

O1 – Exchange about best practices

19th of March 2019

**Output 1 – Collection of best practices
Presentation by the consortium**

Presentation of Best Practices / Resources

- MCA
- All Digital
- Yinternet
- Simbioza
- SDC

Get Smarter

- The difference between mobile data & Wifi
- Connecting to the Internet
- Pre-paid VS post-paid plans for your smartphone
- Participating in social media using Facebook
- Taking pictures and sharing them online
- Downloading and removing apps from your phone
- Maintaining mobile phone privacy
- General mobile phone netiquette and safety



GetSmarter

Maximise your Smartphone use

Get Smarter

- Target group: users who are 60 years and older
- License: MCA
- Financed by: MCA
- Language: English
- Proven by: It still has to be launched to a wider target group

Get smarter

Why it is useful for our Academy?

- The resource is useful because it was created specifically for people aged 60 years and over. The curricula is also of an intermediate level and targets those elderly who already make use of a smartphone but can do more.

Kun parti minn soċjetà digitali

www.mca.org.mt



Introduction to the internet Courses A

- Target group: People who are 65 and older
- License: MCA
- Financed by: European Social Funds
- Language: English
- Proven by: 6.000 students

Introduction to the internet Courses A

- URL: Handbook
- Content:
The course offers a general introduction to ICTs and an opportunity to experience several common Internet applications including email, eBanking, and eGovernment as examples. Concepts such as internet safety will be introduced. The training is designed for individuals with no or very limited ICT literacy skills.

Introduction to the internet Courses A

Why it is useful for our Academy?

- By taking out some lessons and integrating them in the new manual that the project shall be compiling.
- The course starts at a very basic level which should be skipped for the purpose of this project.

Course A – Introduction to the Internet

This basic training course will introduce you to the benefits of the Internet as part of your daily activities. This course is best suited for those who have never used the Internet before.

Course A – Introduction to the Internet

Course A Contents

- An introduction to computers, mobile devices and internet basics
- How to use an operating system and its applications
- Browsing the Internet
- Communication – email
- Managing digital media
- Social networking
- Internet banking
- Online shopping
- eGovernment services
- Digital citizenship and online safety
- Tips on purchasing a computer, a smart mobile device and an internet connection.

Course B – Internet at Work

This basic course helps you to acquire the basic competences needed to use the Internet and the computer at the place of work. This course is aimed at those already in employment, the self employed or those seeking a job.

Course B – Internet at Work

Contents

- Communicating with clients or colleagues through email and social networking
- Introduction to word processors, spreadsheets', and presentation software
- An introduction to databases
- Using ICT for marketing, stock keeping and client database
- The ethical use of ICT – data protection principles
- ICT safety – backups, passwords etc
- Writing and posting a CV online
- Searching for a job online
- Proper disposal of used ICT equipment.

Teddy Bears in Pairs

- URL: <http://erasmus.oczadly.slask.pl/en/>
- Content: Teddy Bears in Pairs is a project which helps increase **cooperation between different generations**. The project involved elderly people and young people from secondary schools. Young people were paired with the elderly under a trainer's supervision. Within the project Teddy Bears in Pairs – e-learning with grandchildren – each partner organization developed its own intergenerational education programme tailored to the characteristics of the selected younger and older generation, and also piloted it.
- Handbook of the Intergenerational e-Learning Programme :
<http://erasmus.oczadly.slask.pl/en/wp-content/uploads/2018/05/Teddy-bears-in-pairs-Handbook2018.pdf>

Teddy Bears in Pairs

- Target group:
two target groups: youngsters 13-26 years old and adults from 45 years old, must mostly seniors 55 +.
- License: Copyright
- Financed by: European Commission
- Language: English, Slovenian, French, Italian, Polish, Spanish
- Proven by: Around 200 participants (half seniors, half youngsters)

Teddy Bears in Pairs

Why it is useful for our Academy?

- Teddy Bears in Pairs project is a useful resource because it gives a good example of a blended learning programme with seniors tailored to the need of a specific country. The programme covers all the topics chosen by the ICT 4 the Elderly consortium.
- The handbook describes needs of seniors in the field of ICT and how to deal with it.
- Further you find a description about creating a userfriendly learning platform for seniors.

60+ Virtual Culture

- URL: <http://60virtualcultureit.blogspot.com/>
- Content: 60+VirtualCulture was implemented by 4 partner organizations to improve and optimize educational offer for elderly concerning their digital competences within the context of **culture accessibility**. The process of optimization has been developed in **two stages**. **First**, each organization appointed one **teaching tandem** (young ICT educator and one experienced senior (50+) educator) who took part in 3 Joint Staff Trainings, during which based on exchanged practices and knowledge, an **educational model for local senior centers or libraries** has been developed. **Therefore**, an **innovative offer of ICT courses for seniors** aiming at encouraging older people to participate in culture resources and cultural events using new technologies (e.g. accessing e-books, audio-books, visiting virtual museums, buying tickets online, creating and uploading content etc.) was created. Simultaneously so created teaching program was implemented, tested and adjusted during **two cycles of ICT workshops** for seniors in each country. Additionally, from among the participants of workshops 8 Digital Ambassadors were selected – people at the age of 60+ participated in the dissemination process.
- Handbook: <http://erasmus.oczadly.slask.pl/en/wp-content/uploads/2018/05/Teddy-bears-in-pairs-Handbook2018.pdf>

60+ Virtual Culture

- Target group: Young ICT educators and experienced senior (60+) educators and 60+ less experienced seniors who took part in the subsequent two cycles of ICT workshops.
- License: Creative Commons Attribution 4.0 International
- Financed by: European Commission – Erasmus + programme
- Language: English
- Proven by: 105 seniors in the four countries took part in the teaching tandem. Information about the number of seniors taking part in the local workshops hasn't been found.

60+ Virtual Culture

Why it is useful for our Academy?

- Clear plan of ICT modules for older adults with indication of number of hours, tools used, activities foreseen etc
- Advanced content for seniors.
- Interesting structure of the ICT modules with Basic Mobile Devices skills, Digital payment, Information research/retrieval

CINAGE - European Cinema for Active Aging

- URL: <https://www.cinageproject.eu/en/>
- Content: CINAGE is a course addressing senior's empowerment, using Cinema as instrument for an active ageing. CINAGE will review European Films and produce a grid for film critical analysis focused on six competences in active ageing - Civic and Community, Health, Emotional, Financial, Technological, Learning. Seniors' learners will use the grid for film critical analysis, using their own life experiences, as a process of active ageing. Then, learners will use CINAGE Guide to script, produce, direct, act and edit 12 films as part of a pilot testing phase (3 for each partner). CINAGE course provides a learning package with: course Guide, course Manual, pilot course in each country (PT,UK,SI,IT), 12 Cinage' films and a Cd-rom.
- Guide for adult educators: <https://www.cinageproject.eu/en/package/guide.html>
- Link to all resources: <https://www.cinageproject.eu/en/package.html>

CINAGE - European Cinema for Active Aging

- Target group: primarily adult educators, older learners and later life learning providers (third age universities) and then also ageing experts, European cinema experts and active ageing stakeholders
- License: Copyright – obtained permission to use the resources from the project's partner
- Financed by: European Commission – Erasmus + programme
- Language: Portuguese, English, Italian & Slovenian
- Proven by: not found

CINAGE - European Cinema for Active Aging

Why it is useful for our Academy?

- The project is an interesting example of a different type of training to be offered to seniors as it promotes ICT audio-visual skills and team work as a tool for an active ageing.

EHLSSA - EUROPEAN ELDERLY HOME LEARNING SERVICE Project

- URL: <http://ehlssa.odl.org/>
- Content: *within the project EHLSSA e-learning offers for older adults were developed. In total, the partnership developed **four comprehensive online courses** and translated them to English, Finnish, German, French, and Spanish. The courses are about the following topics: "Dealing with computers and the Internet (for beginners)"; "Training for E-Tutors"; "Culture in Europe", also called "UNESCO course"; "Health and Well-being". The courses were provided on a learning platform specially adapted to needs and requirements of older adults. Learning took place potentially at any time of the day or at night and in the learners' home environment. Support to learners was provided by - mainly voluntary – tutors who were offered an online course as well.*
- Handbook:

EHLSSA - EUROPEAN ELDERLY HOME LEARNING SERVICE Project

- Target group: Seniors who cannot attend face-to-face courses due to their life situations (for example, restricted mobility or rural areas) or are unable to commit themselves in time.
 - ❖ The tutors' training was designed for people interested in mentoring the EHLSSA courses.
 - ❖ The computer basic course was designed for older learners who are not familiar with ICT or who want to refresh their basic skills.
 - ❖ The course on health & well-being and the one on culture in Europe (UNESCO course) was designed for seniors, who have at least basic ICT skills and are able to use the Internet independently.
- License: Public – free to use
- Financed by: European Commission – Erasmus + programme
- Language: English, Finnish, German, French and Spanish
- Proven by: 713 people participated in the course.

EHLSSA - EUROPEAN ELDERLY HOME LEARNING SERVICE Project

Why it is useful for our Academy?

- well structured in learning units tailored to the learners' needs and it covers many of the topics that were taken into account for the ICT 4 the Elderly
- beside the “traditional” subjects (how to use the computer, how to navigate the internet etc), it contains an interesting course on “Culture in Europe”, where seniors are offered the possibility to learn about UNESCO heritage sights from the other project countries. It turned to be a good idea to add this course since seniors are usually interested in learning about new places and it can be a way to make them virtually travel even when they cannot move.

La SMALA - living lab

- URL:

<https://www.lasmala.org/en/ecopol-contrat-social-bien-vivre-ensemble/>

<https://www.lasmala.org/label-ecopol-2/decouvrir-le-livre-ecopol/>

- Content:

This project aims to combine and adapt **social contracts** and **living lab** methodologies to be suitable with elderly participants. It gathers various qualitative techniques and deploys an interdisciplinary methodology based on community-based participatory research.

La SMALA - living lab

- Target group: La SMALA living lab group
- License: All material is open licenced (mostly under the Creative Commons Attribution-ShareAlike 3.0)
- Financed by: La Smala Écovillages including cluster members self financing of content
- Language: French
- Proven by: 30 people took part in the programm until now

La SMALA - living lab

Why it is useful for our Academy?

- The innovation techniques used (design thinking, participatory brainstorming or co-creation workshops, tests of ideas, auditing of concepts or products, etc.) have served to generate consensus and to bring together observations and ideas from a very heterogeneous group of people that live together.
- Through its participatory and community nature and the close bonds it creates between actors, the methodology helps remove the fairly simplistic and often misguided perceptions that young people have of the elderly population.

Senior Lab

- URL: <https://senior-lab.ch/>
- Content:
 - Provides a research and development platform dedicated to the topics of quality of life and autonomy of seniors. Its mission is to develop concrete and innovative solutions in the field of healthy ageing, active ageing with and for senior citizens.
 - It combines design thinking and living lab methodologies to be suitable with elderly participants. It involves seniors during complex innovation processes, such as time essential to tackle logistic issues and the ability to adapt participatory initiatives to an elderly public.
 - Collaboration methods like: knowledge cafés, workshops, brainstorming sessions and individual interviews

Senior Lab

- Target group: health specialists, designers, economists, engineers, senior citizens who want to be actively part
- License: a.a.
- Financed by: The Senior Lab is the result of an applied research project funded by the Gebert Rüb Stiftung (2014-2017)
- Language: French
- Proven by: around 40 seniors plus staff and other stakeholders

Why it is useful for our Academy?

- The 3 central themes of the Senior Living Lab project were **food**, **mobility** and **communication**; these themes were defined by a panel of seniors and treated by the combination of interdisciplinary skills, between gerontology and nursing, economics and design.
- The senior's community, involved through knowledge cafés, workshops, brainstorming sessions and individual interviews, has contributed to the emergence of many ideas to better take into account the needs of seniors.
- Good starting point to define seniors needs in a digital society.

Association SPES-Lavaux

- URL: <http://web.spes-lavaux.ch/>
- Content: The association gives senior citizens the opportunity to share their knowledge, their experiences and their passions with the greatest number of people.
- F2F Workshops are offered:
 - French as a foreign language courses for foreigners wishing to integrate more easily into the region and to improve their professional opportunities.
 - Introduction to Internet access (to enable participants in French language courses to progress autonomously by going to platforms offering free French courses)
 - The basics of accounting

Association SPES-Lavaux

- Target group: Seniors from the Lavaux region
- License: n.a.
- Financed by: Volunteers
- Language: French
- Proven by: From May 2010 to June 2017, nine teachers of French volunteers gave classes to 180 participants of 39 different nationalities. No other data is available.

Why it is useful for our Academy?

- The idea that senior participants can be both facilitators and participants on the process of active share of knowledge is of great importance.
- Empowering seniors and providing them with the tools to share their experiences with other people.
- Giving the power to deciding the content of the workshops to the participants and finding a way to make them active responsible participants by offering the possibility of sharing their lifelong knowledge is very interesting.

Cité Seniors

- URL: <http://www.ville-geneve.ch/plan-ville/lieux-rencontre-aines/cite-seniors/item/lieu/cite-seniors-1/>
- Content: Its an information centre where various courses for seniors are offered within an ICT area and an intergenerational meeting place. Regularly conferences are held
- Courses aim to provide information about the internet usage, social networks, usage of various digital devices etc.

Cité Seniors

- Target group: Senior population of Geneva canton, Switzerland.
- License: n.a.
- Financed by: Created by the City of Geneva, it is a public service
- Language: French
- Proven by: n.a.

Why it is useful for our Academy?

- Cité Seniors offers a wide range of activities, workshops, conferences and awareness sessions on the topics of the world of the Internet, social networks and the daily use of smartphones/tablets to elderly people. They also offer a number of computer courses like “Discovery of computers”, “introduction to social networks”, “use of tablets” or “creation of photo books”.
- All of this activities are of great interest to our ICT4theElderly project since we will work with the same target group and in the same field.

SIMBIOZ@ E-literate Slovenia

- URL: www.simbioza.eu
- **Content:** This is Simbioza's core project, launched as a nation-wide digital initiative in 2011.

Its essence is intergenerational cooperation: joint computer workshops (using our public partner's infrastructure) where young participants (aged 10 – 29) teach seniors (60+) the basics of computers and internet free of charge.

This project creates educational opportunities on the basis of social inclusion, connects 3 sectors (public, private and civil society) with the purpose to empower generations with digital tools on one hand, and raise awareness of the modern changes that shape our lives and our futures on the other.

Basic digital skills: 10 modules / 20 hours

E-Health: 1 module / 3 hours

E- Government: 1 module / 3 hours

SIMBIOZ@ E-literate Slovenia

- **Target group:** Adult learners (55+) and seniors (65+)
- **License:** n.a.
- **Financed by:** Private sector + media + volunteer-based project
- **Language:** Slovenian, three moduls are in English
- **Proven by:** *35.000 trained seniors in 8 years, with the ratio (65:35 seniors vs. young volunteers).*

The resources were field tested: 5 locations across the country were chosen, we tested the curriculum with seniors and noted any changes and irregularities, then adjusted the materials. The changes done were in terminology and the explanation of hardware.

Why it is useful for our Academy?

- To identify basic skills to upgrade to advanced through our curriculum.
- To identify challenges in learning easily and apply them to the handbook content.
- To apply inter-generational aspect to educational opportunities.

GRANDPARENTS ON THE INTERNET

Nonni su Internet

- **URL:** <http://terzaetaonline.it/manuali-e-guide>
<http://www.mondodigitale.org/it/risorse/materiali-didattici/nonni-su-internet>
<http://terzaetaonline.it/>
- **Content:** Courses are held in the computerized classrooms of schools of all kinds. The “learners” are local residents, seniors (60+), perhaps the real grandparents of the students at the schools or elderly people registered at Social Centers for the Elderly or other associations.

Classes of 20-25 elderly people are formed at each participating school.

The tutors are school children coordinated by an expert ICT teacher.

The ideal tutor/learner ratio is 1/2.

GRANDPARENTS ON THE INTERNET

Nonni su Internet

- **Target group:** 60+ year-old
- **License:** It is formally recognized as a training resource for students to receive ECTS points.
- **Financed by:** Fondazione Mondo Digitale (FMD).
- **Language:** Italian
- **Proven by:** In the 14 editions of this digital literacy project for people 60 years old and older conducted so far, over 30,000 senior citizens have become certified “Internauts” through instruction by 21,000 student tutors and 2,100 IT teacher coordinators.

In the 2015-16 school year, this intergeneration learning model was applied in 20 Italian regions and 11 different nations.

GRANDPARENTS ON THE INTERNET

Nonni su Internet

Why it is useful for our Academy?

- Successful: High number of people already took part in the program.
- Possibility to check various training materials: for seniors, for educators, facilitators.
 - The topics covered: E-government, E-health, Smart phones and tablets, Using the web, Simple technology.
- Possibility to apply the methodology “train the trainer”, where seniors learn and then they teach their peers.

KNOWBRID

Bridging the Generation Gap

- **URL:** <http://knowbrid.blogspot.com/p/training.html>
<https://www.fundaciondedalo.org/en/CIUDADANIA/knowbrid-salvando-la-brecha-generacional.html>
- **Content:** The project prepares seniors to become **facilitators for active ageing and social inclusion** to *help other seniors* to prepare for active ageing, understand and accept inter-generational approach and exchanging experiences between generations.

Objectives of the projects are:

- ✗ Learning Module Booklet in ICT for seniors (easy + visual)
- ✗ Pilot local workshop for experiences exchange between generations
- ✗ Network of seniors facilitators for active ageing and social inclusion

KNOWBRID

Bridging the Generation Gap

- **Target group:** 45-50 year-olds & 51-60 year-olds
- **License:** n.a.
- **Financed by:** Grundtvig initiative in the LifeLong Learning Programme
- **Language:** English
- **Proven by:** The project received successful support of the European Commission. It was field-tested with practical workshops through intergenerational learning.

Bridging the Generation Gap

Why it is useful for our Academy?

- To apply the developed contents for an ICT learning module for seniors, mobilized seniors to become senior facilitators and provided access and training in ICT.
- To apply the project's inter-generational learning approaches.
- To apply the lessons learned and the problems they have faced, as the project held similar project activities to ICT4elderly. However, the project focused on teaching basics, while we are upgrading this (need to pay attention).

Seniors@DigiWorld Course

- URL: digital-seniors.eu/course
- Content:

The online course **Seniors@DigiWorld** is structured in three phases:

- Phase 1: **Capabilities and competencies to use the Tablet PC**
- Phase 2: **Competences to impart knowledge to seniors**
- Phase 3: **Planning and implementing learning opportunities**
- The course can be taught as a **blended learning training** for which the concept foresees a total of two month training including three face-to-face trainings and two online workshops. But the learning material can also be used independently of this concept. Still, the time needed for the whole course is two month with five hours per week.



Seniors@DigiWorld Course

- Target group:
 - First: staff and volunteers who work in libraries, senior centres, non-formal learning environments
 - Second: trainers of those multipliers and provides the curricula to establish a blended learning course
 - Third: though not specifically created for senior citizens, the course's step-by-step learning approach can also be used by senior citizens who know how to use a laptop but are not familiar with tablet PCs and/or smartphones.
- License: CC-BY-SA-NC
- Financed by: Erasmus+ KA2
- Language: English, German, Spanish, Romanian, Lithuanian
- Proven by: 53 persons went through the course in spring 2018

Seniors@DigiWorld Course

Why it is useful for our Academy?

- Online material and course which is easy to enter
- Motivates for using tablets/smartphones at a low level
- Easy transfer of cheatsheets via Download

- Doubt: very basic level for mobile usage

Digital mobility at an older age

- URL: www.digital-mobil-im-alter.de
- Content:

The handbook contains information how to plan, organise and execute services to impart digital competences to elderly people.

It is based on a survey SDC did in 2016/2017 concerning “Usage and benefits” of using the Internet on mobile devices by senior citizens.

Identify personal / individual benefits from the use of mobile devices

1st Step survey of demand: to evaluate interest, previous knowledge, socio-demographic factors

2nd Step decision making tool (planning learning offerings)

- Different settings and formats are introduced / explained
- Scenario orientated: various thematic modules can be combined into scenarios
- Also contains information regarding methodology



DIGITAL MOBIL
IM ALTER

Digital mobility at an older age

- Target group:
 - First: staff and volunteers who want to impart digital literacy to older people
 - Second: trainers of those multipliers and provides the curricula to establish a blended learning course
- License: CC-BY-SA
- Financed by: Telefónica O2
- Language: German
- Proven by: 1500 orderings (1st edition, within 2 month)

Digital mobility at an older age

Why it is useful for our Academy?

- Tools to plan customized offerings:
 - identify demands, interests, preconditions etc.
 - decision-making: formats, topics, contents / apps

Digitalkompass – Material Repository

- URL: <https://www.digital-kompass.de/kompass/kdocs/index.php>
- Content:
On the website “Internet pilots” will find a variety of practical materials, brochures, films and worksheets in a **material repository**. In addition, practical tips for meetings, consultations and courses around the digital world are offered.
156 Items from various organisations / initiatives (Manuals [Handbooks, PPT], Videos, Web-Links)
It is also possible to upload guides / materials (user generated)
- Consumer Rights
- E-Health
- Digital Estate
- Online-Shopping
- Online-Banking
- IoT
- ...



Digitalkompass – Digital regular`s tables

- URL: www.digital-kompass.de
- Content:

Digital regulars' tables are enabling an exchange on current IT topics with experts and like-minded people from all over Germany.

At on-site meetings, technical experts answer questions via video. Other interested parties can join in online and participate in discussions via video conferencing.

Digitalkompass

- Target group:
 - Seniors who are interested and want to learn
 - staff and volunteers who want to impart digital literacy to older people
- License: OER (mostly)
- Financed by: Public + Private
- Language: German

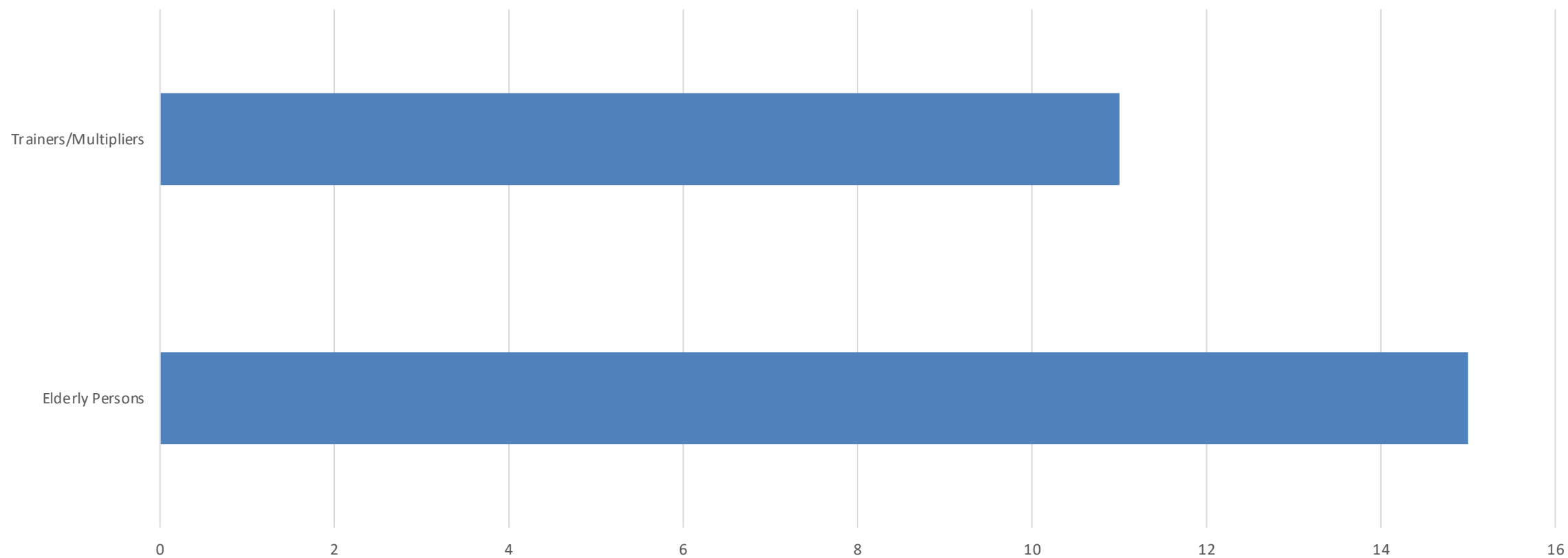
Digitalkompass

- Why it is useful for our Academy?
- Repository covers various topics, different formats of materials
- Webinars are a good on-site and virtual meeting to advanced topics

Analysis

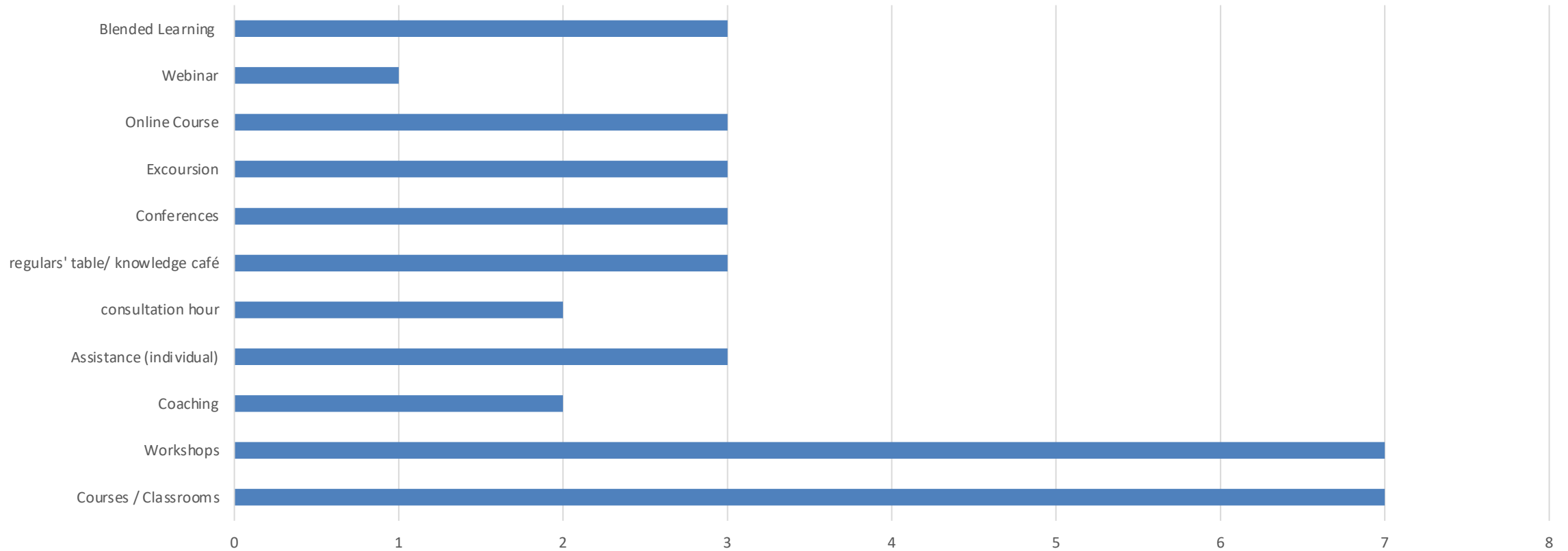
Adressed Persons

Adressed Persons



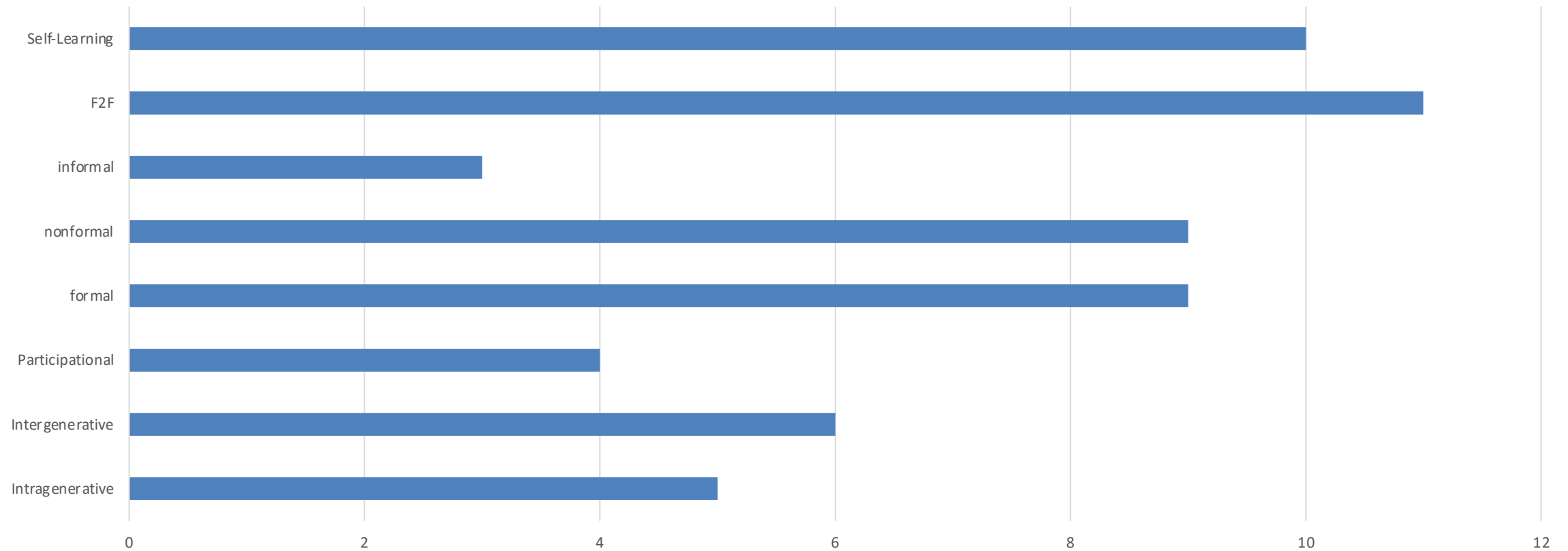
Formats / Environments / Spaces

Formats - Environments



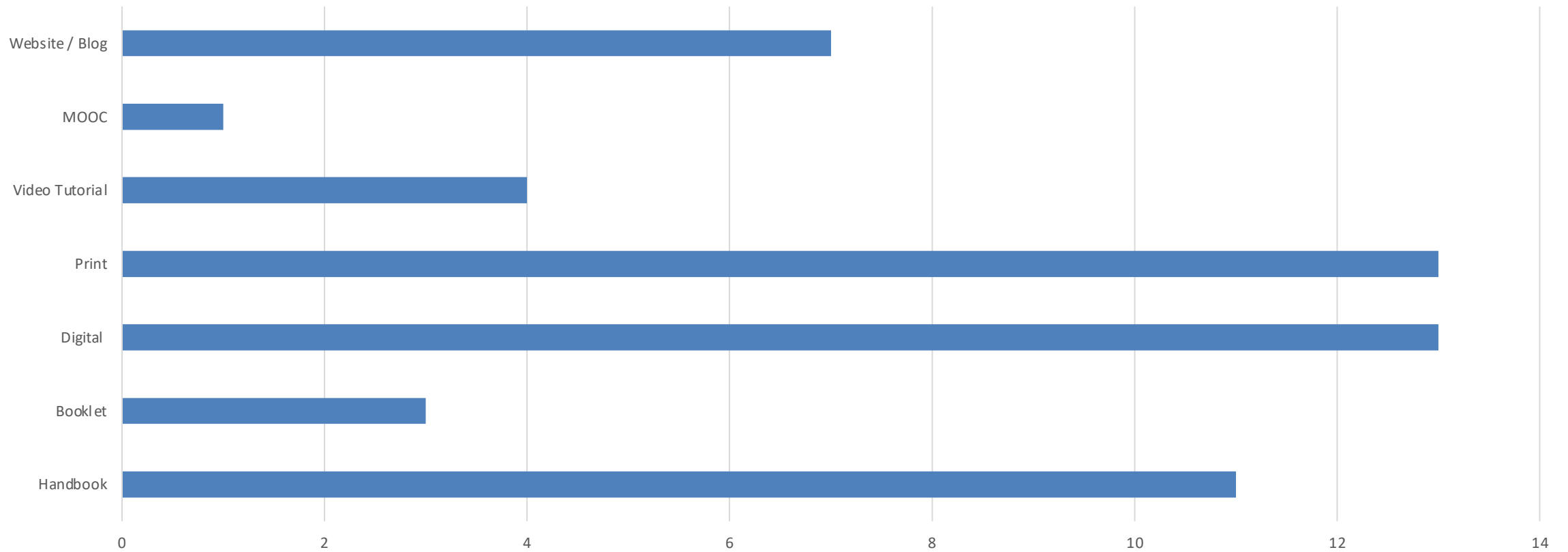
Setting

Settings



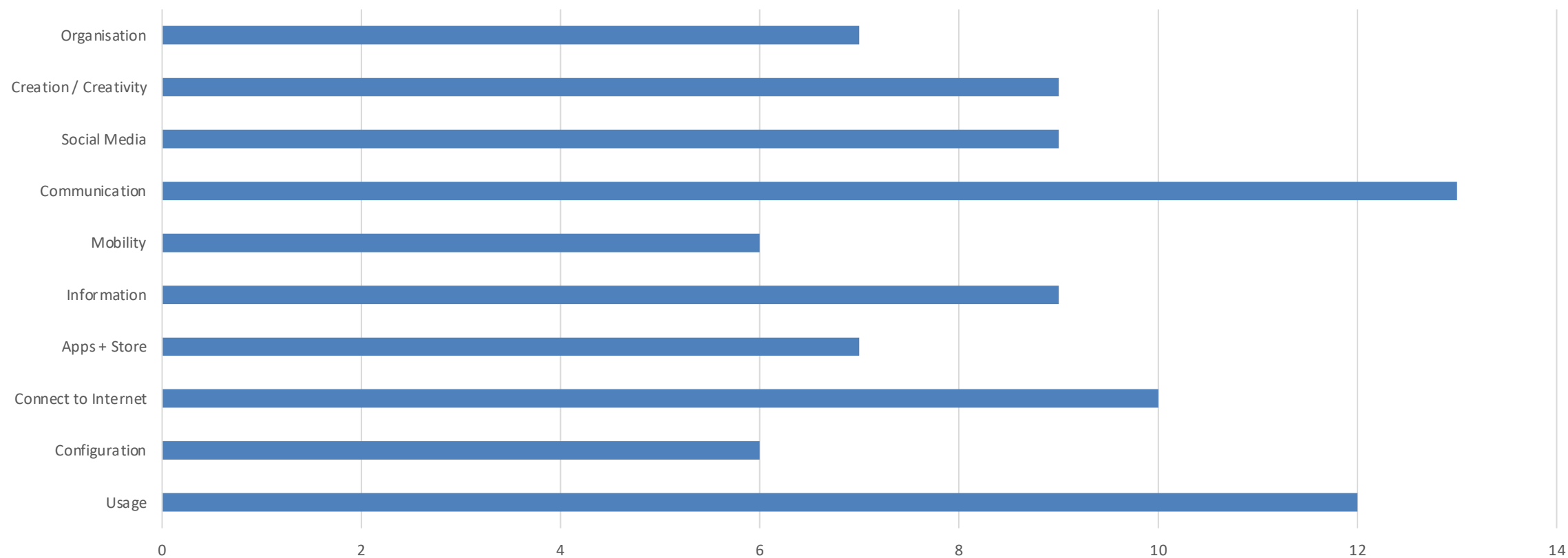
Materials

Materials / Manuals



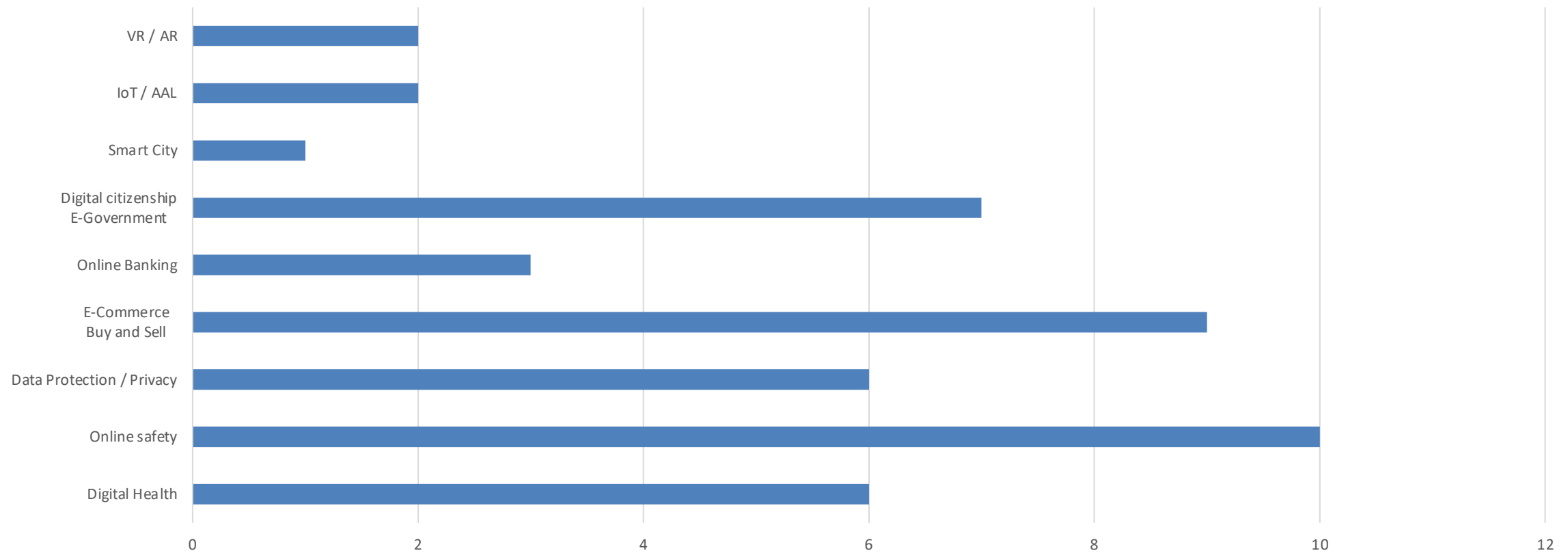
Skills - Basic

Basic Skills

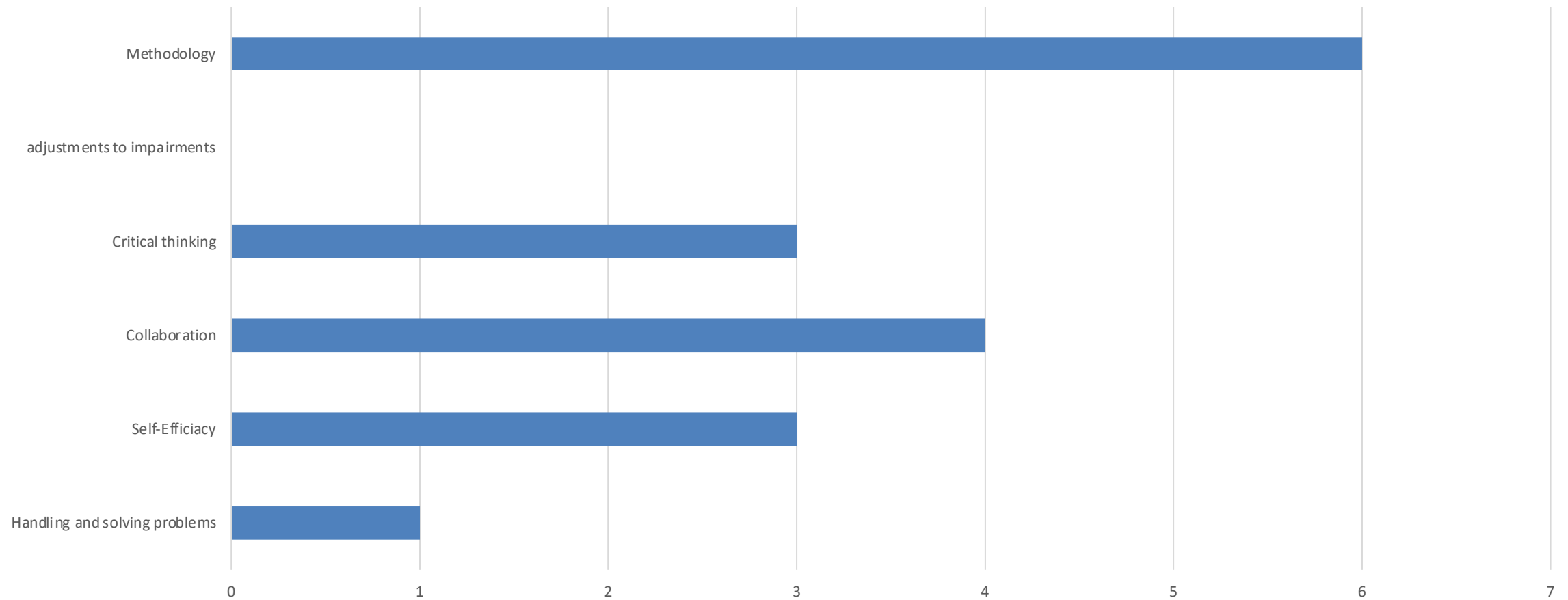


Skills - Advanced

Advanced Skills / Topics



Competences



Conclusion / Recommendations

Information on

- Learning Formats / Settings
 - Senior Lab (Participation)
 - Cité Seniors,
 - Teddy Bears in Pairs, Nonni su Internet (Intergenerational)
 - Digital Mobility in Old Age
 - ...
- Materials
 - Teddy
 - Nonni su Internet
 - E-Literate
 - DigitalKompass

Conclusion / Recommendations

- Approaches
 - CinAge
 - Senior Lab
 - Digital Mobility in Old Age

Discussion