussion question

Top Tips - 10

Community of Support

Remote support webpage

Online Centres Network

OUR NETWORK   NEWS   FUNDING   **RESOURCES**   TRAINING   CONTACT US

Remote delivery resources

Below is a list of resources that will help you to offer, or continue to offer, remote learning to people in your communities. Remote learning is when you are supporting learners without being face to face. This bank of resources is available to you to help you support people when you can not be in the same place together, and is likely to be part of a more blended approach to helping people to learn. Some have been developed by Good Things Foundation, some by community partners, and others are things we have come across that we think you will find useful. Familiarise yourself with the available resources. Choose to use the ones you feel will be helpful to your staff and your community.

If you have created a remote learning support resource, or used one that you think others would benefit from, please let us know and we will be happy to look at adding it to this bundle of resources

Supporting Users Remotely - Top Tips

1. Plan
2. Practise
3. Ice Breakers
4. Remember face to face
5. Blended Learning
6. Visual Planning
7. Platform choice
8. Be human
9. Energisers
10. Community of support

Good Things Foundation

Learning support materials:

- Learn My Way
- The Planner
- Make it Click

|Learn My Way

Is the learning platform authored by Good Things Foundation.

- It is mapped to the Essential Digital Skills Standards (entry level)
- Designed for diverse audiences
- It enables learners to become qualification ready

|Learn My Way

Content includes:

- Digital learning content
- Practical activities
- Quizzes
- Printable worksheets/ handouts
- Session plans
- Checklists
- Related resource links
- Learner management

|The Planner Tool

|The Planner Tool

- Intended to guide entry level learners on where to start, it can also be utilized to identify revision needs.

- Mapped to the EDS standards

- Not an initial assessment but asks about confidence, interest and level of experience with digital skills

- Produces a personalised list of suggested courses on Learn My Way

|The Planner Tool

|Make it click

- Make It Click features free courses, tools and templates that you can trust
- Curated by Good Things Foundation
- For Level 1 learners to improving their skills

|Links to Good Things Foundation Resources

- [Good Things Foundation](#)

- [Learn My Way (Entry Level)](#)

- [The Planner Tool](#)

- [Make It Click (Level 1)](#)

- [Remote Support Delivery Support](#)

Materials for the EDS Qualifications

Using Good Things Foundation Resources to support Gateway Qualifications EDS specifications.

Mapping Documents

	- Connecting and sharing online	Socialising Online	
	- Adding friends on Facebook - Posting messages on Facebook	Using Facebook	
Communicating 10 Identify the types of digital activities that leave a 'digital footprint' and understand the implications.	- Using the mouse: the 'click' factor	Using A Mouse	Using your computer or device
	- Staying safe on social media	Keeping Your Personal Data Safe	Online safety
	- Book an appointment with your GP - Order a repeat prescription from your GP	GP services online: a how to guide	Improving your health online
Transacting 11 Complete and submit a form as part of an online transaction, complying with verification checks.	- What is an online form? - Filling in your details - Multiple choices - How to correct a mistake	Using Online Forms	Online basics
	- Creating an email account	Using Email	
	- Skype	Video Calling	More internet skills
	- Starting to shop online	Online Shopping	
	- Creating your Facebook profile	Using Facebook	
	- Applying for jobs online	Job Hunting Online	Finding a job online

Complete and submit a form

Question: E3EDSQ SAM Q4a
Section: P1

Total Test Time Remai... 00:58:44

Finish Test

Test:

Candidate: USER Demo

Task 4 Buying the train tickets (5 marks)

Now buy your train tickets.

- Fill in the form to create an account.
- Your password must be at least 8 characters long and include 1 number.

(3 marks)

Email Address:

Password:

Confirm Password:

First name:

Last name:

To continue select the square with a **bus**. (1 mark)

Back   Next

Getting registered

Barbra's first step is to register on the job site. In this activity, you'll help Barbra to do this using an online form.

Select the '**Start activity**' button below to begin.

Start activity

Name*

Barbara Baise

Email address*

b.baise77@yahoo.com

Confirm email address*

b.baise77@yahoo.com

Asterisks

You'll notice the small star symbols that look like this ∗ next to each text box.

This is called an **asterisk**.

If you see an asterisk next to something in a form, it means that you have to complete that part before you can continue.

Online basics

> Using the internet

∨ Using online forms

Using online forms

Example form (Handout)

gateway qualifications

Buy an item or service online

Question: E3EDSQ SAM Q5c
Section: P1

Total Test Time Remai...
00:59:13

Finish Test

Test:

Candidate: USER Demo

P1

P2

P3

Use the information on the card to buy the tickets.

(4 marks)

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Debit Card

4520 4226 7828 1145

MONTH/YEAR
EXPIRES END 07/24

N E LEARNER

VISA

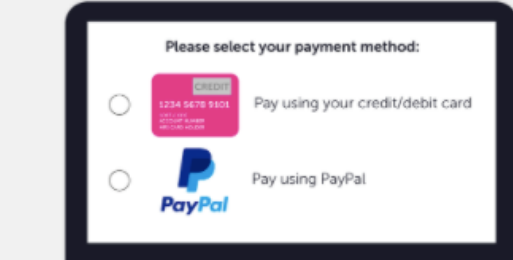N E Learner 846

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Card Number:

Name:

Expiry Date:

Security Code:

Making a payment

Most websites may have a similar payment process when you shop online.

? **Select the 'Next' button to find out more.**

Please select your payment method:

○ Pay using your credit/debit card

○ Pay using PayPal

Payment methods

On most shopping websites, you will need a credit or debit card to make a payment.

Many sites also offer other payment methods such as PayPal.

Pay up

Let's see how Katrina pays for a her shopping.

Katrina has already registered with the website and is ready to select her delivery and payment details.

Select the **Start activity** button below to begin.

Start activity

Safe and secure

Which of the following things are good ways to tell that a website is secure?

? **Choose all correct options, then select 'Check my answer'**

☐ There is a padlock symbol in the address bar.

☐ The website address starts with HTTPS

☐ The website looks like a shop you know.

☐ There is free delivery for your shopping.

Check my answer

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qualifications

Navigate online content

Using the internet

In this course you will learn all about browsing the internet. The course covers using a web browser to view websites, creating bookmarks and what copyright means online.

The internet is a giant library of information. Knowing how to access this information can make a your life a lot easier. For example, you can use the internet to keep in touch with friends and family, read the news, follow your hobbies, watch your favourite TV programmes, shop, compare prices and pay bills.

📄 4 topics | 💬 2 resources

74% complete

Continue this course

1	About the internet	Completed ✓	>
2	Getting around online	Completed ✓	>
3	Playing by the rules	Completed ✓	>
4	Using the internet quiz	Not started 🕐	>

Resources

Learn more about **Using the internet** with these related pages:

Question: L1EDSQ SAM Q4a
Section: P1

🕐 Total Test Time Remai...
00:52:40

Finish Test

Test:

Candidate: USER Demo

P1

P2

P3

Par...

Task 4 Searching for information (13 marks)

You want to buy a new iron.

a) Do an internet search to find an iron which meets the following requirements:

- steam iron
- corded
- costs £30 or less

Take a screenshot including details of the iron and the web address and paste it into a document. Label the screenshot **Iron 1** (4 marks)

b) Find the same or very similar iron on a different, reliable website to compare prices.

Take a screenshot of the second website, including the second iron and the web address. Now paste it into your document. Label the screenshot **Iron 2**

Save your document in your **Digital Skills, Task 4** folder, using the filename **Iron** followed by **your name**. Upload the file by clicking the 'Choose File' button below. (4 marks)

Screenshot

Choose File

This page requires scrolling ⊗

⚙ ▦ ❓

🚩 ❮ Back   Next ❯

Online basics

> Using the internet

> Using online forms

> Using email

⌄ Using search engines

🔍 Using search engines

🔍 Practise activity (Handout)

Communicating and sharing

Question: E3EDSQ SAM Q2
Section: P1

Total Test Time Remai...
00:45:23

Finish Test

Test:

Candidate: USER Demo

P1
P2
P3

Task 2 Sending an email (2 marks)

Download the document 'Observation Record' by clicking on the link below.

Save it in your folder **Digital.** You will complete the observation record with your tutor.

In a new window open up your email account. Email your tutor a copy of the observation record. Your tutor will give you the email address. (2 marks)

In the box below state the date you sent your email.

📄 Observation Record

Using email

✉ In this course you will learn all about email accounts on the internet. The course covers how to set-up an email account, as well as how to open, read and send emails safely.

You can use popular free email providers such as Gmail, Outlook (which used to be called Hotmail) and Yahoo to easily set-up an email account. You can then use email to keep in touch with friends and family, apply for jobs, do online shopping and much more. Having an email account will also let you access other services on the internet, such as Facebook or Skype.

📄 5 topics | 💬 2 resources

100% complete

Restart this course

1	What is email?	Completed ✓ ›
2	Creating an email account	Completed ✓ ›
3	Sending an email	Completed ✓ ›

Online basics

› Using the internet

› Using online forms

⌄ Using email

✉	Using email	📑
✉	Making an email address (Handout)	📑
✉	Example email (Handout)	📑

⌄ Using search engines

Using email

How to format your email in Gmail
By Google Applied Digital Skills
▶ Video

How to add an attachment to your emails in Gmail
By Google Applied Digital Skills
▶ Video

How to create a Calendar event in Gmail
By G Suite (YouTube)
▶ Video

How to send attachments in Mail on your iPhone, iPad and iPod touch
By Apple Support
📄 Guide

Managing emails

Manage your email in Microsoft Outlook
By Microsoft Office
🌐 Web page

Organise your inbox
By Microsoft Office
📄 Guide

g **gateway**
qualifications

Supporting Future
Resource
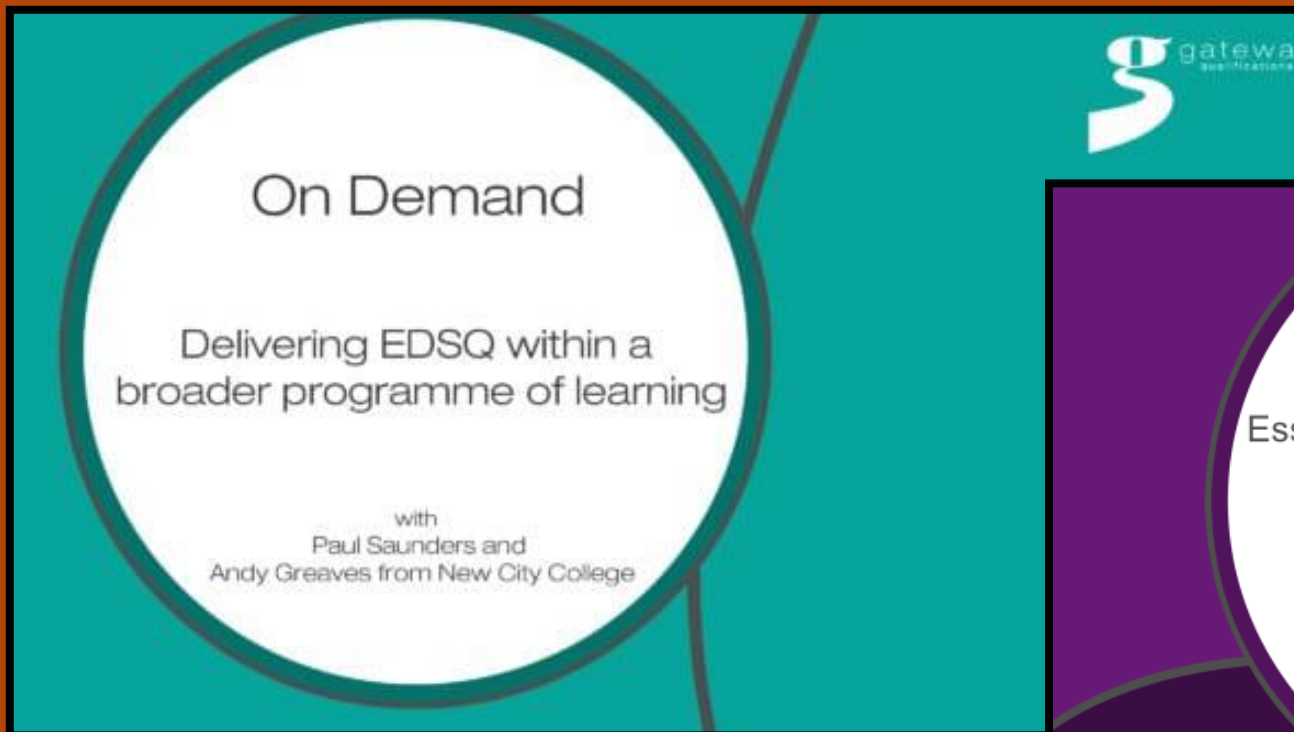Development

learning@goodthingsfoundation.org

|Summary of Session

- Supporting remote delivery

- Materials supporting Gateway Qualifications in EDS

- Good Things Foundation teaching and learning materials

Other useful webinars

Any Questions?

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Contact information

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📞 01206 911 211

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