




Supporting people with everyday transferable digital skills

How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your cursor or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



Guidance for supporting people with digital skills

At Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) we aim to inspire communities and organisations in Wales to provide digital skills and support to others to create a digitally included and empowered nation. This document aims to provide you with useful starting points for helping people get online, but the resources are useful for anyone who wishes to improve their digital skills.

With learning any new digital skill, consider who it is you are helping, and their needs. If you ever require more advice and support helping others to get online, please contact Digital Communities Wales.



Helping people to get online

You may be in a position to support others to get online. Digital Communities Wales can provide advice and guidance to organisations and community groups to support them to help others get online.

Please **contact us** for further advice.



 <https://bit.ly/4dlg3RN>

National Digital Inclusion Network

Digital Communities Wales can provide guidance about the National Digital Inclusion Network, which is coordinated by our programme partner : **The Good Things Foundation**. Members of this network gain access to the National Databank and National Devicebank, a crucial support network of free access to data and devices for those who need it.



 <https://bit.ly/4e9hl3o>



Learn My Way

Learn My Way provides bitesize digital skills courses for learners. Visit

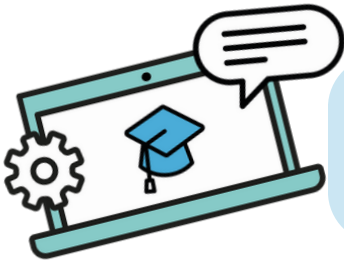
 www.learnmyway.com to find out more.

Transferable digital skills

There are lots of digital skills that you learn through different online experiences, and many are transferable to different tasks. The ability to fill out online forms, create accounts and navigate websites are used for many different online services.

By finding inspiring digital activities, we can make learning digital skills a more meaningful experience for someone going online for the first time. Explore hobbies, interests and activities that provide positive experiences. As well as this, these opportunities encourage individuals to go online and apply their digital skills in different ways.

Think about a time when someone has helped you to do something, how did it make you feel?



First time internet users need support and encouragement. Digital skills require time and opportunities to learn.

Use hobbies and interests as a hook and a means to encouraging longer-term digital engagement. You can then signpost individuals to further support or community based options for developing their digital skills.



Building confidence

Sometimes low confidence internet users are unaware of their digital skills and how it relates to different digital tasks. It's good to draw on relatable examples to build confidence:

- If you can send a text message... you can use WhatsApp.
- If you can sign up to Facebook... you can sign up to other accounts.
- If you can watch Netflix... you can also use YouTube or iPlayer.
- If you can search on Google... you can also search online shops.



You can take a screenshot of a QR code if you're viewing it on your phone. Then, open it in your photo gallery. You can then use the show text feature to open the QR code link!



Example transferable digital skills

Using the UK Government's essential digital skills framework, we can unpick some generally used transferable digital skills. There are however many examples of digital skills for a variety of different activities.



 <https://bit.ly/3E6127o>

Foundation digital skills


Foundation digital skills are the skills required to use a device effectively, or to understand digital concepts, like an app or an internet browser, and how to interact with them. Use interactive features such as games to make the experience more enjoyable. But also understand that familiarity with a device's features can transfer to different devices, for example the process of connecting to WiFi is similar across all devices.







Use copy and paste to write the the same text multiple times. On a touch screen, you need to hold you finger down to enable the copy and paste buttons to appear.

Accessibility

Accessibility features, such as screen readers, are built into mobile devices at no extra cost. Familiarity with accessibility features, and how to adjust them, are important for helping someone use a device for the very first time. Many accessibility features are available on different devices.

AbilityNet have useful guidance on accessibility for digital devices: <https://bit.ly/3TJFGo7> 

There are guides provided online for different devices. You can find specific device support by using a search engine to search for key words such as your device's model and accessibility.

- Android accessibility guidance: <https://bit.ly/4gywkWL> 
- Apple accessibility guidance: <https://bit.ly/4eEALgw> 
- Windows accessibility guidance: <https://bit.ly/4iu3HJN> 
- Chromebook accessibility guidance: <https://bit.ly/4ku4z3e> 




Many web browsers have extension options that allow for translation of text into different languages. This can be used on almost any website.

Online safety

Online safety features are an essential part of online services, apps and websites. This includes secure account creation by using a secure password and 2-factor authentication. These different safety elements are important, but can be overwhelming for low-confidence or first time internet users. Utilise existing learning opportunities to support the development of these skills:

Learn My Way is a website created by the Good Things Foundation that provides free short learning courses to help you develop your digital skills. They have bite-sized online safety topics which are suitable for beginners that have no or low digital skills:

<https://www.learnmyway.com> 

SCAN ME



SCAN ME




Get Safe Online is a useful online safety advice webpage endorsed by many organisations involved in preventing cybercrime:

<https://www.getsafeonline.org> 

SCAN ME



Create a **secure password**. We use the 3-word password rule to combined 3 unrelated words into a strong password. Test it out for yourself using this password checking tool:

<https://bit.ly/3wPHgdp> 

Using search engines

Using a search engine is transferable to many different digital skills. For example, you may need to search for apps on your tablet, or use a keyword search on a specific website. Often, a person's first use of a search engine will be using popular options such as Google or Bing. A search engine allows you to:

- Identify different websites;
- Problem solve;
- Get directions and service information.

Often, searching for hobbies, interests and games are useful starting options to find inspiration for learning to use search engines for the first time. You could ask where someone has been to, or would like to go, in the world, and a search engine could identify websites, videos and images.

Filling out forms

Many apps, websites and services require you to sign up to them using an online form.

Develop confidence to do this by using a practise webform for learners:

<https://bit.ly/3v3WcTB> 

SCAN ME



On many Android or Apple devices, instead of saving a website to your bookmarks, you can choose to **add it to your home screen**.

This saves the webpage just like an app on your device, meaning it's a lot easier to navigate to!

Use existing support networks

Our guide provides some useful starting points for talking about transferable digital skills. Even just inspiring someone to take an interest in using digital devices more often is a great start.

There are many support networks out there that you can utilise to embed digital inclusion for the longer term. Together, we can make sustainable change and increase digital inclusion.



What next?

To find out more about our support, get in touch:



digitalcommunities.gov.wales/contact-us/ 



0300 111 5050

Find us on



Digital Communities Wales: Digital Confidence, Health and Well-being is a Welsh Government programme delivered by Cwmpas. Cwmpas, formerly known as Wales Co-operative Centre, is a registered society under the Co-operative and Community Benefit Societies Act 2014, number 24287 R.