DIGITALIATORS - Digital upskilling for senior citizens, focused on their everyday necessary online transactions, especially after the pandemic

Project no. № 2022-1-BG01-KA220-ADU-000085900

Curriculum: Workshops for Seniors.

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Introduction

DIGITALIATORS is an Erasmus+ KA220-ADU project that aims at equipping senior citizens with the digital skills they need daily. Providing them with competencies to handle everyday online bureaucratic transactions and to avoid scams, it helps them navigate the online world confidently.

This document presents the curriculum that will support step-by-step the trainers who will conduct the workshops with seniors in all participating countries.

This curriculum is organised in 27 lessons, the length of each will be decided by the trainer based on seniors' needs and learning speed. Their common methodology is not only to provide the seniors with the required knowledge, but also to make them apply what they have learnt through real example exercises via their preferred device (phone or laptop).

Special mention should be made of lectures 26 and 27, "How to Maintain a Good Image Online" and "Do Good Manners Exist Online?". Due to their complexity, a solid understanding of digital tools is required. Therefore, these lectures are placed at the end of the module, allowing trainers the flexibility to decide if and how to present these topics to the class based on the students' digital skills and learning pace.

The aim of this curriculum is to empower trainers with the knowledge, tools, and instructional strategies necessary to effectively teach digital skills to seniors. The curriculum is designed to:

Enhance Competency: Equip trainers with the skills and up-to-date knowledge of technological trends to ensure they confidently deliver content.

Promote Engagement and Interaction: Develop strategies for creating engaging, interactive, and participatory workshops that motivate learners and facilitate active learning.

Assess and Adapt: Teach trainers how to assess learner progress and adapt their teaching methods to meet the diverse needs of their audience.

Cultivate Digital Literacy: Aim for trainers to foster necessary digital literacy skills among seniors, enabling them to effectively utilize technology in their everyday lives.

The aim of the curriculum and therefore the workshops, is ultimately to offer to seniors the necessary knowledge and competences to get familiar with technology, enable them to use their laptops, smart phones, understand the usefulness of online transactions, stop fearing online financial activities and understand how to become more social with their loved ones online. By supporting their digital independence, improving the easiness of certain aspects of their life and increasing their confidence in their digital skills, this curriculum and the workshops to follow eventually will enhance seniors' well-being.

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Overall Structure and Lessons

Duration of the workshops	16 hours
Target Groups	Seniors
Objectives	Providing seniors with IT skills needed to teach senior citizens
Lesson 1	How to use our mobile phone
Lesson 2	How to use our laptop
Lesson 3	A wireless world: Connecting to WIFI
Lesson 4	Bridging the World with Data Connectivity
Lesson 5	How to explore Bluetooth Connectivity
Lesson 6	Essential tips for Google search
Lesson 7	What you need to know to avoid falling into fake news traps
Lesson 8	What is an email and how to get one
Lesson 9	How to use our email
Lesson 10	How to use WhatsApp & Viber
Lesson 11	How to capture memories (photos and videos)
Lesson 12	How to share your memories with others (photos and videos)
Lesson 13	How to navigate Facebook
Lesson 14	How to get started with Zoom
Lesson 15	Sharing information online wisely
Lesson 16	How to protect our online accounts
Lesson 17	How to work safely online
Lesson 18	How not to be scared of pop-ups and cookies
Lesson 19	Be up to date as simply as possible
Lesson 20	Navigating Word, PDF, and PPT Formats
Lesson 21	Digital document download: how to do it?

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Lesson 22	Order food simply and efficiently in online
Lesson 23	How to book a medical appointment online
Lesson 24	How to check and pay our taxes online
Lesson 25	What is online banking and how to use it
Lesson 26	How to maintain a good image online
Lesson 27	Do good manners exist online?

Lesson 01: How to use our mobile phone	
Learning Outcomes	• Understand basic functions of a smartphone • Navigate the home screen • Make calls • Send texts
Teaching Methods:	• Overview and Demonstration: Instructor-led walkthrough of smartphone basics. • Hands-on Practice: Participants practice making calls, sending texts, exploring phone settings. • Q&A Session: Open floor for questions.
Suggested Exercise	• Call a Friend/Family Member: Practice making and receiving calls. • Send a Text Message: Send a message to the instructor or a fellow participant. • Explore Settings: Find and change a simple setting (e.g., adjust screen brightness). • For more advanced students: use call history, manage text messages, manage advanced
Trainer Support	• Provide individual assistance to those struggling. • Use visual aids and step-by-step guides. • Offer positive reinforcement and patience. • Divide into groups based on experience

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Lesson 02: How to use our laptop	
Learning Outcomes	• Learn how to power on a laptop • Navigate the desktop • Open/close applications • Use basic keyboard shortcuts
Teaching Methods:	• Introduction and Demonstration: Explanation of laptop components and desktop navigation. • Interactive Session: Participants practice using the touchpad, opening/closing programs, and keyboard shortcuts. • Troubleshooting Tips: Common issues and solutions.
Suggested Exercises	• Open a Program: Open a pre-installed program (e.g., Notepad or Paint). • Create and Save a Document: Type a short sentence and save it. • Use Keyboard Shortcuts: Practice shortcuts like copy (Ctrl+C) and paste (Ctrl+V). • For more advanced students: introduce more shortcuts, introduce folder management and application downloading, storage management
Trainer Support	• Circulate and provide hands-on help. • Use large print handouts for reference. • Encourage questions and provide clear, simple answers. Divide into groups based on experience.

Lesson 03: A wireless world: Connecting to WIFI	
Learning Outcomes	• Learn to identify WiFi networks • Learn to connect to WiFi networks • Understand basic security practices
Teaching Methods:	• Connect to a WiFi Network: Participants connect to the classroom WiFi. • Check WiFi Security: Identify if a network is secure or open. • For more advanced users: Learn how to disconnect from a network and forget it.

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Suggested Exercises	• Connect to a WiFi Network: Participants connect to the classroom WiFi. • Check WiFi Security: Identify if a network is secure or open. • For more advanced users: Learn how to disconnect from a network and forget it.
Trainer Support	• Provide one-on-one guidance. • Use diagrams and screenshots. • Offer reassurance and encouragement. • Divide into groups based on experience.

Lesson 04: Bridging the World with Data Connectivity

Learning Outcomes	• Understand mobile data • Enable/disable mobile data • Monitor usage
Teaching Methods:	• Overview: Explanation of mobile data and its uses. • Hands-on Activity: Participants enable/disable mobile data and check their data usage. • Discussion: Tips for managing data usage effectively.
Suggested Exercises	• Enable Mobile Data: Turn on mobile data and browse the internet. • Monitor Data Usage: Check current data usage in the settings. • For more advanced users: Learn how to set a data limit or warning. Specify which apps can use data. Introducing Hotspots.
Trainer Support	• Assist with device settings. • Demonstrate steps on a projector or large screen. • Provide personalized help and encouragement.

Lesson 05: How to explore Bluetooth Connectivity

Learning Outcomes	• Understanding Bluetooth Technology • Learn how to pair devices • Learn how to disconnect and unpair devices • Understand safety and privacy aspects of Bluetooth

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Teaching Methods	• Theoretical lesson: what is BT, for what can it be used and why it can be helpful • Screen Recording of how BT works • Hands-on Practice • Q&A session
Suggested Exercises	• Find autonomously how to activate BT on the personal phone • Try to change your personal nickname and to manage your accessibility settings • In pairs, connect with other participants • In pairs, send a blank document/picture
Trainer Support	• Give personalized assistance to the participants during exercises • Provide clear and intuitive material, including step-by-step videos • Show the as wide as possible set of potential issues with BT connection

Lesson 06: Essential tips for Google search	
Learning Outcomes	• Efficiently search for information using Google • Understand search operators and filters
Teaching Methods:	• Lecture: Overview of Google search functionality and tips. • Interactive Search Exercises: Participants practice searching for specific information using advanced search techniques. • Discussion: Evaluating the reliability of search results.
Suggested Exercises	• Search Practice: Use Google to find information on a given topic. • Advanced Search: Try using search operators (e.g., quotes for exact phrases, minus sign for exclusion). • Reliability Check: Evaluate the credibility of search results.
Trainer's support	• Provide search examples and exercises. • Assist with advanced search techniques. • Offer tips for evaluating the reliability of online information.

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Lesson 07: What you need to know to avoid falling into fake news traps	
Learning Outcomes	• Identify fake news and misinformation • Understand its impact • Learn how to verify information
Teaching Methods	• Presentation: Characteristics of fake news and common sources. • Critical Analysis: Participants analyze news articles to identify signs of misinformation. • Verification Tools: Introduction to tools and techniques for verifying news sources.
Suggested Exercises	• Analyze News Articles: Review and identify fake news in provided articles. • Verification Practice: Use fact-checking tools to verify the authenticity of news stories. • Discussion: Reflect on the impact of fake news and share strategies for identifying it.
Trainer Support	• Provide examples of fake news and verification tools. • Assist with critical analysis and verification exercises. • Encourage open discussion and sharing of experiences.

Lesson 08: What is an email and how to get one	
Learning Outcomes	• Create a Gmail account • Understand basic email functionalities • Navigate the Gmail interface
Teaching Methods:	• Step-by-Step Guide: Instructor leads participants through creating a Gmail account. • Interface Tour: Overview of the Gmail interface. • Hands-on Activity: Participants create and explore their Gmail accounts
Suggested Exercise	• Create an Account: Follow steps to create a Gmail account. • Send a Welcome Email: Compose and send a welcome email to the instructor. • Explore Folders: Navigate to the inbox, sent emails folder, and spam folders.

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Trainer Support	• Provide written instructions with screenshots. • Offer individual help during the account creation process. • Address any errors or issues promptly. • Divide into groups based on experience.

Lesson 09: How to use our email

Learning Outcomes	• Compose, send, receive, and delete emails • Manage email folders and labels
Teaching Methods	• Interactive Demonstration: Composing, sending, and receiving emails. • Practice Session: Participants practice these actions on their accounts. • Organizational Tips: Using folders and labels to organize emails.
Suggested Exercise	• Compose an Email: Write and send an email to a fellow participant. • Read and Reply: Open an email and reply to it. • Delete Emails: Select and delete unwanted emails.
Trainer Support	• Provide examples and templates for email composition. • Guide participants through each step. • Encourage participants to ask questions and offer immediate support.

Lesson 10: How to use WhatsApp & Viber

Learning Outcomes	• Learning Objectives: • Use WhatsApp and Viber for messaging and calls • Understand privacy settings
Teaching Methods	• Demonstration: Setting up accounts, sending messages, making calls. • Interactive Session: Participants practice using WhatsApp and Viber. • Privacy and Security Tips: Discussion on securing communications.
Suggested Exercises	• Setup Account: Set up WhatsApp and Viber accounts.

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	• Send Messages: Send a message and make a call. Explain data usage. • Adjust Privacy Settings: Explore and adjust privacy settings.
Trainer Support	• Provide clear instructions for setting up accounts. • Offer one-on-one assistance during practice sessions. • Emphasize the importance of privacy and security settings.

Lesson 11: How to capture memories (photos and videos)	
Learning Outcomes	• Learn to take and manage photos and videos on a smartphone • Understand basic photography and videography techniques
Teaching Methods	• Demonstration: How to use the camera app, adjust settings, and capture high-quality photos/videos. • Hands-on Practice: Participants take photos and videos, experimenting with different settings. • Review and Feedback: Sharing and reviewing photos/videos with the group.
Suggested Exercises	• Capture Photos: Take photos of different subjects. • Record Videos: Record a short video. • Review and Share: Share and discuss photos/videos with the group.
Trainer Support	• Provide tips on photography and videography techniques. • Assist with camera settings and features. • Offer constructive feedback and encouragement.

Lesson 12: How to share your memories with others (photos and videos)	
Learning Outcomes	• Upload and share photos/videos on social media and messaging apps • Understand privacy settings
Teaching Methods	• Tutorial: Steps to upload photos/videos to social media and messaging apps. • Practical Exercise: Participants upload and share their photos/videos. • Discussion: Privacy settings and sharing considerations.

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Suggested Exercises	• Upload Photos: Share a photo on Facebook or WhatsApp. • Adjust Privacy Settings: Set privacy options for shared content. • Feedback Session: Discuss experiences and address challenges.
Trainer Support	• Provide clear instructions for uploading and sharing content. • Assist with privacy settings and adjustments. • Encourage sharing and provide supportive feedback.

Lesson 13: How to navigate Facebook

Learning Outcomes	• Navigate Facebook • Understand privacy settings • Engage with content responsibly
Teaching Methods	• Demonstration: Setting up a profile, navigating the news feed, and privacy settings. • Hands-on Activity: Participants create or update their Facebook profiles. • Discussion: Best practices for using Facebook safely and responsibly.
Suggested Exercises	• Profile Setup: Create or update a Facebook profile. • Engage with Content: Like, comment, and share posts responsibly.
Trainer Support	• Provide step-by-step guidance on profile setup and privacy settings. • Assist participants with navigating Facebook features. • Offer advice on safe and responsible social media use.

Lesson 14: How to get started with Zoom

Learning Outcomes	• Set up and use Zoom for video calls • Understand basic features and settings
Teaching Methods	• Tutorial: Installing and setting up Zoom. • Practice Session: Joining and hosting meetings, using chat and screen sharing.

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	• Q&A: Addressing common issues and questions about using Zoom.
Suggested Exercises	• Suggested Exercises: • Join a Meeting: Practice joining a scheduled Zoom meeting. • Host a Meeting: Host a meeting and invite other participants. • Use Features: Try out chat, screen sharing, and reactions.
Trainer Support	• Provide step-by-step setup instructions. • Assist with troubleshooting during practice sessions. • Encourage participants to ask questions and offer solutions.

Lesson 15: Sharing information online wisely	
Learning Outcomes	• Recognize sensitive information • Understand why it should not be shared online
Teaching Methods	• Interactive Lecture: Types of sensitive information and potential risks of sharing it. • Scenario-Based Learning: Participants discuss scenarios and determine what information should not be shared. • Tips and Best Practices: Guidelines for safely sharing information online.
Suggested Exercises	• Scenario Discussion: Analyze and discuss various scenarios involving sharing information. • Information Checklist: Create a checklist of information that should never be shared online. • Role Play: Practice safe information sharing in simulated online interactions.
Trainer Support	• Provide clear examples and explanations. • Facilitate scenario discussions and role-playing. • Encourage participants to share their own experiences and ask questions.

Commented [PS1]: Maybe here we can have the module about sharing photos since we are talking about sharing infromation online.

Commented [EN2R1]: I think that the chapter about sending photos is mostly about sharing them with their family where as here is more about information that could be leaked online . I would leave the photos after WhatsApp- but also it is the trainers' choice too how to navigate through the chapters

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Lesson 16: How to protect our online accounts	
Learning Outcomes	• Understand the importance of strong, unique passwords • Learn how to create and manage them securely
Teaching Methods	• Discussion: Importance of password security and risks of weak passwords. • Workshop: Creating strong passwords and using password managers. • Practical Exercise: Participants create strong passwords for their accounts.
Suggested Exercises	• Create Strong Passwords: Generate passwords using guidelines (e.g., mix of characters). • Password Manager Setup: Introduce and set up a password manager if applicable. • Password Checklist: Verify strength of current passwords.
Trainer Support	• Provide examples of strong and weak passwords. • Assist with password manager installation and setup. • Reinforce the importance of unique passwords for different accounts.

Lesson 17: How to work safely online	
Learning Outcomes	• Identify and avoid spam and phishing emails • Understand common tactics used by scammers
Teaching Methods	• Presentation: Common characteristics of spam and phishing emails. • Interactive Analysis: Review examples of phishing emails to identify red flags. • Hands-on Activity: Participants practice identifying and reporting spam/phishing emails
Suggested Exercise	• Analyze Emails: Review and discuss examples of phishing attempts. • Spam Filters: Adjust email settings to enhance spam filters. • Report Phishing: Practice reporting suspicious emails.
Trainer Support	• Share real-life examples of phishing emails.

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	• Provide step-by-step guidance on reporting and blocking spam. • Encourage participants to share their experiences and ask questions.

Lesson 18: How not to be scared of pop-ups and cookies	
Learning Outcomes	• Understanding Pop-ups and Cookies • Managing Pop-ups and Cookies • Understanding why they are useful • Understanding how they can harm personal privacy
Teaching Methods	• Theoretical lecture that explains Pop-ups and Cookies (Their appearance – use screen recordings -, why they are useful, and examples of dangers related to them). • Interactive Exercises on what explained above • Show a wide variety of pop-ups and cookies styles and how to reject the conditions. Print material if considered more straightforward.
Suggested Exercises	• Using sites that they might need in the future (Ministries, Municipalities, Services to the Seniors etc.), make them identify what is a pop-up and what is a cookie • Make them reject a quite wide variety of pop-ups and cookies • Advanced exercise: look for sites that have specific unintuitive pop-ups/cookies and make them manage them
Trainer Support	• In-lesson assistance: be available for questions and doubts regarding the exercises • Prepare clear and intuitive Material • Express clearly the importance of a good management of pop-ups and cookies

Lesson 19: Be up to date as simply as possible	
Learning Outcomes	• Understanding the Importance of Updates • Identifying Available Updates • Performing Updates • Managing potential issues during updates (e.g. limited storage or slow internet)

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Teaching Methods	• Lecture on the theoretical part using screen recordings (what is an update, why is it important, which app stores are safe, how to see if an update is available) • Interactive Exercises on all the features explained previously • Q&A session on the doubts seniors might have
Suggested Exercises	• Update Availability Exercise: check if any of your apps need an exercise • Update Exercises: Perform both manual and automatic updates. • Storage Management Exercise: Delete an unused app or clear the cache of an existing app.
Trainer Support	• Provide theoretical and practical material • Provide assistance for the advanced exercises (e.g. Storage Management Exercise) • Be available to answer to the doubts and difficulties encountered by the seniors during the exercises

Lesson 20: Navigating Word, PDF, and PPT Formats	
Learning Outcomes	• Recognize and use different document formats (Word, PDF, PPT) • Understand basic editing and viewing tools
Teaching Methods	• Introduction: Overview of document types and their uses. • Hands-on Activity: Participants open, read, and create basic documents. • Practice Session: Editing and saving documents in different formats.
Suggested Exercises	• Create a Document: Type and save a simple document in Word. • Open a PDF: Open and read a provided PDF file. • Presentation Practice: Create a basic PowerPoint slide.
Trainer Support	• Provide examples and templates for each document type. • Assist with editing and saving documents. • Offer tips for creating effective documents

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Lesson 21: Digital document download: how to do it?	
Learning Outcomes	• Download and organize documents on devices • Understand common file management practices
Teaching Methods	• Tutorial: Steps to download documents from emails and websites. • Practical Exercise: Participants download and organize files on their devices. • Discussion: File management tips and best practices.
Trainer Support	• Provide step-by-step guidance for downloading and organizing files. • Assist with file management tasks. • Offer tips for maintaining an organized digital workspace.

Lesson 22: Order food simply and efficiently in online	
National Modules	• Bulgaria module • Greece module • Cyprus module • Romania module • Slovenia module • Italy module
Learning Outcomes	• Which are the most efficient and intuitive apps in your country • How to use filters to quickly see the preference-specific restaurants available • How to select different options and personalisation of the products • How to set your specific delivery position • How to pay on the app
Teaching Methods	• Explain how this service can be useful in real-life situation • Using screen recordings of at least three national apps, show step by step how to order (Filters, personalisation, delivery position and payment methods) • Make them simulate a food delivery based on their preference
Suggested Exercises	• For all the steps except from the payment, make them order something based on their preferences • For the payment part, create a simulation where they have to use the different options of payments

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Trainer Support	• Provide clear presentation of an almost-comprehensive list of national apps • Provide step-by-step support for the exercise paying attention that they won't proceed to the payment • Provide innovative and effective material for the simulation of the payment part • Tailor the training according to the national-specific modules and services available

Lesson 23: How to book a medical appointment online	
National Modules	• Bulgaria module • Greece module • Cyprus module • Romania module • Slovenia module • Italy module
Learning Outcomes	• Understanding Online Medical Appointment Booking (different types of appointments and the benefits of booking online) • Understanding and setting the requirements of the service (e.g. do you need an account? A digital identity? How to set them) • Navigating Online Medical Portals to become familiar with it • Booking and Managing Appointments, including selecting a date, time, and healthcare provider. • Understand how to cancel or reschedule appointments if necessary. • Learn how to keep online medical accounts secure and which notifications are or aren't allowed by the site (e.g. can the site ask you to pay online? If not, a similar notification is a scam)
Teaching Methods	• Show the national official sites and show how to navigate them (screen recording) • Prepare a step-by-step guide on how they can book/reschedule/cancel an appointment • Ask them to perform these three steps on their device. • Q&A session
Suggested Exercises	• Starting from browser search or app store, find the official site/download the official app • Sign up, log out and log in again

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	• Navigate the app identifying the most useful section and ask clarifying questions to the trainer • Book an appointment, reschedule it and then cancel it
Trainer Support	• Provide detailed but intuitive material, especially regarding the step-by-step guide • Use video-material to better explain the procedure • Provide personalized assistance for the usage of the platform and for booking of the appointment • Tailor the training according to the national-specific modules and services available

Lesson 24: How to check and pay our taxes online	
National Modules	• Bulgaria module • Greece module • Cyprus module • Romania module • Slovenia module • Italy module
Learning Outcomes	• Learn which different taxes can be paid online • Learn the official national online services to check and pay taxes • Understand the relevant information needed to work on the specific site and being able to collect them/create them (e.g. account) • Learn how to check your tax history and how to pay taxes • Learn threats and how to avoid them
Teaching Methods	• Present the official national site for tax payments underlining the most important features and requirements • Practical exercises to be able to check and pay taxes • Q&A session
Suggested Exercises	• Creating an account and try to log in and out • Navigating Online Tax Portal to become familiar with it • Check your tax history • Simulate how to pay taxes
Trainer Support	• Provide clear material on the official site's rules, features and requirements

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	• Show previous scams that have attacked the national audience and how to protect themselves from it • Support with a step-by-step assistance the procedure to register, log in and navigate the site properly • Tailor the training according to the national-specific modules and services available

Lesson 25: What is online banking and how to use it	
National Modules	• Bulgaria module • Greece module • Cyprus module • Romania module • Slovenia module • Italy module
Learning Outcomes	• Understanding online banking and which services can be done from home • Understanding which apps are the official ones • Understanding threats and how to defend yourself
Teaching Methods	• Video showing the easiness of running certain procedure at home (=usefulness of online banking) • Presentation of the national banks and their online services • Show Videos about potential threats and consequences of low attention in using online banking • For each of the threats shown above, provide a precautionary solution with tips to follow and a fixative one.
Suggested Exercises	• Create your profile on your bank app/site • Navigate the different sections identifying the ones that might be more needed • Quiz with images to recognize scams from official notifications/requests • Quiz on precautionary solutions
Trainer Support	• Provide detailed material on national trustworthy sources of online banking • Provide equally convincing material for the benefits and the threats of online banking • Create clear but challenging quizzes to be sure they can face threats in real life

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	• Be available for questions, doubts and misunderstandings • Tailor the training according to the national-specific modules and services available

Lesson 26: How to maintain a good image online	
Learning Outcomes	• Learn about digital footprints • How online actions contribute to it • The long-term implications
Teaching Methods:	• Presentation: Explanation of digital footprints and their significance. • Case Studies: Analyzing real-life examples of digital footprints. • Personal Reflection: Participants assess their own digital footprints and discuss strategies for managing them.
Suggested Exercises	• Footprint Analysis: Reflect on personal online activity and its impact. • Case Study Discussion: Review and discuss case studies of digital footprints. • Action Plan: Develop strategies to manage and protect one's digital footprint
Trainer Support	• Provide case studies and discussion prompts. • Assist with personal reflection and action planning. • Offer insights and advice on managing digital footprints.

Lesson 27: Do good manners exist online?	
Learning Outcomes	• Understand proper online communication etiquette • How to interact respectfully in digital environments
Teaching Methods	• Lecture: Key principles of netiquette. • Role-Playing Exercises: Simulated online interactions to practice respectful communication. • Group Discussion: Sharing experiences and discussing the impact of netiquette.
Suggested Exercises	• Role Play: Participate in role-playing scenarios demonstrating good and bad netiquette.

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	• Forum Posting: Write a respectful post or comment in an online forum. • Discussion: Reflect on personal online communication habits.
Trainer Support	• Facilitate role-playing and discussion. • Provide examples of good and bad netiquette. • Encourage respectful and constructive feedback.

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