

Digital Volunteer Training - Course Outline

Aim:	<p>To provide volunteers with an understanding of how to support digitally excluded people in gaining the skills and confidence to get online.</p> <p>This will enable adult learners to access more opportunities for online learning, employment and social activities, thus combatting isolation, enhancing skills and improving employability, economic resilience and mental and physical wellbeing.</p> <p>Over 4 2hr sessions, the course combines presentations, activities and small group activities covering the range of themes and topics below.</p> <p>Whilst it is possible to attend the session separately, the content on each day may vary depending in the group so attending all 4 is recommended.</p>
Objectives:	To understanding the challenges in supporting people.
	To develop a person-centred approach over a technical one.
	To provide a framework to help start or support a digital support programme within an organization or community project.
	To practice and develop skills to assess and assist learners both remotely and in-person.
	To become familiar with other support and resources available.

Theme 1 - Understanding the Challenges

Topics
Setting the scene
Understanding the barriers (to technology and learning)
Identifying the type of support you can offer (1 to 1, group classes, peer support)
What technical skills do you need as an individual or a team?
The environment and state of mind
Seeing through the eyes of the learner, asking the right questions and finding out together
Safeguarding considerations

Theme 2 - Technical Delivery

Topics
Remote vs In Person support? What are the Pros and Cons
The challenge of supporting different devices
An overview of different methods of remote support: Zoom/ TeamViewer/ AnyDesk/ Google Remote Desktop
Using remote support within Zoom
Creating a safe space – Ensuring it is safe, reassuring a learner
Encourage and develop ownership with learners and their learning

Theme 3 - Data, Privacy and Staying Safe

Topic
The organizational approach – data, privacy and safety of learners
Collecting information & consent
Staying safe online and best practice
Password Security: What is secure enough? / 2 Factor Authentication / Having a strategy/ Recovering a password
Transactions and finance
Inappropriate content

Theme 4 -Exploring Common Scenarios

Topics
Setting up an email address and its importance
Approaching Online Shopping – Where to start and how to focus on it
Creating accounts – Intro to Council services or Job Sites
Managing files & storage
Purchasing advice