

# LESSON PLAN

Trainer: \_\_\_\_\_ Course: DI / FI Blended

Modules: 1 - Understanding Internet Safety, 2 – Using Email Basics, 3 – Introduction to Universal Credit, 4 – Introduction to the Client Portal

Location: \_\_\_\_\_ Date: \_\_\_\_\_

Number of Learners: \_\_\_\_\_ Week Number: 1

Previous Knowledge of the Topic: None Required

## Aims of the Lesson:

*To introduce the Learner to Internet safety and give them a basic understanding of using Email, how to access and claim for Universal Credit and how the client portal facilities can be accessed.*

## Objectives and Learning Outcomes:

*At the end of the session the Learners will have a good understanding of what the main points of Internet safety are and understand the Safety Rules to adhere to when working online. They will also have a gained a good basic knowledge of using Email to send and receive Email messages. They will also be introduced to the methods to follow when applying for Universal Credit if required and will have also gained an understanding of how to log on to the client portal and use the facilities and services that are available.*

## Assessment Methods

*Ongoing exercises, Questions and answers*

## Promotion of Equality, Diversity and Every Learner Matters

## Additional notes:

# TEACHING AND LEARNING STRATEGIES

<i>Modules / Units</i>	<i>Learning / Teaching Outcomes</i>	<i>Learners' Activities</i>	<i>Trainer Notes</i>
<b>Introduction to Session</b>	<ul style="list-style-type: none"> <li>• <b>Explanation of the content that will be covered in the session</b> <ul style="list-style-type: none"> <li>➤ <b>Understanding Internet Safety</b></li> <li>➤ <b>Using Email Basics</b></li> <li>➤ <b>Introduction to Universal Credit</b></li> <li>➤ <b>Introduction to the Client Portal</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Listening</b></li> <li>• <b>Watching</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>General overview of what is going to be covered during the session</b></li> </ul>
<b>Module 1 Understanding Internet Safety</b>	<ul style="list-style-type: none"> <li>• <b>Explanation of different aspects of Internet facilities and features including</b> <ul style="list-style-type: none"> <li>➤ <b>Understand what the Internet is</b></li> <li>➤ <b>Understanding of the different types of Internet Browser available</b></li> <li>➤ <b>Examples Internet Browsers</b></li> <li>➤ <b>Understand and use specific Rules when working online</b></li> <li>➤ <b>How to use Passwords effectively</b></li> <li>➤ <b>Understand what Two Factor Authentication (2FA) is</b></li> <li>➤ <b>How to Identify Safe Websites</b></li> <li>➤ <b>Understand the dangers when using Wifi and Public Networks</b></li> <li>➤ <b>Social Media and how to use it safely</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Start up laptops</b></li> <li>• <b>Answering Questions</b></li> <li>• <b>Watch Videos</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Slide 5 - Learner Question</b></li> <li>• <b>Slide 6 – Learner Question</b></li> <li>• <b>Slide 7 – Learner Question</b></li> <li>• <b>Slide 8 – Learner Question</b></li> <li>• <b>Slide 9 – Example Browser</b></li> <li>• <b>Slide 10 - Learner Question</b></li> <li>• <b>Slide 11 – Learner Question</b></li> <li>• <b>Slide 12 – The Internet Rules</b></li> <li>• <b>Slide 13 – Learner Question</b></li> <li>• <b>Slide 14 – Common Passwords</b></li> <li>• <b>Slide 15 – Explanation 2FA</b></li> <li>• <b>Slide 16 – Explanation Secure Websites</b></li> <li>• <b>Slide 17 - Explanation Wifi and Public Networks and Watch Video</b></li> <li>• <b>Slide 18 - Explanation of Wifi Safety Tips Watch Video</b></li> <li>• <b>Slide 19 –Explanation Tethering</b></li> <li>• <b>Slide 20 - Explanation Social Media Dangers and Watch Video</b></li> </ul>

<p><b>Module 2 Using Email Basics</b></p>	<ul style="list-style-type: none"><li>• <b>Learn how to create an Email account</b></li><li>• <b>Understand what the different folders are used for</b></li><li>• <b>Learn how to use the basic features of the Email software</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Start up laptops</b></li><li>• <b>Activate Google Chrome</b></li><li>• <b>Practical Activities</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Slide 23 – Learner Activity – Set up email</b></li><li>• <b>Slide 24 – Explanation the Home screen</b></li><li>• <b>Slide 25 – Explanation Folders and usage</b></li><li>• <b>Slide 26 - Learner Activity – Send Email</b></li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>• <b>Slide 27 and 28 – Learner Activity – Set up email</b></li><li>• <b>Slide 29 - Explanation the Home screen</b></li><li>• <b>Slide 30 -- Explanation Folders and usage</b></li><li>• <b>Slide 31 - Learner Activity – Send Email</b></li></ul> <p><b>(The slides are dependent on what Email client is set up)</b></p>
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<p align="center"><b>Module 3 Introduction to Universal Credit</b></p>	<ul style="list-style-type: none"> <li>• <b>Understand what Universal Credit is</b></li> <li>• <b>Appreciate what did Universal Credit Replaced</b></li> <li>• <b>General facts about Universal Credit</b></li> <li>• <b>How to apply for Universal Credit</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Activate Google Chrome</b></li> <li>• <b>Look at Universal Credit website</b></li> <li>• <b>Practice Universal Credit Online Form</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Slide 34 – Learner Question</b></li> <li>• <b>Slide 35 – Replaced benefits</b></li> <li>• <b>Slide 36 to 37 – Universal Credit Facts</b></li> <li>• <b>Slide 38 to 41 – Universal Credit Requirements</b></li> <li>• <b>Slide 42 to 43 – Universal Credit Website</b></li> <li>• <b>Slide 44 – Universal Credit Tips</b></li> <li>• <b>Slide 45 – Universal Credit Activity</b></li> <li>• <b>Slide 46 to 49 – Things you should know about Universal Credit</b></li> </ul>
<p align="center"><b>Module 4 Introduction to the Client Portal</b></p>	<ul style="list-style-type: none"> <li>• <b>Accessing the Client Portals</b></li> <li>• <b>Login to Client Portals</b></li> <li>• <b>How to register and create an Account on a Client Portals</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Activate Google Chrome</b></li> <li>• <b>Practical Activities</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Slide is dependent on which Client portal are being trained (Use hyperlink buttons to access) – Slide 52</b></li> <li>• <b>Go through presentation slides to sign up to portal</b></li> </ul>
<p align="center"><b>Session Recap</b></p>	<ul style="list-style-type: none"> <li>• <b>Recap of what has been covered during session</b></li> <li>• <b>Question Session</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Answering Questions</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Questions</b> <ul style="list-style-type: none"> <li>➤ <b>What is the Internet?</b></li> <li>➤ <b>What is a Web Browser?</b></li> <li>➤ <b>What rules should we follow?</b></li> <li>➤ <b>How do we identify safe websites?</b></li> <li>➤ <b>What are Emails used for?</b></li> <li>➤ <b>How do you send an Email?</b></li> <li>➤ <b>What is Universal Credit?</b></li> <li>➤ <b>How do you access your Client Portal?</b></li> </ul> </li> </ul>