

Digital Discovery

Guide for Mentors



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Australia Post
Digital Discovery
Mentor Guide

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Introduction

Welcome

For many people in Australia, the internet has transformed almost every aspect of life - we use the internet to socialise, shop, work and do everyday tasks online. But for 3 million¹ Australians who are not online, the education, health, social and financial benefits of being connected remains out of reach.

As digitisation continues to reshape our country and our economy, people who never or rarely use the internet are at risk of being left behind. As a business that's had to go through a digital transformation of our own, we know firsthand the importance of not being left behind.

It's why we want to help everyone in Australia become equipped with the skills and confidence to participate in the digital world.



¹Source: Australian Bureau of Statistics
<http://www.abs.gov.au/ausstats/abs@.nsf/mf/8146.0>

Let's work together

Working with Deakin University we've developed Digital Discovery – a free online course for those who lack the skills and confidence to navigate the web.

We know that building digital skills and confidence will best be achieved with the active support of an on-the-ground mentor.

If you regularly use the internet, chances are you've already helped a friend or relative through an online activity.

Digital Discovery is a supportive, encouraging, structured, online environment where you can help your friends and family discover the online world. This guide is designed to help you help others get online.

Who is Digital Discovery for?

Some questions you can ask to see if your friend or relative is ready for Digital Discovery are:

- ✓ Do you have a computer or tablet with which you can access the internet?
- ✓ Can you do at least one of the following:
 - send an email?
 - search the web? or
 - use social media?
- ✓ Would you like to gain the skills and confidence to navigate the web?

Anyone with digital skills and know-how can help those less able get online. After all, everyone prospers when we're better connected.

How is Digital Discovery different?

We know there are already a number of online resources available to support digital training. Digital Discovery provides an online experience that:

- ✓ Is free and simple to access
- ✓ Offers content that is relevant to an Australian audience and context
- ✓ Provides a guided structure that begins with the basics, addresses key concerns and helps to extend internet usage
- ✓ Enables an online social experience, with constant opportunities to share and connect with peers and educators a moderated chat function
- ✓ Finally, rather than focusing on exact 'how to' instructions, which will quickly become outdated, Digital Discovery prioritises building general online problem-solving skills and confidence that will be transferable to a range of situations and sites.

In essence, Digital Discovery presents a guided, supported environment where people beginning their digital journey will be encouraged, exposed to other online opportunities, and develop digital skills and confidence.

Digital Discovery overview

The course at a glance

Digital Discovery provides a gentle introduction into the digital world, building on skills and confidence over two courses. Each course runs for two weeks.

The key themes include:

Digital Discovery 1:
Build your confidence online
Course 1, 2 weeks

Digital Discovery 2:
Expand your world online
Course 2, 2 weeks

Getting started

Helping your learner to identify the benefits of completing this course will help them engage with and commit to completing the course.

Some possible benefits include:

- ✓ Becoming more independent by more effectively accessing information and services
- ✓ Making more connections with people using social media
- ✓ Learning how to stay safe online and protect personal information
- ✓ Building skills and confidence to explore and learn online

Start a conversation

You can help learners identify the most relevant benefits to them by asking: *'How would improving your digital skills and confidence help you?'*

An ideal follow up question might be: *'What might prevent you from taking part in this course?'*

This will present you both with an opportunity to discuss any barriers or challenges that might arise, and to talk through how the learner might overcome them.

Mentoring tips

Here are some tips to consider when mentoring an individual:

- ✓ Establish expectations and boundaries early, for example when are you available to provide support and when aren't you?
- ✓ Establish how you'll communicate, for example will you primarily work in regular face-to-face sessions and/or will you also call each other on the phone?
- ✓ Explain that as a mentor, you are one part of their support, and discuss strategies that the learner can use to find answers for themselves also.

As you progress through the course, some additional tips include:

- ✓ Being sure you have sufficient time and patience before each session and if you don't, to reschedule or explain your situation upfront
- ✓ Where possible, keep your hands away from the computer and let the learner 'drive' (i.e. use the mouse/device). This can be challenging as it can take longer, but is important.
- ✓ Look for points of encouragement, acknowledging any progress or accomplishments
- ✓ Where appropriate, rather than giving a set answer, provide guidance and ask further questions to encourage them to reflect on what they're doing and think about how to solve a problem

Sometimes you might need to be more hands-on or provide clear answers — especially when someone is frustrated — but in general think of yourself as a coach or guide who is preparing them to work without your involvement.

Week by week guide

Structuring your support

Each Digital Discovery course runs for two weeks. A good way to work through these with your learner is to schedule 'getting started' and 'what next' sessions before and after each course, making eight sessions in total.

This format is just a starting point - you can adapt this to suit you and your learner.

Here is an overview of how participants can best be supported through their experience of Digital Discovery through eight face-to-face sessions.

Digital Discovery 1: Build your confidence online

Calendar	Week 1	Week 2	Week 3	Week 4
Face-to-face Sessions	Session 1 of 4: Getting started	Session 2 of 4: Digital skills and confidence	Session 3 of 4: Staying safe online	Session 4 of 4: What's next?
Online experience on Digital Discovery online experience, Course 1	Not commenced	Week 1 of 2: Digital skills and confidence	Week 2 of 2: Staying safe online	Ended

Digital Discovery 2: Expand your world online

Calendar	Week 1	Week 2	Week 3	Week 4
Face-to-face Sessions	Session 1 of 4: Getting reconnected	Session 2 of 4: Expand your world online	Session 3 of 4: Improve your life online	Session 4 of 4: What's next?
Online experience on Digital Discovery online experience, Course 2	Not commenced	Week 1 of 2: Expand your world online	Week 2 of 2: Improve your life online	Not commenced

Digital Discovery 1: Build your confidence online

Course 1 Overview

Now, let's look at each session in more detail. Please view this guide as a starting point that can be adapted to your needs and situation. Refer to the end of this guide for common variations that might better support you and your learner.

Getting started: Why and how to register with Digital Discovery

Face to face: Session 1 of 4

Online experience: Not commenced

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Deciding whether to commit to the course Enrolling in Digital Discovery 1: Build your confidence online 	<ul style="list-style-type: none"> Don't see the benefits of the course or improving digital capability Don't see personal relevance Benefits don't outweigh the effort and blocks Want to enrol but the practicalities seem too hard Concerned about privacy and safety when 'signing up' online 	<p>Introduction (30 mins)</p> <ul style="list-style-type: none"> Welcome and purpose of session Introduce focus of today's session Share an example of something new you have both learnt in your life. What kind of things do you already do online? Why are you here - what do you want to learn to do / gain by improving your digital skills? How would you benefit from being more digitally literate? <p>Setting up for success (20 mins)</p> <ul style="list-style-type: none"> Which computer or device will you use? When will you do the course? Set day, time and place. Who will support you to stay on track? Let's get signed-up! Help everyone get registered. <p>Wrap-up (10 mins)</p> <ul style="list-style-type: none"> Confirm when you will meet for all your sessions Share what you are looking forward to

Building digital skills and confidence

Face to face: Session 2 of 4

Online experience: Week 1 of 2

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Starting the online course Working through the first week of content. 	<ul style="list-style-type: none"> Intimidated by the platform and not sure how to navigate around the course. Difficulties, concerns or hesitation around adding a comment in the online forum. Not sure whether to commit and/or how to find time. 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share something positive that happened since the last time you met Introduce focus of today's session <p>Learning by doing (30 mins)</p> <ul style="list-style-type: none"> Go through steps 1.1 to 1.4 together Remember: where possible, keep your hands away from the computer and let the learner 'drive' (i.e. use the mouse or tablet). <p>Reflection (15 mins)</p> <ul style="list-style-type: none"> Do you identify with any of the course characters? What did you find easy? What did you find difficult? What do you need to be able to finish Week 1 at home? <p>Wrap-up (5 mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from today's session

Staying safe online

Face to face: Session 3 of 4

Online experience: Week 2 of 2

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Working through the second week of content. 	<ul style="list-style-type: none"> Intimidated by the website user experience and not sure how to navigate around the course. Difficulties, concerns or hesitation around adding a comment in the online forum. 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share favourite thing you learnt last week Introduce focus of today's session <p>Reflection (10 mins) Based on Week 1 steps:</p> <ul style="list-style-type: none"> What did you find easy? What did you find difficult? Trouble shooting <p>Learning by doing (25 mins)</p> <ul style="list-style-type: none"> Go through steps 2.1 to 2.3 together to introduce overall content <p>Reflection (10 mins)</p> <ul style="list-style-type: none"> What experiences have you had so far with the topics you will cover in Week 2? What do you need to be able to finish Week 2 at home? <p>Wrap-up (5mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from today's session

What's next?

Face to face: Session 4 of 4

Online experience: Ended

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Finalising the second week of content. <div> <p>You don't need to run this session in front of a computer screen. You could run this session in a more casual setting, maybe even over a cup of tea!</p> </div>	<ul style="list-style-type: none"> Don't see the benefits of the next course or improving digital capability Feeling overwhelmed by the number of new things learned in this course Don't see the personal relevance of new topics 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share something positive that happened since the last time you met Introduce focus of today's session <p>Reflection (15 mins) Based on Week 2 steps:</p> <ul style="list-style-type: none"> What did you find easy? What did you find difficult? Trouble shooting and additional help <p>Celebrating (15 mins)</p> <ul style="list-style-type: none"> Think back to Session 1 – write down all the things that you have learnt to do since then What most helped you to learn? <p>Staying motivated (15 mins)</p> <ul style="list-style-type: none"> What habits do you want to keep to help you stay 'digital' and practice what you've learnt? What are the new things you want to learn to do online? Quick outline of the next course, Digital Discovery 2: Expand your world online, including commencement dates. <p>Wrap-up (5 mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from sessions in group

Digital Discovery 2: Expand your world online

Course 2 Overview

Getting reconnected: Why and how to register with Digital Discovery

Face to face: Session 1 of 4

Online experience: Not commenced

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Deciding whether to commit to the course Enrolling in Digital Discovery 2: Expand your world online 	<ul style="list-style-type: none"> Think they have learnt enough already from the previous course Feel overwhelmed by number of new things from Digital Discovery 1: Build your confidence online Don't see personal relevance of new topics Concerned privacy and safety when 'signing up' online 	<p>Introduction (30 mins)</p> <ul style="list-style-type: none"> Welcome and purpose of session Introduce focus of today's session Share an example of something new you have learnt in your life What kind of things do you already do online? What did you learn from Digital Discovery 1: Build your confidence online? Overview of topics in Digital Discovery 2: Expand your world online Why are you here - what do you want to learn to do / gain by improving digital skills? How would you benefit from being more digitally literate? <p>Setting up for success (20 mins)</p> <ul style="list-style-type: none"> What was most helpful for setting you up for success in the previous course? Which computer or device will you use? When will you do the course? Set day, time and place. Who will support you to stay on track? Let's get signed-up! Help your learner get registered. <p>Wrap-up (10 mins)</p> <ul style="list-style-type: none"> Confirm session schedule Share what you are looking forward to being part of this group

Expand your world online

Face to face: Session 2 of 4

Online experience: Week 1 of 2

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Starting the online course Working through the first week of content 	<ul style="list-style-type: none"> Intimidated by not knowing which online communities or platforms might be relevant for them. Difficulties, concerns or hesitation around adding a comment in the online forum. Not sure whether to commit and/or how to find time. 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share something positive that happened since the last time the group met Introduce focus of today's session <p>Learning by doing (30 mins)</p> <ul style="list-style-type: none"> Go through steps 1.1 to 1.3 together <p>Reflection (15 mins)</p> <ul style="list-style-type: none"> Do you identify with any of the course characters? What did you find easy? What did you find difficult? What do you need to be able to finish Week 1 at home? <p>Wrap-up (5 mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from today's session

Improve your life online

Face to face: Session 3 of 4

Online experience: Week 2 of 2

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Working through the second week of content. 	<ul style="list-style-type: none"> Intimidated by sharing around personal topics like health or finances. Difficulties, concerns or hesitation around adding a comment in the online forum. 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share favourite thing you learnt last week Introduce focus of today's session <p>Reflection (10 mins)</p> <p>Based on Week 1 steps:</p> <ul style="list-style-type: none"> What did you find easy? What did you find difficult? Trouble shooting <p>Learning by doing (25 mins)</p> <ul style="list-style-type: none"> Go through steps 2.1 to 2.3 together to introduce overall content <p>Reflection (10 mins)</p> <ul style="list-style-type: none"> What experiences have you had so far with the topics you will cover in Week 2? What do you need to be able to finish Week 2 at home? <p>Wrap-up (5mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from today's session

Staying safe online

Face to face: Session 4 of 4

Online experience: Ended

Participant Experience/ Topics	Possible Challenges for Participants	Session Content
<ul style="list-style-type: none"> Finalising the second week of content Reflecting on the course content 	<ul style="list-style-type: none"> Feel overwhelmed by the number of new things from this course Feel that it will be difficult to continue to practice new skills learnt during the course 	<p>Introduction (10 mins)</p> <ul style="list-style-type: none"> Welcome Share something positive that happened since the last time the group met Introduce focus of today's session <p>Reflection (15 mins)</p> <p>Based on Week 2 steps:</p> <ul style="list-style-type: none"> What did you find easy? What did you find difficult? Trouble shooting and additional help <p>Celebrating (15 mins)</p> <ul style="list-style-type: none"> Think back to Session 1 – write down all the things that you have learnt to do since then What most helped you to learn? <p>Staying motivated (10 mins)</p> <ul style="list-style-type: none"> What habits do you want to keep to help you stay “digital” and practice what you’ve learnt? What are the new things you want to learn to do online? <p>Wrap-up (5 mins)</p> <ul style="list-style-type: none"> Round of shout-outs / appreciation from sessions in group

Additional resources

Other places to refer participants for additional information

- BeConnected: Learning resources about 'going digital' and peer network beconnected.esafety.gov.au
- TechSavvy Seniors: Learning resources for senior citizens to improve digital skills www.telstra.com.au/tech-savvy-seniors
- GoDigi: Platform and directory of learning resources and support to realise online potential www.godigi.org.au
- FutureLearn: Frequently Asked Questions and Resources about MOOC platform <https://about.futurelearn.com/about/faq>

