

## Capacity Builder Digital Mentor Skills Checker - Getting Started

### Personal Details

- First Name
- Last Name
- Email
- Suburb
- State
- Postcode
- Date of Birth
- Gender

1. **Have you previously been involved in the Be Connected program as a learner?**
  - Yes
  - No
  - I'm not sure
2. **How long have you been involved with the Be Connected program up until now?**
  - Less than a year
  - 1-2 years
  - 2-5 years
  - More than 5 years
3. **What has motivated you to become a Digital Mentor? (tick all that apply)**
  - I want to extend my own digital skills
  - I want to support others to learn digital skills
  - I want to gain paid work
  - I want to volunteer in my community
  - My Lead Digital Mentor encouraged me to become a mentor
  - I want to gain facilitation skills
  - I am passionate about digital inclusion for Older Australians
  - Other
4. **How confident do you feel supporting people to learn digital skills?**  
*(1 - not confident ..... 5 - very confident)*
5. **How confident are you helping others use online banking?**  
*(1 - not confident ..... 5 - very confident)*
6. **How confident are you helping others use social media?**  
*(1 - not confident ..... 5 - very confident)*
7. **How confident are you helping others use government services like MyGov?**  
*(1 - not confident ..... 5 - very confident)*

- 8. How confident are you helping others use their own smart phone?**  
(1 - not confident ..... 5 - very confident)
- 9. How confident are you helping others use their own laptop or computer?**  
(1 - not confident ..... 5 - very confident)
- 10. How confident are you helping others use technology and the internet safely?**  
(1 - not confident ..... 5 - very confident)
- 11. How confident are you helping others use technology and the internet to connect with friends and family?**  
(1 - not confident ..... 5 - very confident)
- 12. How confident are you helping others to use AI tools and technologies?**  
(1 - not confident ..... 5 - very confident)
- 13. I can create written resources or instructions**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 14. I can explain things in plain English**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 15. I can tailor my support to meet others learning needs**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 16. I can keep group sessions interesting by using icebreakers, videos, podcasts, discussions or handouts**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 17. I can show people how to do something new without doing it for them**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 18. I can build positive learning relationships with the people I am supporting?**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 19. I can create an accessible, inclusive and positive learning environment**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 20. I can motivate and inspire others to keep learning**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 21. I can talk to participants about why learning technology is useful**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)
- 22. I can identify the barriers that may prevent people from getting online and using technology**  
(1 - strongly disagree ..... 3 - Don't disagree or agree ..... 5 - strongly agree)

**23. How much experience do you have supporting others to learn digital skills?**

- Less than 6 months
- 6 months to 1 year
- 2 to 3 years
- More than 3 years

**24. What are you hoping to get better at through this training? (tick all that apply)**

- I want to build my confidence to deliver digital skills training
- I want to improve my facilitation and communication skills
- I want to further my own digital skills
- I want to learn how to tailor my support to individual needs
- I want to learn how to create session plans and resources

**25. How do you like to learn new skills? You can pick more than one if needed**

- Listen to podcasts
- In person training or workshops
- Attend webinars
- Short videos I can watch in my own time
- Reading bite sized tipsheets or articles
- Online learning at my own pace eg online learning modules
- Reading detailed user guides
- Informal chats with my colleagues
- Teach myself
- Collaborative skill shares with my colleagues

**26. How important is it for you to learn about changes in technology so I can continue building my digital skills?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*

**27. How important is it for you to learn about changes in technology so I can help others better?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*

**28. How important is it for you to learn about planning and facilitating group digital skills sessions?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*

**29. How important is it for you to learn about helping people, one on one, to learn digital skills?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*

**30. How important is it for you to learn about making digital skills support fun and engaging?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*

**31. How important is it for you to learn about Artificial Intelligence (AI)?**

*(1 - not important.....3 - If I get a chance..... 5 - very important)*