Cymunedau Digidol Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being

Digital Communities Wales Training

All Training Sessions

Cymunedau Digidol Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being

Darparwyd gan
Delivered by
ewmpas

Rhaglen Llywodraeth Cymru
Welsh Government Programme

Digital Communities Wales Training

Digital Communities Wales can provide bespoke digital inclusion training, we will work in partnership with you to create sessions tailored to meet the needs of your organisation.

We offer training online, in-person or by using a hybrid approach. Our Adviser team can discuss a training package with you based on your requirements:

- All training is free.
- Training sessions delivered online are one-hour long unless otherwise stated.
- In-person training requires a minimum booking of 3.5 hours (Break included). Some flexibility is available, please discuss your time requirements with one of our Advisers.
- Hybrid training requires a member of your team to facilitate a group setting in which we will join via video link.

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Volunteering

Digital Champions

Digital Champions are at the forefront of digital inclusion and act as a beacon to help combat barriers to digital inclusion by opening pathways for their audiences, colleagues and clients alike. For online training, our Digital Champions Online course is split across 3 sessions. For in-person training, a full-day is required to complete the 3 training sessions.

Digital Champions Session 1 – 1 hour 30 minutes

Introduction to becoming a Digital Champion

This session emphasises the importance of digital inclusion and frames the role of a Digital Champion within the digital inclusion agenda.

We will:

- Introduce the digital inclusion agenda.
- Overview the essential digital skills.
- Discuss what is involved in being a Digital Champion, including personal skills that will be developed as a champion.

Digital Champions Session 2 – 1 hour 30 minutes

Facilitating skills and activities

This session begins to consider how you will support an individual or group as a champion.

We will:

- Discuss how to support individuals with their digital skills.
- Understand the individual and how someone learns new skills.

- Unpick how to support a group or individual with a specific digital skill activity.
- Discuss opportunities to support and further advance you own skills and learning.

Digital Champions Session 3 – 1 hour 30 minutes

Embedding Digital Champions within your Community or Organisation

This session puts your learning to the test and challenges you to consider how you will embed the digital inclusion agenda within your community or organisation as a Digital Champion.

We will:

- Overview and discuss your aims for Digital Champions.
- Challenge you to consider your audience and how best to actively support them.
- Coordinate an activity to think about how you may develop resources that tackle what you may anticipate your audience to find challenging.

Digital Heroes

Being a digital Hero is an important volunteering role for young people in Wales to help older generations to embrace digital technology. Our Digital Heroes training supports young people, so they then have the skills and understanding to volunteer with adults in their communities to be digitally included. In this one-hour interactive training session we will explore helping people online, ideas for helping others and keeping safe.

Health and Well-being

Digital Health and Well-being

This session will look at various apps and digital tools to help maintain health and well-being. The session is based on the NHS 5 ways to well-being which we use as an inspiration for our topics to cover.

We provide an overview of options for:

- Staying connected and ideas for online group activities.
- Being active and keeping entertained.
- Apps that motivate us to be active and consider our physical health and diet.
- Apps that focus on our mental health and well-being.
- Opportunities to learn new skills online.

Digital Storytelling

Reminiscing is a powerful tool for memory and well-being. Digital Storytelling allows people to create and share short videos on their devices: from a trip down memory lane through to creating useful instructions for others to follow.

This session will:

- Give an overview of why digital storytelling is useful and provide some key considerations to get you started.
- Take you on a step-by-step guide to Digital Storytelling using the Adobe Spark Video on an Apple device.
- Take you on a step-by-step guide to Digital Storytelling using the Cyberlink PowerDirector App on an Android device.

Digital Tools to Support People Living with Dementia

Within this session we will overview how digital tools can support people living with dementia in a safe and secure way.

We will discuss:

- Smart speakers.
- Reminiscence activities.
- Accessing music online.
- Apps for different activities including sensory activities.

My Health Online

Please note: You must check if your GP uses the My Health Online service.

My Health Online is an online service which enables you to make GP appointments, order repeat prescriptions and update your own personal details online.

This session will:

- Guide you through the process of registering for a new patient account on My Health Online.
- Demonstrate where to view your medical history
- Explain how to order a repeat prescription.

Sensory Apps

This session will provide an overview of online and digital tools to improve cognitive stimulation and tools to focus, sleep better and relax.

The areas we will cover include:

- Visual apps.
- Apps for meditation.
- Apps for keeping occupied.
- Mood tracking apps.
- Apps to help boost memory.

Using Virtual Reality (VR) in Health Care Settings

Please note: This session requires several key preparations before it is commenced. We will advise you on this process when booking the session.

This session is designed to introduce you to VR and how to use it within a health setting. This session will:

- Help you understand what Virtual Reality is.
- Consider how to engage people with VR headsets.
- Discuss the benefits and restrictions of VR.
- Discuss how to use VR safely.
- Introduce some practical uses of VR.

Essential Digital Skills - Communicating

Social Media & Community Engagement

Social media is a powerful tool for staying in touch with others and connected with the wider world. During this session we will explore how to use social media to engage with your communities.

This session will:

- Discuss the benefits of social media for community engagement.

- Give an overview of using Facebook and Twitter to connect with your audience.
- Briefly introduce how Instagram, LinkedIn and YouTube can also be used for community engagement.
- Discuss privacy and online safety when using social media platforms.

Staying in Touch

This session will:

- Provide an overview of 5 popular apps for Staying in Touch (WhatsApp, Messenger, Skype, Zoom, & Google Hangout).
- Discuss basic online safety.

Essential Digital Skills - Foundation Skills

Introduction to the Internet

We aim to communicate what the Internet is, and isn't, and where to get started when using the Internet.

This session will:

- Introduce the Internet and how it works.
- Discuss ways to keep safe when using the Internet.
- Demonstrate Internet skills and how to find information.

Web Browser Basics

This session will:

- Provide an overview of different popular web browsers including Google Chrome, Edge & Safari.
- Discuss how to explore the Internet safely and what to consider before downloading a file.
- Discuss privacy and the function of cookies and browser history.
- Demonstrate how to use Internet web browser tools, such as bookmarking, tabs and saving passwords.

Essential Digital Skills - Handling Information and Content

Digital Support for Job Seeking

Many employers and services use the Internet as their main platform for external communication and many jobs are now advertised exclusively over the Internet.

This session will:

- Discuss how to approach digital job applications.
- Give an overview on using social media for job seeking.
- Discuss our digital footprint and staying safe and private online.

How Digital Tools can Support People with the Cost of Living

Within this webinar we:

- Provide advice around data poverty and what support is available to access data and devices.

- Overview what financial information and support is online.
- Discuss money saving tools available on the Internet, including websites, social media, and community resources.

Online Safety

Being safe and legal online is an important essential digital skill for everyone when using the Internet. We have designed 5 online safety sessions that cover a variety of online safety topics.

The topics include:

Introduction to Online Safety

This session introduces you to the foundation online safety skills based upon the UK Government's Essential Digital Skills.

It will cover:

- Keeping safe on websites.
- Understanding suspicious emails
- Password safety
- Understanding online privacy
- Virus awareness
- Resources you can use to learn more about online safety.

Email Safety, Online Scams and Keeping your Information Safe – 1 hour 30 minutes

Our email account is often a common way that people may experience scams online. Understanding the types of scams that people experience online and how to protect ourselves is the main form of prevention for Internet users.

This session will:

- Overview what to expect when you first open your email inbox.
- Overview the different common email and text message scams and point out the warning signs to look out for.
- Discuss how to create secure passwords.
- Explain that you can use password managers and two-factor authentication to store your passwords securely.
- Explain how to identify a legitimate and secure website.

Social Media Safety and Understanding Boundaries Online

Often our online presence is something we forget to consider.

This session will cover:

- Social media privacy considerations for popular social media websites.
- Digital footprint and what this may mean for you.
- Thinking about what you post and share before you do it.
- Supporting yourself or someone else who is struggling with social boundaries.

Critical Thinking and Resilience

Critical thinking is the process of understanding the information you receive online. There are many untrustworthy resources and news stories on the Internet, so it is essential to use critical thinking. Resilience is the ability to bounce back from knockbacks, and this is

important online. Being resilient online will give you the confidence to take control of the digital world and know that you do not have to trust everything you see or hear online.

This session intends to provide thought and critical analysis skills to help us make decisive choices when navigating the Internet.

This session will:

- Provide an overview of different types of websites you may encounter using the Internet and what that could mean for the content you experience.
- Discuss the role of social media and the positive and negative impact of these platforms for information sharing.
- Discuss critical thinking skills and how to spot a fake news article.
- How to spot a fake or untrustworthy email.

Accessibility

Digital Accessibility

Within this session we:

- Discuss built-in accessibility options available on a range of digital devices.
- Give an overview of apps for visual and auditory support.
- Give an overview of apps to support communication.

Digital Tools for Translation

Communicating with a diverse range of people can sometimes be challenging when a common language is not spoken. The use of an interpreter to support a conversation is not always available. Digital translation tools offer an alternative method to converse with an individual and wider audiences.

This session will:

- Provide an overview of digital translation tools available on Android, Apple, and Microsoft devices.
- Discuss the key features of these digital translation tools.
- Explain how to use the translations tools.

Smart Speakers and Devices

This session will:

- Discuss the benefits of using smart speakers and introduce some of the different types of speakers available.
- Provide ideas of how to use your smart speaker, with voice command examples given.
- Demonstrate the power of smart speakers combined with smart devices to support independent living.

Inspiring Activities

Collecting Digital History

Interested in finding out more about the history of your local area? Or maybe you want to learn more about Wales' historic figures?

In this session we:

- Discuss why it is important to learn about our history and document it.
- Overview local and national resources for historical records.
- Signpost you to information and search tools for identifying Welsh history through podcasts, social media and Google.

Inspiring Digital Activities

This session is aimed at those working in the Health and Social Care sector and will introduce you to resources you can use to engage people with digital technology. The session will provide you with inspiration and ideas of how to run digital activities to enhance the health and well-being of the people you care for. Topics that will be covered will include, reminiscence, using YouTube, music, reading online, music, games/puzzles, creative apps, Google Maps/Google Earth looking at where you were born or grew up and much more.

Reminiscence

Digital tools can be used as a memory prompt. They can be engaging for new Internet users and can provide a useful option for stimulating conversation in settings such as care homes. Using these tools to prompt memory can enable stimulating and enjoyable conversations.

This session will:

- Discuss how useful reminiscence can be for both engaging individuals with digital tools and stimulating discussion centred around memories.
- Outline and demonstrate a number of apps relating to reminiscence that are free and engaging to use, such as BBC RemArc and YouTube.

Welsh Language

Learning Welsh with digital tools

This session is delivered in English only. It is designed to provide entry level resources for Welsh language learners.

In this session we will:

- Discuss the history of the Welsh language and how it has overcome cultural changes.
- Show you a variety of resources that are available to help you develop your Welsh language skills, whether you're a beginner, intermediate or advanced learner.
- Demonstrate ways of immersing yourself in Welsh when using the internet.

Welsh Language Support

This session is delivered in Welsh only. It is designed to provide advanced Welsh language skills to support learning and continued use of Welsh language on the Internet.

This course provides an overview of the various Welsh language support resources that exist on the Web to improve your Welsh. We'll look at Ap Geiriadur, Cysill, To Bach and many more. and will give advice on using translation websites.

Welsh on the Web

This session is delivered in Welsh only. It is designed to provide immersive Welsh language resources for Welsh language speakers.

In this session we will:

- Discuss the history of the Welsh language and how it has overcome cultural changes.
- Give you reasons for using the internet in the Welsh language.
- Show you the resources available to you for entertainment, information and language support.