

Session Plan: Welcome Session using 'Digital Skills Checker - Getting Started'

Delivery mode:

Face to face delivery

Session overview:

This session will provide learners who are new to getting free digital skills support through their local community organisation with an introduction to the support available and assessment of their existing digital skills.

Learning objectives:

- To become confident attending a digital skills support session at their local community organisation.
- To understand what they can learn through this program and identify their learning goals.
- To get to know other learners.

Suggested session length:

This session should run for approximately 60 minutes, plus 15 mins set up and 30 mins for optional support and follow up work at end of session.

Tip:

- Acknowledge with the group that for those new to using their device and the internet, it may take some time to understand how it works and to become confident. Provide lots of reassurance and support.
- We have collated the useful resources and links we suggest using in this session plan on our [Network Partner Website](#)
- Encourage learners to bring their own fully-charged device to this session if they have one and provide cups of tea and coffee to break the ice.
- In this session we call all attendees "learners" and people helping them to learn/facilitating the "digital mentor".

Topic	Timing	Activity	Assessment	Resources
Welcome	15 mins before session starts	Digital mentor to: <ul style="list-style-type: none"> ● Welcome learners as they arrive and offer tea/coffee. ● Introduce themselves ● Connect learners to WiFi as needed/appropriate ● Ask learners to sign in using CaptureIT form. 	All learners engage and start to feel comfortable in the space and receiving your support	Training venue, laptop, WiFi, large screen, projector, cables Notepads, pens, whiteboard, marker pens Refreshments Printed CaptureIT sign in form OR device with CaptureIT open and someone to fill it in.
Introduction	20 mins	Digital mentor to: <ul style="list-style-type: none"> ● Introduce themselves to group ● Acknowledgement of country ● Discuss the learning objectives ● Discuss how the session will run <p>Activity 1 - Icebreaker & Introductions - What's one thing you like to do?</p> <p>Digital mentor to ask the question: What is one thing you do (or would like to do) to relax?</p> <p>Each learner introduces themselves by name and shares one thing or hobby they like to do, or would like to do more, to relax eg read a book, watch a movie, lie on a</p>	All learners engage and start to feel comfortable helping and sharing with each other	Name tags

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		<p>beach, cook. Repeat until all learners are done.</p> <p>NOTE: this may give you clues about the types of hobbies/information people may want to look up online.</p> <p>Starter question: Have you ever gone to a class to learn computer or internet skills before?</p> <p>**Make a note of who has and who hasn't accessed support like this before, as learners may need to complete different activities based upon their previous experience.</p>		
<p>Watch the Good Things Foundation video</p>	<p>10 mins</p>	<p>Watch: Digital mentor to show the video to all participants on a big screen.</p> <p>Group discussion: What would you like to become more confident doing online?</p> <p>**Make a note of people's responses. You may find common themes in the group's responses.</p>	<p>Learners watch the video and discuss what they would like to learn.</p> <p>Answer questions and offer support.</p>	<p>Video by Good Things Foundation</p> <p>Large screen, projector, wifi, laptop/computer, cables, speakers</p> <p>Notepad, pen</p>

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Assess learners skills	20 mins	<p>Activity 2: Complete the 'Digital Skills Checker - Getting Started' tool</p> <p>Digital mentor to provide the url of Getting Started skills checker to learners. Each learner to complete the assessment tool and show their answers to the facilitator.</p> <p>Digital mentor may need to provide individual support to complete online form. Note who needed help so you can tailor ongoing support to their skill level.</p> <p>**If learners don't have their own email address just yet, they can use yours when filling in their contact details.</p> <p>**Important: Ask learners to email their responses to you. Note who needs help to do this.</p>	<p>Learners engage at their own pace.</p> <p>Practice filling in online forms.</p> <p>Practice navigating to a website and sending an email.</p> <p>Learners identify confidence levels and learning priorities.</p>	<p>Learner survey link here</p> <p>Skills Checker FAQs to answer any learner questions.</p>
Evaluation and close	10 mins	<p>Activity 3 - Reflection and Keep learning</p> <p>Digital mentor to showcase the Be Connected learning website, relevant courses based on their responses, and how to access it from home to keep learning.</p>	<p>Learners booking in to ongoing support sessions.</p>	<p>Be Connected Learning website ready to share</p> <p>Large screen, projector, wifi, laptop, cables</p> <p>Booking form for future sessions and</p>

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		<p>Digital mentor to showcase how to book in for future support sessions.</p> <p>Group discussion: What was the best thing about the session today?</p> <p>Thank everyone for attending.</p>		<p>appointment reminder cards</p> <p>Be Connected learner booklets to hand out.</p>
After the session	+30 mins	<p>Be available after the session for one-on-one questions and support.</p> <p>Pack up learning space.</p> <p>Review responses to the digital skills assessment and tailor learning plans to suit.</p>		<p>Responses from digital skills checker tool that were emailed to you.</p>