

Basic Digital Skills Presentation Guidelines

- 1. The course can be run over a varied duration which will be 6 or 8 weeks.**
- 2. The content is still the same, but the session lengths are different and the number of sessions per week will increase.**
- 3. Delegate packs will be sent in advance to the venue which will contain all the materials required by the customers.**
- 4. An attendance register will be sent to the trainer in advance of the course that must be filled in by the customers and sent back to WaD by the trainer after the course is complete. **Or at the end of each session if a group course.****
- 5. All sessions must contain a 10-minute break away from the computers to be taken at a time that the trainer feels appropriate.**
- 6. Some of the session may be populated with 55 to 60+ years old and may not want or need to cover the job search, Universal Credit or the client portal modules as they may not be eligible.**
- 7. Trainer to be aware that nearly all delegates will be on benefits and may have a range of personal, financial or social issues, including: Long term unemployed, Mental illness, Physical Disability, Learning difficulties, Language difficulties, Very low income. Be patient as inherently they will be difficult to teach.**
- 8. Due to the demographics of the customers attending, be very politically aware always.**
- 9. 18 – 60 year old that are still working will need to cover the client portal module.**
- 10. Although there are mandatory units, it does not mean that they all need to be delivered. This will depend on the customers present at the course.**

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- 11. Trainers will have to ascertain whether certain subjects can be omitted because the audience do not need them.**
- 12. If certain mandatory subjects are omitted, optional modules can be substituted to fill the time left by their omission.**
- 13. Group sizes should be limited to a maximum of 10 that must be reconciled with the register.**
- 14. Any customers that turn up more than 15 minutes late should be sent away and told to re-register for the course.**
- 15. Trainers to be aware that attendees will differ in levels of digital ability although every effort will be made to ensure that like levels of ability are grouped on the same session.**
- 16. Ensure to go through the Housing Associations portal at the appropriate section of the course.**
- 17. Trainers will be provided with a laptop to use during the training session to ensure consistency of delivery.**
- 18. All required equipment and training resources will be couriered to the venue prior to the inception of week 1 of the course and packed and send back after the final session.**
- 19. Trainer must not collect any financial subsidies from the customers in any form.**
- 20. All laptops will be set up at WaD head office with Windows 10 and Microsoft Office 2010.**

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21. Laptops will be left at the housing association venue site in a secure location for multi-session courses. If the course is a one-day session, they will be collected from the venue shortly after the course is complete.

22. The Customer Journey Form must be completed on the first and final session of the course.

23. The Online Customer survey form must be filled in on the penultimate session of the course.

24. Equipment form must be filled in on the first session where the equipment has been supplied by WaD.

25. It is acceptable to recap previous sessions at the start of any session.

26. When completing the internet module, feel free to digress from the subjects specified on the slides.

27. When creating email or social media accounts, try using the client name in the username. Eg sanctuary1, sanctuary2.

28. Customers wanting to complete the City and Guilds online assessment, must be registered with City and Guilds before they can do the assessment.