

Transform IT

Online basics – Manual for trainers



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What is Online basics?

2008 ONS data suggests that 29% or **13.9m adults in the UK or 11.6m in England** still don't use computers and the internet. Online basics, and the subsequent pilot, is the government's response to address this and is a result of the recommendations of the Estelle Morris ICT skills review.

Online basics is a simple free online offer that has been developed for adults who have never used the internet before and is designed to support them to learn the basic skills they need to take their first with computers and online.

Online basics has been developed as part of the existing **myguide** (www.myguide.gov.uk) service, and will include a core set of online learning modules which will support users to learn the basics skills including how to use a mouse and keyboard; email; online searches; and keeping safe online. Online basics includes the following five online learning modules:

1. Starting with a mouse
2. Starting with a keyboard
3. Using email
4. Using online searches
5. Using the internet safely

Surrey Lifelong Learning Partnership's (SLLP) 'Transform IT' project (funded via the Learning Revolution's Transformation Fund) has registered as a pilot scheme for Online basics. The pilot runs from January through March 2010 but it is anticipated that partners delivering Online basics will continue to do so beyond this date.

This website (www.onlinebasics.co.uk) provides a great introduction to Online basics and the modules, support information, plus a quick and easy way to register users on **myguide**. The Online basics modules are hosted on www.myguide.gov.uk.

The Online basics website also includes links to resources for tutors and those adults inside and outside the formal education sector who are supporting learners to develop these skills.

The Online basics modules can be used in a trainer-led group but are also accessible from any internet-enabled computer so learners can carry on their learning at home.

Who is Online basics for?

Online basics has been designed to help people who have never used computers and the internet to take their first steps online.

Why has Transform IT adopted these courses?

By taking part in the Online basics pilot Transform IT will be involved in a high profile pilot which will gain national recognition from key digital inclusion stakeholders and organisations.

- As a result, Transform IT will be able to provide the following for our delivery partners:
- Access to the new Online basics website providing information and support for learners and tutors
- An Online basics marketing pack containing a selection of materials to help your centre promote Online basics in your local community
- A regular email newsletter providing information and updates about the Online basics pilot
- Access to an online toolkit containing both tutor and learner course guides, marketing hints and tips and downloadable marketing materials which can be personalised for use in your courses
- Access to an online forum specifically for pilot centres, which will enable you to share best practice, ask questions of other centres taking part in the pilot and celebrate successes
- A guaranteed place on an Online basics marketing webinar which will give you an overview of the Online basics product and hints and tips for using the marketing materials to attract new learners to your courses.

More importantly though, we believe that the Online basics modules provide exactly what we aim to deliver to learners within the Transform IT project, ie the 'more modern' internet skills that are required to exploit and enjoy all the resources available on the world wide web.

They also demonstrate the approach and style of delivery that our project aspires to enthuse amongst all informal adult learning, ie not just ICT courses.

Specifically, we have decided to adopt the Online basics and **myguide** courses because:

1. They provide nearly all of what we had planned previously to deliver as our "Starter for 10" and so represent a 'shortcut' to where we want to be
2. They are based on more modern, interactive, internet technology which we would be unable to develop ourselves within our project
3. The technology used is precisely that which the Transformation Fund seeks to embed in informal adult learning
4. They also provide more 'backwards' differentiation which many of our partners have said was lacking in our Starter for 10 scheme of work, required especially for adults with mental health problems, disabilities or learning difficulties
5. They offer forward progression and contain modules which we had planned to create later in our project
6. Using the courses would provide a sustainable legacy in terms of constantly maintained and updated materials

How do learners access Online basics?

The Online basics offer and modules are hosted on www.myguide.gov.uk. However, Online basics pilot course users are encouraged to access Online basics via www.onlinebasics.co.uk. This allows Online basics to capture learner data and provides the possibility of learner evaluation.

SLLP would also be grateful if learners could be encouraged to complete a simple web form on the Transform IT website (www.surreytransformit.org.uk) at the beginning and end of the course in order that we can also evaluate and monitor the success of the courses.

The website (www.onlinebasics.co.uk) provides an introduction to Online basics and the modules, support information, and a quick and easy way to register users on **myguide**.

The Online basics website also includes links to resources for tutors and those adults inside and outside the formal education sector who are supporting learners to develop these skills.

What's in the Online basics and myguide courses?

By registering for Online basics users will be able to access the Online basics modules, plus a further 25 **myguide** courses and a **myguide** email account all completely free of charge. The **myguide** courses offer considerable opportunities for progression. They are set out in four sections, or schemes, comprising:

1. Online basics
2. Starting
3. Using
4. Understanding

The www.myguide.gov.uk also provides a learning log for registered users.

The sections offer the following elements:

Online basics

Online basics includes five short modules showing you how to use a mouse and keyboard, email, online search and stay safe online, ensuring that you have the confidence and skills needed to start enjoying all the fantastic things the internet has to offer.

- Starting with a keyboard - learn the functions of different keys and practicing typing.
- Starting with a mouse - simple step-by-step instructions to learn how to use a computer mouse.
- Using email - learn how to send and receive emails, how to use an address book and how store emails in folders.
- Using the internet safely - learn practical techniques to help you stay safe online.
- Using online searches - learn how to search the internet, find websites and bookmark them so you can go back to them quickly

Starting

If you're scared about what might happen if you push the wrong button on a computer, you've come to the right place. Our starting courses and games are aimed at helping people with little or no experience of computers take their first steps online.

- Online basics snapshot
- Starting with computers (taster)
- GOLDRush
- Discover and explore interests online
- It's never too late to get online
- Taste of English
- New course snapshot
- Feeling fine online
- Challenge the Walkers
- Starting with myguide
- Skills for Life Screener

Using

If you'd like to send an email or look up a website but have no idea how to do it, you've come to the right place. Our 'Using' courses are aimed at helping beginners to start using computers to access the Internet and digital technology.

- Using a computer
- Using public services online
- Using the web
- Using a mobile phone
- Using digital TV
- Using digital photography
- First steps skills checkpoint
- Next steps skills checkpoint
- Initial assessment numeracy
- Initial assessment literacy

The courses Using email, Using the internet safely and Using online searches, which used to be part of this section, are now part of Online basics.

Understanding

If you understand the basics of computers and you'd like to start making the Internet work for you, you've come to the right place. Our 'Understanding' courses are aimed at getting you to a stage where you feel confident about moving off and exploring the Internet on your own.

- Understanding public services online
- Understanding job hunting online
- Understanding shopping online
- Understanding eBay auctions online
- Understanding music online
- Understanding socialising online
- Understanding your home computer
- Understanding banking online
- Moving on skills checkpoint
- Understanding family education
- Understanding money management
- Understanding UK politics
- Understanding your family history
- Understanding family internet safety
- Understanding your child's learning
- Understanding family health

Running courses using Online basics

It is suggested that Transform IT trainers take the following steps when starting and running courses using the Online basics or myguide resources:

General

1. Ensure that any PCs or laptops to be used are connected to the internet;
2. Ensure that the browser is compatible with Online basics (IE 6 or Firefox 2 or above) and that Flash player 8 or above is installed;

First session

3. Show all learners how to register on the Online basics site (www.onlinebasics.co.uk);
4. Make a note of their logon details
5. Show all learners how to complete the online evaluation form on the Transform IT web site (http://www.surreyllp.org.uk/capacity_building/transformation_fund/learners-page/SFT_online-course-learning-record.htm);
6. Assess level of learners and start them on the appropriate Online basics module;

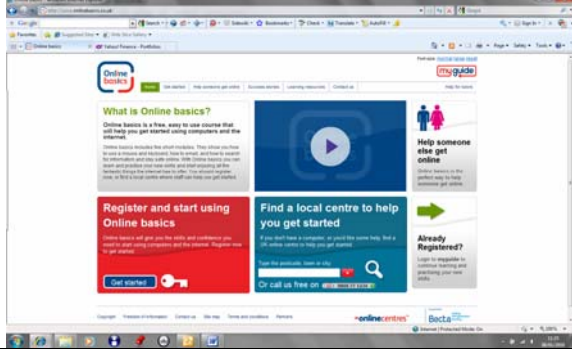
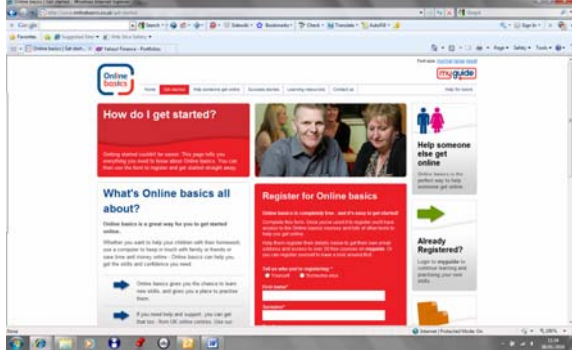
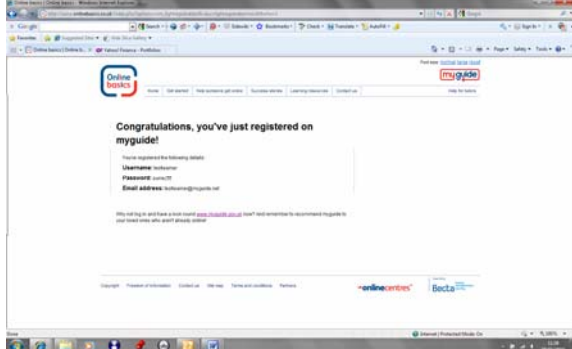
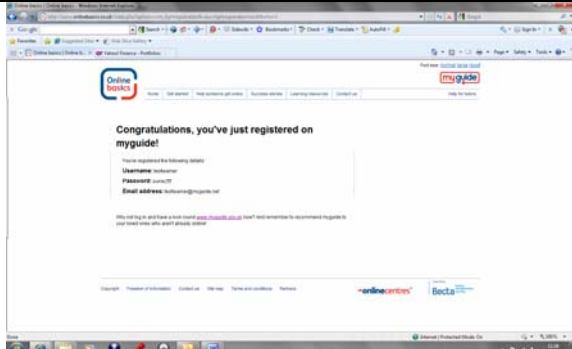

Subsequent sessions

7. Remind learners how to log back in to the Online basics site, helping with user names and passwords as necessary;
8. They should automatically return to the point at which they finished during the last session;
9. Support learners in progressing through the Online basics and then myguide modules as appropriate and as time allows;




Last session

10. Complete the monitoring form on the Transform IT web site for all learners (http://www.surreyllp.org.uk/capacity_building/transformation_fund/tutor-zone/monitoring_information.htm);
11. Ask all learners how to complete the online evaluation form (again) on the Transform IT web site (http://www.surreyllp.org.uk/capacity_building/transformation_fund/learners-page/SFT_online-course-learning-record.htm);
12. Return the monitoring form to SLLP.

How to register to use Online basics

Step	Screen you will see
<p>1. In a browser, go to www.onlinebasics.co.uk</p>	
<p>2. Click on "Get started"</p>	
<p>3. Complete the "Register for online basics" form – you will need to enter first name, last name, post code and a password</p> <p>Note: the trainer could do this for the learners but whoever does it must make a note of the details that appear on the next screen</p>	
<p>4. You will now have a user name, password and myguide e-mail address to use when subsequently logging in (which you should do now)</p>	
<p>5. Log in to the myguide site using the user name and password from step 4.</p>	

How to use Online basics or myguide

Step	Screen you will see
<p>1. In a browser go to www.myguide.gov.uk and click on "login"</p>	
<p>2. Enter your user name and password and click "login"</p>	
<p>3. Click on "courses" and then "Online basics"</p>	
<p>4. You're ready to go!</p>	

Asking learners to complete the Transform IT evaluation form

Note: you should do this twice – once during their first session and again during their last session as this will then allow records of their achievements to be captured.

Ask the learners to go to:

http://www.surreyllp.org.uk/capacity_building/transformation_fund/learners-page/SFT_online-course-learning-record.htm

and complete the form, which looks like this:

The screenshot shows a web browser window displaying the 'Online Course Learning Record and Evaluation' form. The browser's address bar shows the URL: http://www.surreyllp.org.uk/capacity_building/transformation_fund/learners-page/SFT_online-course-learning-record.htm. The page features a dark red sidebar on the left with a menu of navigation options, including 'Capacity Building', 'Quality Improvement', 'Learning Champions', 'Surrey Frontline Community Development Workers Network', 'Transformation Fund', 'Home', 'Learner Zone', 'Before you start ...', 'Beginners', 'Online Course Learning Record and Evaluation', 'Interactive resources for beginners', 'Intermediate', 'What's available in your area?', 'Social Networking & The Internet - Course Learning Record and Evaluation', 'Tutor Zone', and 'Partner Zone'. Below the sidebar is a 'Google Translate' widget. The main content area is titled 'Online Course Learning Record and Evaluation' and contains the following text:

Online basics

When you take one of our online courses we would like you to complete this form as a record of your achievement. It also lets you evaluate the course to help us make it better.

The form is very easy to complete - most of the questions have 'radio buttons' or short text boxes for your responses.

We would like you to complete and submit the form at the the beginning of your course and then again at the end. This way we can record your progression.

All you need is an e-mail address.

If you don't have one, [please click here for guidance on how to get your own free Gooqlemail e-mail account.](#)

* Please note all fields are mandatory

Your details

? Your name *

? Your e-mail address *

Enter the date you are completing this form (dd/mm/yyyy) *

? Are you at the start or the end of the course? * start end

About the course

? I am taking this course at * an adult learning centre on my own at home

Completing the monitoring form

At some point during the course, the trainer should download and complete the Transform IT monitoring form which is found at:

http://www.surreyllp.org.uk/capacity_building/transformation_fund/tutor-zone/monitoring_information.htm

There is a link on the page to an Excel spreadsheet which, as far as possible, uses 'drop-downs' to complete. Details of each learner (on courses lasting more than 9 hours) should be recorded, as follows:

- Name (for project use and audit purposes only)
 - Address/postcode (for project use and audit purposes only)
 - Age
 - Gender
 - Ethnicity
 - Disability
 - Employment status
 - Progression – not compulsory but helpful if known
 - If resident in area of deprivation* – to be determined by project staff using postcode information
- For each 'Taster' activity we need to know:

- Name of session
- Number of hours
- Learning outcomes

- Age at finishing full time initial education (school)
- Participation in learning since leaving school e.g. current learner, recent learner (within last three years) or no learning since leaving school
- Start date/expected finishing date/actual finish date of programme
- Learning outcomes achieved

The spreadsheet should be e-mailed to TransformIT@surreyllp.org.uk as an attachment.

Appendix 1- Recommended Desktop and Connectivity Standards for using online basics

In order to get the best out of the Online Basics courses we recommend that centres operate a minimum platform for their desktop PCs and a minimum bandwidth per online basics course session.

The recommended PC platform is:

- Windows XP or Windows Vista. The latest critical and recommended Windows security patches are available from the Windows update site
- IE 6.0, 7.0 or Firefox 2.0 with JavaScript enabled
- Processor 2.5GHz
- RAM 512MB
- Hard Disk Drive 2GB free space
- Video Card 64MB RAM
- CD Drive 24x speed
- XGA (1024 x 768) or higher resolution video adapter and monitor
- Sound Card (16 bit)
- Speakers or Headphones
- Keyboard
- Mouse
- Online bandwidth c.80kbps per learning session
- Internet standard multimedia webplayers - specifically Flash Player 8 or above.

We recommend the following internet connection speeds to get the best out of the myguide courses.

Number of computers using myguide courses at the same time	Minimum dedicated Internet Connection requirements
1 Machine	80Kb/s broadband ADSL/Cable/leased line
2 Machines	160 Kb/s broadband ADSL/Cable/leased line
4 Machines	320Kb/s broadband ADSL/Cable/leased line
6 Machines	480 Kb/s broadband ADSL/Cable/leased line
12 Machines	960Kb/s broadband ADSL/Cable/leased line

Notes

[i] If you don't know what your current broadband connection per computer is, you should contact your ISP.

[ii] These bandwidth requirements are provided as a minimum only. Centres who implement more bandwidth for each myguide course session are likely to receive correspondingly better response times.

[iii] The Internet is a public access network. Centres who want to see better network response times when using the Internet are advised to implement as much low cost ADSL bandwidth capacity as possible - preferably with one of the major national ISPs.

[iv] These bandwidth requirements consider online usage of the online basics courses only. Centres who are accessing other online applications at the same time should consider the additional load of other online applications when sizing their network requirements.

[v] Centres that expect to offer high levels of online learning activity are advised to implement a network monitoring policy to measure and report bandwidth efficiency between their local network and their ISP.

[vi] Some software packages may affect the performance of your machines and the running of the site and courses, for example, screen reader software, automatic updates or chat facilities.

[vii] Some centres have reported that the site and courses run better on Firefox than IE.

[viii] Proxy servers, local or ISP, may reduce the responsiveness of the site and courses.