

“Let’s talk... study, work & life”

Bought to you by Wellington/East Gippsland Learn Locals

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July topic: Digital Essentials

The focus of our Learn Local Digital Essentials programs is about supporting people in using the digital devices in a more meaningful way. Mobile phones, tablets and laptops are integrated into our everyday lives, and it is becoming increasingly more important to understand the best way to use these devices.

Our courses are designed to support the use of many mobile devices, including:

- Mobile phones or smartphones like Android and iPhones
- Tablets including Apple iPad
- Windows Laptops, Apple MacBook and Chromebooks

Which course is right for me?

Our most popular course right now is for operating mobile phones, this is a great place to start your digital journey. We cover the basics of phone use like blocking unwanted calls, through to usage of specific apps, settings and storage. Scam Awareness is integrated into all our digital courses.

Our courses are set up to provide a range of options including understanding how to use Microsoft Windows, searching the internet and managing your files as well as a more detailed approach to using productivity software like Microsoft Office and email.

We have people attending our classes from complete beginners through to users who want to update their skills to for work. The course content is flexible enough to be adjusted to suit the needs of all students, whilst being an enjoyable and comfortable learning experience.

How do you help people learn the complexities of these devices?

Learning is delivered using a variety of techniques to best suit the learner including demonstrations by the trainer, group discussions, written instructions and activities to complete. We also find that students work together to find solutions and help each other, especially if they have similar devices. We tailor the learning experience to individuals and/or groups.

What is the best way to start using technology more effectively?

Most people who struggle with technology lack the confidence to try new things just in case they ‘delete everything’. Attending a course definitely helps with that confidence being able to practice and explore in a safe environment.

Security and scams – how can people get help?

The best help you can get is knowledge and awareness. Our digital literacy courses cover important factors to keep you safe covering issues from creating passwords and online accounts to communicating and shopping safely as well as tips on what to look out for to keep you safe on your phone, computer and throughout your digital journey.

Passwords, what is a secure password and how can I remember it?

One of the most annoying parts of online security is remembering passwords. The more secure a password is the harder it is to remember. The term secure password is slightly misleading as it shouldn't really contain any words at all! The ideal password is a mixture of upper and lower case letters, numbers and symbols in some random order and the longer the better.

The only approved method is to use a password manager. This is software that records your passwords and protects them with one master password.

Key tips...

- decide exactly what you want to know or do with your device
- learn how to spot a scam to avoid trouble
- discover how to use and maintain your device effectively

Find out more about when our next Digital Essentials course is running in your community by contacting any of our centres at Buchan Neighbourhood House, Heyfield Resource Centre, Orbost Education Centre, Paynesville Neighbourhood Centre or Sale Neighbourhood House. You could also check out what courses we have to offer on our website, just search Learn Local Gippsland.