



**Digital Literacy**

**Curriculum Resource –**

**Using the Digital Literacy**

**Curriculum Resource**

**Remotely**

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## **Acronyms and Terms Used in this Document**

DLCR = the ISSofBC Digital Literacy Curriculum Resource

EPA = Extra Practice Activity for use in practicing digital skills after instruction

DNA tool = Diagnostic/Needs Assessment tool for understanding specific gaps in a newcomer's digital skills

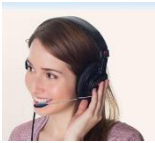
Given the recommended interactions, the following visuals are also provided for clarity:



= the newcomer with digital literacy issues



= the person in the newcomer's household who speaks the newcomer's first language and is able and willing to help coach the newcomer in learning and practicing digital skills (the helper)



= the instructor, administrator or Settlement Worker who is experienced with the DLCR (the Coach)

## **Background to this Document**

The ISSofBC Digital Literacy Curriculum Resource (DLCR) was designed as face-to-face instruction to aid English language instructors and those in the Settlement field in helping newcomer clients overcome digital literacy barriers. The DLCR was not designed nor field-tested for remote delivery with learners who have low levels of English as an additional language.

However, in the circumstance where improving digital literacy is imperative and newcomers cannot be met face-to-face to support their learning, the following information and instructions provide guidance to diagnose digital literacy issues and help newcomers with low levels of English to practice digital skills. These instructions should be considered an exception to best practices for delivering the ISSofBC Digital Literacy Curriculum Resource.

## **First Language Support for Newcomers Learning Digital Skills Remotely**

It is very important to acknowledge that newcomers with who have low levels of English as an additional language as well as low levels of digital literacy will need first language support to both understand what is needed to improve digital skills, and to access the Extra Practice Activities (EPAs) provided in the DLCR.

The EPAs were not designed to be used without first receiving instruction and in-class practice guided by an experienced instructor. If a newcomer must learn and practice the digital skills remotely, a Settlement Worker and/or ideally someone in the learner's household who speaks the learner's first language will be needed to guide the use of the Diagnostic/Needs Assessment tool (DNA tool), and then explain concepts, teach the digital skills, and give instructions to the newcomer to get into an online environment in order to practice the digital skills.

1. Ideally, someone in the learner's household who speaks the learner's first language (a helper) will be able to set up a distance learning platform (Microsoft Team, Zoom, etc.) to allow the Coach to speak to the learner directly and show them what to do by sharing the Coach's computer screen. Alternatively, if the helper is unable to set up a distance learning platform on the learner's computer, the helper will have a phone with video capabilities (WhatsApp, Skype, WeChat, etc.) so that they can show the learner and the learner's screen to the Coach as the lesson is delivered remotely. The helper should also be able and willing to receive an email with the DNA tool, and teaching materials and instructions for accessing the practice and extra practice activity online spaces.
2. The helper should be guided by an instructor, administrator or Settlement Worker (a Coach) who is experienced with the DLCR and who can use a distance learning platform to teach the digital literacy lessons, or who at least has a phone with video capabilities (WhatsApp, Skype, WeChat, etc.) to use with the helper. The Coach will first guide the helper in how to administer the DNA tool to determine the learner's digital skills gaps, then guide the helper to use the teaching materials with the learner, then finally help the learner to access the online Extra Practice Activities for practice of the digital skills learned in each lesson.
3. **To lessen confusion and misunderstanding, the Coach doing the guiding and the helper should share a language, whether a high level of English or the helper's first language.**

4. **Caution!** If there is not someone in the learner's household who speaks the learner's first language and is able and willing to help, the Coach will need to remotely guide the learner in first language directly. This is not an ideal circumstance, as the Coach and the learner will not share a common understanding of the online environment and the vocabulary to describe and navigate the online environment, nor will they be looking at the same device at the same time to help aid understanding. Experience has shown that this situation seldom results in a successful outcome despite the best intentions of both Coach and learner.
5. **Caution!** The least likely circumstance to be successful is if Coach needs to remotely guide the learner with low English levels and low digital skills only in English. In this case, there are too many barriers to understanding and the result is most likely to be confusion and frustration, with extremely little if any success. **It is not recommended to use the DLCR in this circumstance.**

### **Device to Be Used by the Newcomer to Learn Digital Literacy Skills Remotely**

The ISSofBC Digital Literacy Curriculum Resource (DLCR) was primarily designed to be used in a classroom environment by English language instructors. The digital skills to be taught to newcomers are first and foremost those needed to use a computer to navigate an online environment and to send email. While Module 6 of the DLCR does teach basic mobile phone skills, this is not a recommended entry point for any learners with digital literacy issues.

The simplest Learning Objectives for Module 6 are to

1. Use the Home screen
2. Use the multi-touch screen
3. Connect to a WiFi network

The pre-requisite skills for this lesson are

- **Mouse and Navigating:** click, double click, drag and drop with a touchpad
- **Keyboarding:** basic typing

Therefore, newcomers who need digital skills instruction and practice should start on a desktop or laptop with Module 1: Mouse and Navigating. Newcomers who do not have a desktop or laptop computer will need to be supplied with one to learn and practice digital skills with the DLCR.

## Instructions to Use the Diagnostic/Needs Assessment Tool Remotely

**Caution!** Do not attempt to use the Diagnostic/Needs Assessment tool (DNA tool) remotely with a learner unless there is someone in the learner's household who speaks the learner's first language and can communicate easily with the instructor, administrator or Settlement Worker who is experienced with the DLCR. Spending the time and energy to get the learner to access the DNA tool's online interactive activities is most likely to cause confusion and frustration without yielding useful information about the learner's specific digital skills gaps. Only try to use the DNA tool if there is a helper in the household.



The Coach speaks to the helper by phone ideally with video support, either in first language or in English assuming the helper has a high level of English ability. The Coach guides the helper in administering the DNA tool to the learner.



The helper receives materials by email but is primarily guided by the Coach to deliver the DNA tool. The helper receives direction from the Coach and interprets the instructions for the learner, transmitting them in first language. For understanding the results of the DNA tool, the helper acts as the Coach's eyes on the learner.



The learner follows the first language instructions of the helper to complete the online interactive activities of the DNA tool, and communicates where she or he is struggling or not understanding the screen or what to do.

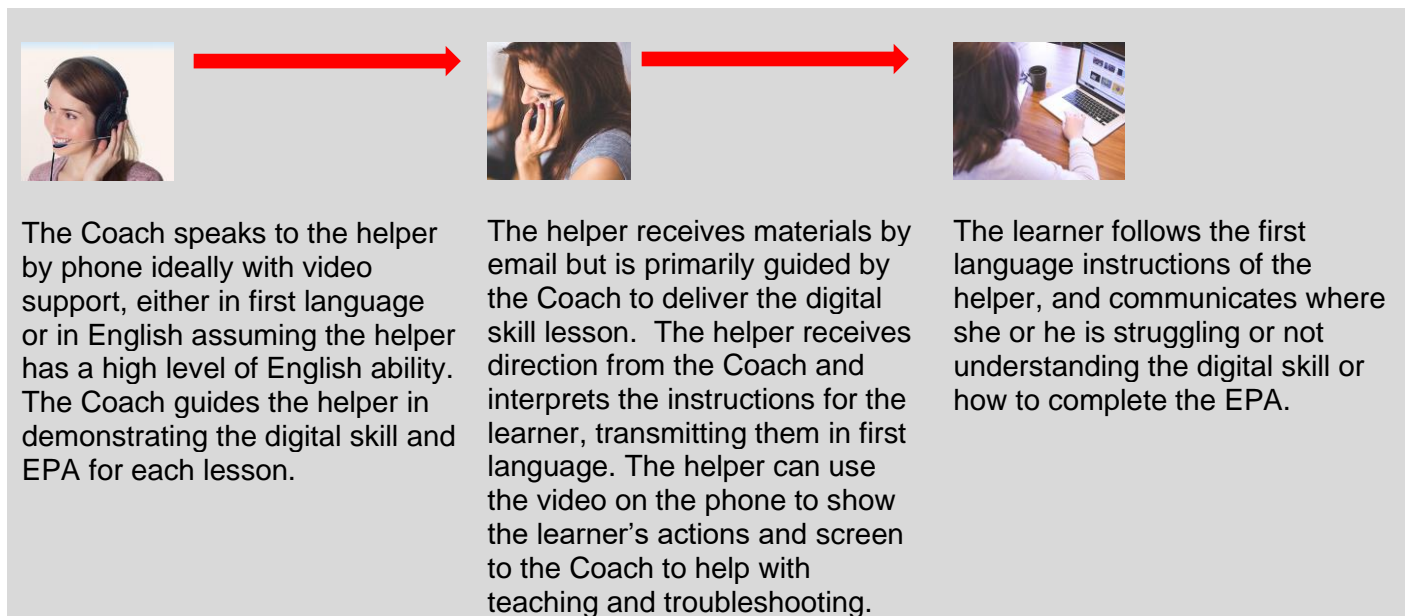
### **Instructions:**

1. To begin, the Coach who will administer the DNA tool should watch the video, *ISSofBC DLCR Instructor Guidelines Part 2 Using the DNA Tool* to gain an overview of the DNA tool, then ensure that they have first thoroughly read the DNA tool instructions.
2. Once the Coach understands how to use the DNA tool, she or he should set up a time with the learner and the learner's helper when both will have access to a computer (if it is a shared device in the home) and quiet, undisturbed time to complete the DNA tool.
3. Prior to starting with the learner, the Coach should speak to the helper alone to give an overview of the purpose and instructions of the DNA tool. The Coach should then guide the helper to access and set up the online interactive activities of the DNA tool so they are ready for use by the learner.
4. When the environment is ready for the learner, the learner should be called in by the helper. The helper should explain to the learner in first language the purpose of the DNA tool and provide an overview of the instructions that the learner will receive.
5. Once the learner is ready, the Coach should guide the helper into administering the DNA tool for Modules 1 to 5 with the learner.

6. As the DNA tool is being administered, the helper should communicate to the Coach what the learner is able to do and whether she or he is able to manage the tasks easily or with difficulty. The helper can also show the learner and the learner's screen to the Coach by video (through WhatsApp, Skype, WeChat, etc.) to help the Coach gain as complete an understanding as possible of the learner's abilities and gaps. The Coach will use the information to fill out the DNA rubrics for Modules 1 to 5. At the same time, the helper will fill out the DNA self-assessment with the learner's results so that both helper and learner know which digital skills need work.

## Instructions to Guide the Newcomer Remotely to Improve Digital Literacy

Once the newcomer's specific digital skills gaps are known, the Coach can decide which Module and EPA to start with.



### **Instructions:**

1. Before beginning, the Coach must decide which CLB grouping of lessons, materials and extra practice activities to use with the learner **even if the learner will be helped or coached in first language**. This is because the different CLB groupings offer varying amounts of digital literacy knowledge and practice to learners to account for their needs in an English language class.

The lessons and materials are grouped Literacy/CLB 1, CLB 2/, CLB 4 and CLB 5/6. The extra practice activities are grouped Literacy/CLB 1, CLB 2/, and CLB 4 to 6.

All the groupings cover the same topic in each Module. Literacy/CLB 1 is presented with very simple language and instructions and covers less material to account for the slower pace and increased repetition needed by Literacy and CLB 1 learners. CLB 5/6 uses more natural language and covers each topic in depth to respond to the typical pacing and ability to learn new material seen in CLB 5/6 classes.

While digital literacy levels and English language ability are not correlated (see Best Practices), the Literacy/CLB 1 lessons provide the simplest instruction with the least explanation and vocabulary to complete discrete digital tasks. Consider if the learner has other factors that could impact learning such as first language literacy issues, or age or health issues.

If in doubt, start with Literacy/CLB 1 lessons, material and extra practice activities. If the learner consistently demonstrates that they are understanding the concepts and performing the skills easily, move to a higher CLB grouping.



2. The Coach must carefully read the lesson associated with the EPA in order to familiarize themselves with the concepts that must be communicated, and the discrete digital skills that must be taught and practiced, before trying to deliver the lesson. **The Coach's own level of digital skills is not necessarily an indicator of how well they can break down and teach the lessons.**
3. Once the concepts and methods for teaching are understood, the Coach should set up a regular lesson time with the learner and the learner's helper when both will have access to a computer (if it is a shared device in the home) and quiet, undisturbed time to complete lessons and practice.
4. Prior to each lesson, the Coach should email the helper with the visuals and handouts from the lesson that will be used to support teaching and learning and a link to the location of the EPA (along with the password) that the learner will access and use for practice following the lesson. For selecting visuals and handouts, see below: **Visuals and Handouts to Preview with Learners Prior to the Extra Practice Activity.** The helper should keep the visuals and handouts organized in a folder on the computer so they are easily accessible.
5. At each designated lesson time, the helper should open or print the lesson visuals and handouts for the learner. The Coach should connect with the learner through a distance learning platform (Microsoft Teams, Zoom, etc.) if at all possible; at the least, the Coach and the helper should connect by phone using video (WhatsApp, Skype, WeChat, etc.) if they can. Using the distance learning platform, the Coach can teach the digital skills lesson directly with the helper offering assistance and interpretation as needed.

In the absence of a distance learning platform, the Coach should guide the helper through using the visuals and handouts with the learner to demonstrate the digital skills to be learned and practiced. In this case, the helper should communicate and demonstrate the digital skills being taught to the learner in first language, using the video app on the phone to show the Coach the learner's actions and their screen as needed for teaching and troubleshooting.

6. Following the demonstration of the digital skills, the Coach should guide the helper in opening the EPA for the lesson (navigating to the location and entering the password) either through the distance learning platform or by phone. The Coach should then guide the helper in demonstrating the EPA to the learner and ensuring that the learner is able to use the EPA for practice. If available, the helper should use the video app on the phone to show the Coach the learner and their screen as needed for demonstrating and troubleshooting.
7. With the helper for support, the learner should use the EPA to practice, several times over several days, before another lesson building on the prior skills is attempted.

Experience shows that it takes repetition, patience and perseverance for newcomers with low levels of English and low digital literacy skills to gain confidence and ability with basic digital skills such as using a mouse and keyboard and navigating in an online environment, even when circumstances are ideal and the teaching and learning can take place in a face-to-face environment. Expectations for learners, helpers and Coaches should be tempered by recognition that trying to learn digital skills remotely is not ideal, and gains in digital skills may take more time.

## Visuals and Handouts to Preview with Learners Prior to the Extra Practice Activity

The following visuals and handouts are organized by CLB grouping.

<b>Literacy/CLB 1</b> <b>Module 1: Mouse and Navigating</b>		
<b>Skill Focus of the Extra Practice Activity (EPA)</b>	<b>Name of the Extra Practice Activity EPA</b>	<b>Handouts to support the Extra Practice Activity (EPA)</b>
<ul style="list-style-type: none"> <li>• Hovering</li> <li>• Clicking</li> <li>• Double clicking</li> <li>• Click drag and drop</li> </ul>	<b>Using the Mouse</b>	<p>Module 1-Literacy-CLB 1-Digital Skill 2-Learn-Visual A</p> <p>Module 1-Literacy-CLB 1-Digital Skill 2-Learn-Visual B</p> <p>Module 1-Literacy-CLB 1-Digital Skill 7--Learn-Handout</p> <p><b><u>Other useful handouts:</u></b> Module 1-Literacy-CLB 1-Digital Skill 6-Learn-Visual</p> <p>Steps to open and use Paint program on their own computer. To practice click, double click, drag and drop: Module 1 Literacy-CLB 1 Digital Skill 7 Practice-Handout</p>

<b>Literacy/CLB 1</b> <b>Module 2: Keyboarding Skills</b>		
<b>Skill Focus of the Extra Practice Activity (EPA)</b>	<b>Name of the Extra Practice Activity EPA</b>	<b>Handouts to support the Extra Practice Activity (EPA)</b>
<ul style="list-style-type: none"> <li>• home keys; letters; capital letters</li> <li>• common keys: Enter, etc.; symbols: @ ? etc. ; numbers</li> </ul>	<b>Using the Keyboard</b>	<p>Module 2-Literacy-CLB 1-Digital Skill 1-Part A -Practice-Handout A</p> <p>Module 2 Literacy-CLB 1 Digital Skill 1-Part A-Practice-Handout B</p> <p>Module 2-Literacy-CLB 1-Digital Skill 1- Part A-Your Turn-Handout A- Answer Key</p> <p>Module 2-Literacy-CLB 1-Digital Skill 2-Practice-Visual A</p> <p>Module 2-Literacy-CLB 1-Digital Skill 3-Learn-Visual B</p> <p><b><u>How to Sign up for and Use Typing.com:</u></b> Module 2-Literacy-CLB 1-Digital Skill 4-Learn-Handout B-Visual Steps</p>

<b>Literacy/CLB 1</b> <b>Module 3: Online Skills-Basic Skills</b>		
<b>Skill Focus of the Extra Practice Activity (EPA)</b>	<b>Name of the Extra Practice Activity EPA</b>	<b>Handouts to support the Extra Practice Activity (EPA)</b>
Enter and go to a website address	<b>Using the Address Bar</b>	Module 3-Lit/CLB 1-Introduction-Visual  Module 3-Lit/CLB 1-Review-Visual  Module 3-Lit/CLB 1-Digital Skill 1-Learn-Visual-Identify Different Browsers  Module 3-Lit/CLB 1-Digital Skill 2-Practice-Handout Know Common Browser Commands  Module 3-Lit/CLB 1-Digital Skill 3-Practice-Handout -Understand a Web Address Format  Module 3-Lit/CLB 1-Digital Skill 3-Practice-Answer Key Understand a Web Address Format  Module 3-Lit/CLB 1-Digital Skill 4-Practice-Handout Use the Address Bar

<b>Literacy/CLB 1</b> <b>Module 4: Online Skills</b>		
<b>Skill Focus of the Extra Practice Activity (EPA)</b>	<b>Name of the Extra Practice Activity EPA</b>	<b>Handouts to support the Extra Practice Activity (EPA)</b>
Find a website-type in address bar; recognize links on website menus and click on them (go to other pages on a website); use back button	<b>Navigating a Website</b>	Module 4-Literacy-CLB 1-Digital Skill 2-Learn-Visual  Module 4-Literacy-CLB 1-Digital Skill 2-Practice-Handout-Navigate a Website-Main Menu  Module 4-Literacy-CLB 1-Digital Skill 3-Practice Handout Navigate a Website and Links  Module 4-Literacy-CLB 1-Digital Skill 3 -Your Turn-Handout Navigate a Website  <u><b>Other useful handouts, not directly related to the EPA:</b></u>

		<p>Module 4-Literacy-CLB 1-Digital Skill 4-Learn-Visual Search for Information on a Website</p> <p>Module 4-Literacy-CLB 1-Digital Skill 4-Your Turn-Handout Search for Information on a Website</p> <p>Module 4-Literacy-CLB 1-Digital Skill 5-Your Turn-Handout Use Online Video Players</p>
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<b>Literacy/CLB 1</b> <b>Module 5: Email Skills (Yahoo, Gmail, Outlook)</b>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p>Sign in to your email account; Sign out of your email account; Compose and send a simple email.</p>	<p><b>Sign in and out, Send an Email (Gmail)</b></p> <p><b>Sign in and out; Send an Email (Outlook)</b></p> <p><b>Sign in and out; Send an Email (Yahoo)</b></p>	<p>Module 5-Literacy-CLB 1-Digital Skill 2-Learn-Handout - Parts of an Email Address</p> <p><b>Sign in:</b> Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C (Yahoo Mail)-Free Email Account: Sign in</p> <p>Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C (Gmail)</p> <p>Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C (Outlook)</p> <p><b>Sign out:</b> Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B (Yahoo Mail)</p> <p>Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B (Gmail)</p> <p>Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B (Outlook)</p> <p><b>Send an Email:</b> Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout A Understanding Your Inbox</p> <p>Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B (Yahoo Mail) Composing and Sending an Email</p> <p>Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B (Gmail) Composing and Sending an Email</p> <p>Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B (Outlook) Composing and Sending an Email</p>

**Literacy/CLB 1**  
**Module 6: Mobile Phone Skills (iPhone and Android)**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>Part 1:</b>  <b>Use the multi-touch screen:</b>            tap, double tap, drag, pinch, swipe; (Open and close an app; enlarge and reduce the image; see other screens)</p> <p><b>Part 2 iPhones:</b>            Close an app;            Tap and hold to move an app;            Connect to a WiFi network</p> <p><b>Part 2 Android:</b>            Close an app;            Tap and hold to move an app;            Connect to a WiFi network</p>	<p><b>Mobile Phones Part 1: Touch Screen</b></p> <p><b>Mobile Phones Part 2: WiFi and Apps for iPhones</b></p> <p><b>Mobile Phones Part 2: WiFi and Apps for Android</b></p>	<p>Module 6-Literacy-CLB 1-Digital Skill 1-Practice-Handout Instructions Use the Home Screen</p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Practice-Handout Use the Home Screen-<b>iPhone</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Practice-Handout Use the Home Screen-<b>Android</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Your Turn-Handout Use the Home Screen-<b>iPhone</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Your Turn Handout-Answer Key Use the Home Screen-<b>iPhone</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Your Turn-Handout Use the Home Screen-<b>Android</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 1-Your Turn Handout-Answer Key Use the Home Screen-<b>Android</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 2-Practice-Handout Use the Multi-Touch Screen</p> <p>Module 6-Literacy-CLB 1-Digital Skill 3-Learn-Visual Connect to a WiFi Network</p> <p>Module 6-Literacy-CLB 1-Digital Skill 3-Practice-Handout Connect to a WiFi Network- Answer Key-<b>iPhone</b></p> <p>Module 6-Literacy-CLB 1-Digital Skill 3-Practice-Handout Connect to a WiFi Network– Answer Key-<b>Android</b></p>

**Literacy/CLB 1**  
**Module 7: Safety and Security Online**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p>Identify phishing emails and texts</p> <p>Know how to handle phishing emails and texts (i.e. where to click/tap and not to click/tap in a phishing email /text.)</p> <p>A few tips to stay safe: information not to share.</p>	<p><b>Safety and Security: Phishing Emails and Texts</b></p>	<p>Module 7-Lit/CLB 1-Introduction-Visual</p> <p>Module 7-Lit/CLB 1-Digital Skill 1-Learn Handout A-Fishing</p> <p>Module 7-Lit/CLB 1-Digital Skill 1-Learn Handout B-Phishing</p> <p>Module 7-Lit/CLB 1-Digital Skill 1-Learn Handout C Stealing Personal Information</p> <p>Module 7-Lit/CLB 1-Digital Skill 2-Learn Handout A Catching Victims</p> <p>Module 7-Lit/CLB 1-Digital Skill 2-Learn Handout B Catching Victims</p> <p>Module 7-Lit/CLB 1-Digital Skill 2-Learn Handout C Catching Victims</p> <p>Module 7-Lit/CLB 1-Digital Skill 2-Learn Handout D Catching Victims</p> <p>Module 7-Lit/CLB 1-Digital Skill 3-Learn Handout A- Hyperlink Styles</p> <p>Module 7-Lit/CLB 1-Digital Skill 3-Learn Handout B Identify Hyperlinks</p> <p>Module 7-Lit/CLB 1-Digital Skill 4-Learn Handout A Recognizing Phishing Emails</p> <p>Module 7-Lit/CLB 1-Digital Skill 4-Learn Handout B Phishing Emails – Dos and Don'ts</p>

The following is provided as an extra lesson to help newcomers who are learning digital skills adopt physically healthy practices from the beginning.

**Literacy/CLB 1**  
Using a Computer in a Healthy Way

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<ul style="list-style-type: none"> <li>• Sitting in a healthy way</li> <li>• Holding a mouse / Using a trackpad in a healthy way.</li> <li>• Using a Keyboard in a Healthy Way.</li> </ul>	<p><b>NO EPA for this skill focus</b></p>	<p><b><u>Sitting in a Healthy Way:</u></b> Module 1-Literacy-CLB 1-Digital Skill 1-Learn-Visual B</p> <p><b><u>Holding a Mouse in a Healthy Way:</u></b> Module 1-Literacy-CLB 1-Digital Skill 2-Learn-Visual A</p> <p><b><u>Using a Trackpad in a Healthy Way:</u></b> Module 1-Literacy-CLB 1-Digital Skill 2-Learn-Visual B</p> <p><b><u>Using a Keyboard in a Healthy Way:</u></b> Module 2-Literacy-CLB 1-Digital Skill 3-Learn-Visual B</p>

<p style="text-align: center;"><b>CLB 2/3</b> <b>Module 1: Mouse and Navigating</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<ul style="list-style-type: none"> <li>• Hovering</li> <li>• Clicking</li> <li>• Double clicking</li> <li>• Click drag and drop</li> </ul>	<p><b>Using the Mouse</b></p>	<p>Module 1-CLB 2/3-Digital Skill 2-Learn-Visual A</p> <p>Module 1-CLB 2/3-Digital Skill 2-Learn-Visual B</p> <p>Module 1-CLB 2/3-Digital Skill 7 Practice-Handout</p> <p><b>From Literacy-CLB 1 Lesson Handouts:</b> Module 1-Literacy-CLB 1-Digital Skill 7--Learn-Handout</p>

<p style="text-align: center;"><b>CLB 2/3</b> <b>Module 2: Keyboarding Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<ul style="list-style-type: none"> <li>• home keys; letters; capital letters</li> <li>• common keys: Enter, etc.; symbols: @ ? etc. ; numbers</li> <li>• type information into an example email.</li> </ul>	<p><b>Using the Keyboard</b></p>	<p>Module 2-CLB 2/3-Digital Skill 1-Part A-Practice B-Handout</p> <p>Module 2-CLB 2/3-Digital Skill 1-Part A -Practice C-Handout</p> <p>Module 2 CLB 2/3 Digital Skill 1-Part A-Your Turn-Handout A</p> <p>Module 2-CLB 2/3-Digital Skill 2-Practice-Visual A</p> <p>Module 2-CLB 2-3-Digital Skill 3-Learn-Visual B</p> <p>Module 2-CLB 2/3-Digital Skill 4-Review-Visual</p> <p><b><u>How to Sign up for and Use Typing.com:</u></b> Module 2-CLB 2/3-Digital Skill 4-Learn-Handout -Visual Steps</p>



<p style="text-align: center;"><b>CLB 2/3</b> <b>Module 3: Online Skills-Basic Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
Open a browser; enter a website address; browser back and forward buttons; bookmark a page; find a bookmark; close a tab	<b>Using the Address Bar</b>	<p>Module 3-CLB 2/3-Digital Skill 1-Learn-Visual-Identify Different Browsers</p> <p>Module 3-CLB 2/3-Digital Skill 2-Practice-Handout Know Common Browser Commands</p> <p>Module 3-CLB 2/3-Digital Skill 4-Learn-Handout Use the Address Bar</p> <p>Module 3-CLB 2/3-Digital Skill 4-Practice-Handout-Use the Address Bar</p>

<p style="text-align: center;"><b>CLB 2/3</b> <b>Module 4: Online Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
Find a website-type in address bar; recognize links on website menus and click on them(go to other pages on a website); use back button.	<b>Navigating a Website</b>	<p>Module 4-CLB 2/3-Digital Skill 2-Practice-Handout Navigate a Website</p> <p><b><u>Other useful handouts, not directly related to the EPA:</u></b></p> <p>Module 4-CLB 2/3-Digital Skill 3-Learn-Visual Search for Information on a Website</p> <p>Module 4-CLB 2/3-Digital Skill 3-Practice-Handout Search for Information on a Website</p> <p>Module 4-CLB 2/3-Digital Skill 4-Practice-Handout Use online video players</p> <p>Module 4-CLB 2/3-Digital Skill 4-Practice-Handout Use online video players</p>

## CLB 2/3

### Module 5: Email Skills (Yahoo, Gmail, Outlook)

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>Part 1:</b> Sign in to your email account; Sign out of your email account; Compose and send a simple email.</p> <p><b>Part 2:</b> More Ways to Send and Reply to an Email: To Cc Bcc Reply Reply All Forward</p>	<p><b>Sign in, Sign out and Send an Email - Yahoo (Part 1)</b></p> <p><b>Sign in, Sign out and Send an Email- Gmail (Part 1)</b></p> <p><b>Sign in, Sign out and Send an Email- Outlook (Part 1)</b></p> <p><b>More Ways to Send and Reply to an Email-Yahoo (Part 2)</b></p> <p><b>More Ways to Send and Reply to an Email-Gmail (Part 2)</b></p> <p><b>More Ways to Send and Reply to an Email- Outlook (Part 2)</b></p>	<p>Module 5-CLB 2/3-Digital Skill 2-Learn-Handout-Parts of an Email Address</p> <p><b>Sign in:</b> Module 5-CLB 2/3-Digital Skill 4-Learn-Handout D-Free Email Account: Sign in / Log in</p> <p><b>Sign out:</b> Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C-Free Email Account: Sign out / Log out</p> <p><b>Send an Email:</b> Module 5-CLB 2/3-Digital Skill 5-Learn-Handout A-Understanding Your Inbox</p> <p>Module 5-CLB 2/3-Digital Skill 5-Learn-Handout C-Composing and Sending an Email</p> <p><b>Send an Email to Multiple People:</b> Module 5-CLB 2/3-Digital Skill 5-Learn-Handout D-Sending an Email to Multiple People</p> <p><b>Replying to an Email:</b> Module 5-CLB 2/3-Digital Skill 6-Learn-Handout-Replying to an Email.</p> <p><b>Other useful handouts, but not directly related to the EPA:</b> Module 5-CLB 2/3-Digital Skill 5-Learn-Handout B-Email Folders</p>

**CLB 2/3**  
**Module 6: Mobile Phone Skills (iPhone and Android)**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>Part 1:</b>  <b>Use the multi-touch screen:</b>            tap, double tap, drag, pinch, swipe; (Open and close an app; enlarge and reduce an image; see other screens)</p> <p><b>Part 2 iPhone:</b>            Close an app; Touch and hold to move an app; Connect to a WiFi network; install and uninstall apps</p> <p><b>Part 2 Android:</b>            Close an app; Touch and hold to move an app; Connect to a WiFi network; install and uninstall apps</p>	<p>Mobile Phones Part 1: Touch Screen</p> <p>Mobile Phones Part 2: WiFi and Apps for iPhones</p> <p>Mobile Phones Part 2: WiFi and Apps for Android</p>	<p>Module 6-CLB 2/3-Digital Skill 1-Your Turn-Handout Use the Home Screen-iPhone</p> <p>Module 6-CLB 2/3-Digital Skill 1-Your Turn-Answer Key Use the Home Screen-iPhone</p> <p>Module 6-CLB 2/3-Digital Skill 1-Your Turn-Handout Use the Home Screen-Android</p> <p>Module 6-CLB 2/3-Digital Skill 1-Your Turn-Answer Key Use the Home Screen-Android</p> <p>Module 6-CLB 2/3-Digital Skill 2-Practice-Handout Use the Multi-Touch Screen</p> <p>Module 6-CLB 2/3-Digital Skill 3-Learn-Visual Connect to a WiFi Network</p> <p>Module 6-CLB 2/3-Digital Skill 4-Learn-Visual Download Apps</p> <p>Module 6-CLB 2/3-Digital Skill 4-Your Turn-Handout Download Apps-Android</p> <p>Module 6-CLB 2/3-Digital Skill 4-Your Turn-Handout Download Apps-iPhone</p>

**CLB 2/3**  
**Module 7: Safety and Security Online**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>Part 1:</b> Change your email password-<b>Yahoo, Gmail, Outlook</b></p> <p><b>Part 2:</b> Identify phishing emails and texts</p>	<p>Safety and Security Part 1: Change email password</p> <p>Safety and Security Part 2: Phishing or legitimate Quiz</p>	<p>Module 7-CLB 2/3-Digital Skill 1-Learn-Handout</p> <p>Module 7-CLB 2/3-Digital Skill 1-Learn-Handout-Answer Key</p> <p>Module 7-CLB 2/3-Digital Skill 1-Practice-Handout</p> <p>Module 7-CLB 2/3-Digital Skill 1-Practice-Handout-Answer Key</p> <p>Module 7-CLB 2/3-Digital Skill 2 -Your Turn-Handout</p> <p>Module 7-CLB 2/3-Digital Skill 3 -Learn-Handout A <b>Yahoo</b></p> <p>Module 7-CLB 2/3-Digital Skill 3 -Learn-Handout B <b>Gmail</b></p> <p>Module 7-CLB 2/3-Digital Skill 3 -Learn-Handout C <b>Outlook</b></p> <p>Module 7-CLB 2/3-Digital Skill 4-Learn Handout A Phishing</p> <p>Module 7-CLB 2/3-Digital Skill 4-Learn Handout B Stealing Personal Information</p> <p>Module 7-CLB 2/3-Digital Skill 4-Learn Handout C Catching Victims</p> <p>Module 7-CLB 2/3-Digital Skill 4-Learn Handout D Catching Victims</p> <p>Module 7-CLB 2/3-Digital Skill 4-Learn Handout E Hyperlink Styles</p> <p>Module 7-CLB 2/3-Digital Skill 4-Practice Handout Identify Hyperlinks</p> <p>Module 7-CLB 2/3-Digital Skill 5-Learn Handout A Identifying Phishing Emails</p> <p>Module 7-CLB 2/3-Digital Skill 5-Learn Handout A-Answer Key Identifying Phishing Emails</p> <p>Module 7-CLB 2/3-Digital Skill 5-Learn Handout B Phishing Emails – Dos and Don'ts</p>

The following is provided as an extra lesson to help newcomers who are learning digital skills adopt physically healthy practices from the beginning.

**CLB 2/3**  
**Using a Computer in a Healthy Way**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<ul style="list-style-type: none"> <li>• Sitting in a healthy way</li> <li>• Holding a mouse / Using a trackpad in a healthy way.</li> <li>• Using a Keyboard in a Healthy Way.</li> </ul>	<p><b>NO EPA for this skill focus</b></p>	<p><b><u>Sitting in a Healthy Way:</u></b>            Module 1-CLB 2/3-Digital Skill 1-Learn-Visual B</p> <p><b><u>Holding a Mouse in a Healthy Way:</u></b>            Module 1-CLB 2/3-Digital Skill 2-Learn-Visual A</p> <p><b><u>Using a Trackpad in a Healthy Way:</u></b>            Module 1-CLB 2/3-Digital Skill 2-Learn-Visual B</p> <p><b><u>Using a Keyboard in a Healthy Way:</u></b>            Module 2-CLB 2-3-Digital Skill 3-Learn-Visual B</p>

<p style="text-align: center;"><b>CLB 4-6</b> <b>Module 1: Mouse and Navigating</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b></p>		
<ul style="list-style-type: none"> <li>• Hovering</li> <li>• Clicking</li> <li>• Double clicking</li> <li>• Click drag and drop</li> </ul> <p><b>Parts 1 and 2:</b> How to hold the mouse / Use trackpad; Use them in a healthy way; Hover and click (Navigate File Explorer )</p> <p><b>Parts 3 and 4:</b> Double Click; Click, Drag and Drop</p>	<p><b>Using the Mouse (Parts 1 and 2);</b> <b>Using the Mouse (Parts 3 and 4)</b></p>	<p>Module 1-CLB 4-Digital Skill 1-Learn-Visual B</p> <p>Module 1-CLB 4-Digital Skill 2-Learn-Visual A</p> <p>Module 1-CLB 4-Digital Skill 2-Learn-Visual B</p> <p><b>From Literacy-CLB 1 Lesson Handouts:</b> Module 1-Literacy-CLB 1-Digital Skill 6-Learn-Visual</p> <p>Module 1-Literacy-CLB 1-Digital Skill 7--Learn-Handout</p>

<p style="text-align: center;"><b>CLB 4-6</b> <b>Module 2: Keyboarding Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
<p><b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b></p>		
<ul style="list-style-type: none"> <li>• home keys; letters; capital letters</li> <li>• common keys: Enter, etc.; symbols: @ ? etc. ; numbers</li> <li>• type information into an example email.</li> </ul>	<p><b>Using the Keyboard</b></p>	<p>Module 2-CLB 4-Digital Skill 1-Practice-Handout B</p> <p>Module 2-CLB 4-Digital Skill 1-Your Turn-Handout A</p> <p>Module 2-CLB 4-Digital Skill 1-Your Turn-Handout B</p> <p>Module 2-CLB 4-Digital Skill 2-Practice-Visual A</p> <p>Module 2-CLB 4-Digital Skill 3-Learn-Visual B</p> <p>Module 2-CLB 4-Digital Skill 4-Review-Visual</p> <p><b><u>How to Sign up for and Use Typing.com:</u></b> Module 2-CLB 4-Digital Skill 4-Learn-Hand-out-Visual Steps</p>

<p style="text-align: center;"><b>CLB 4-6</b> <b>Module 3: Online Skills-Basic Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
		<p><b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b></p>
Open a browser; enter a website address; browser back and forward buttons; bookmark a page; find a bookmark; close a tab, open new tab; go to different tabs	<b>Using the Address Bar</b>	<p>Module 3-CLB 4-Review-Visual</p> <p>Module 3-CLB 4-Digital Skill 1-Learn-Handout-Identify Different Browsers</p> <p>Module 3-CLB 4-Digital Skill 2-Learn-Handout-Know Common Browser Commands</p> <p>Module 3-CLB 4-Digital Skill 2-Practice-Handout-Know Common Browser Commands</p> <p>Module 3-CLB 4-Digital Skill 4-Learn-Handout-Use the Address Bar</p> <p>Module 3-CLB 4-Digital Skill 4-Practice-Handout-Use the Address Bar</p>

<p style="text-align: center;"><b>CLB 4-6</b> <b>Module 4: Online Skills</b></p>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
		<p><b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b></p>
Fill out an online payment form for an online store.	<b>Filling in an Online Form</b>	<p>Module 4-CLB 4-Digital Skill 4-Learn-Handout Fill out Simple Online Forms</p> <p>Module 4-CLB 4- Digital Skill 4-Practice-Handout Fill out Simple Online Forms</p> <p><b><u>Other useful handouts, but not directly related to the EPA:</u></b></p> <p>Module 4-CLB 4-Digital Skill 1-Learn-Handout Identify Safe Websites</p> <p>Module 4-CLB 4-Digital Skill 1-Practice-Handout Identify Safe Websites</p>

		<p>Module 4-CLB 4-Digital Skill 2-Learn-Handout Search for Information on a Website</p> <p>Module 4-CLB 4-Digital Skill 2-Practice-Handout A Search for Information on a Website</p> <p>Module 4-CLB 4-Digital Skill 3-Learn-Handout Navigate Websites</p> <p>Module 4-CLB 4-Digital Skill 3-Practice-Handout Navigate Websites</p>
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<b>CLB 4-6</b> <b>Module 5: Email Skills (Yahoo, Gmail, Outlook)</b>		
Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)
		<p><b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b></p>
<p>Sign in to your email account; compose an email; attach a file to your email; send the email</p>	<p>Sending an Email</p>	<p>Module 5-CLB 4-Digital Skill 2-Learn-Handout- Parts of an Email Address</p> <p><b><u>Sign in:</u></b> Module 5-CLB 4-Digital Skill 4-Learn-Handout D-Free Email Account: Sign in / Log in</p> <p><b><u>Sign out / Log out:</u></b> Module 5-CLB 4-Digital Skill 4-Learn-Handout C-Free Email Account: Sign out / Log out</p> <p><b><u>Write an email:</u></b> Module 5-CLB 4-Digital Skill 5-Learn-Handout A-Understanding Your Inbox</p> <p>Module 5-CLB 4-Digital Skill 5-Learn-Handout C-Composing and Sending an Email</p> <p><b><u>Send an Email to Multiple People:</u></b> Module 5-CLB 4-Digital Skill 5-Learn-Handout D-Sending an Email to Multiple People</p> <p><b><u>Send an Email with an Attachment:</u></b> Module 5-CLB 4-Digital Skill 6-Learn-Handout-Attaching a File to Your Email</p> <p><b><u>Replying to an Email:</u></b> Module 5-CLB 4-Digital Skill 7-Learn-Handout-Replying to an Email</p> <p><b><u>Other useful handouts, but not directly related to the EPA:</u></b> Module 5-CLB 4-Digital Skill 5-Learn-Handout B-Email Folders</p>





**CLB 4-6**  
**Module 7: Safety and Security Online**

Skill Focus of the Extra Practice Activity (EPA)	Name of the Extra Practice Activity EPA	Handouts to support the Extra Practice Activity (EPA)  <b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b>
<p><b>Part 1:</b> Change your email password- <b>Yahoo, Gmail, Outlook</b></p> <p><b>Part 2:</b> Identify phishing emails and texts.</p>	<p>Safety and Security Part 1: Change email Password;</p> <p>Safety and Security Part 2: Phishing or Legitimate</p>	<p>Module 7-CLB 4-Digital Skill 1-Learn-Handout</p> <p>Module 7-CLB 4-Digital Skill 1-Learn-Handout-Answer Key</p> <p>Module 7-CLB 4-Digital Skill 1-Practice-Handout</p> <p>Module 7-CLB 4-Digital Skill 1-Practice-Handout-Answer Key</p> <p>Module 7-CLB 4-Digital Skill 2-Your Turn-Handout</p> <p>Module 7-CLB 4-Digital Skill 3 -Learn-Handout A Change Password <b>Yahoo!</b></p> <p>Module 7-CLB 4-Digital Skill 3 -Learn-Handout B Change Password <b>Gmail</b></p> <p>Module 7-CLB 4-Digital Skill 3 -Learn-Handout C Change password <b>Outlook</b></p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout A Stealing Personal Information</p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout B Catching Victims</p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout C Catching Victims</p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout D Hyperlink Styles</p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout E Identifying Phishing Emails</p> <p>Module 7-CLB 4-Digital Skill 4-Learn Handout E-Answer Key Identifying Phishing Emails</p> <p>Module 7-CLB 4-Digital Skill 4-Practice Handout A Phishing Clues</p> <p>Module 7-CLB 4-Digital Skill 4-Practice Handout B Phishing Clues (mobile phone)</p> <p>Module 7-CLB 4-Digital Skill 4-Practice Handout C Phishing Clues (email)</p> <p>Module 7-CLB 4-Digital Skill 4-Practice Handout B-Answer Key Phishing Clues (mobile phone)</p>

		Module 7-CLB 4-Digital Skill 4-Practice Handout C-Answer Key Phishing Clues (email)
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The following is provided as an extra lesson to help newcomers who are learning digital skills adopt physically healthy practices from the beginning.

**CLB 4-6**  
**Using a Computer in a Healthy Way**

<b>Skill Focus of the Extra Practice Activity (EPA)</b>	<b>Name of the Extra Practice Activity EPA</b>	<b>Handouts to support the Extra Practice Activity (EPA)</b>  <b>IMPORTANT: For learners at CLB 4-6 levels, use the handouts as listed below:</b>
<ul style="list-style-type: none"> <li>• Sitting in a healthy way</li> <li>• Holding a mouse / Using a trackpad in a healthy way.</li> <li>• Using a Keyboard in a Healthy Way.</li> </ul>	<p><b>NO EPA for this skill focus</b></p>	<p><b><u>Sitting in a Healthy Way:</u></b> Module 1-CLB 4-Digital Skill 1-Learn-Visual B</p> <p><b><u>Holding a Mouse in a Healthy Way:</u></b> Module 1-CLB 4-Digital Skill 2-Learn-Visual A</p> <p><b><u>Using a Trackpad in a Healthy Way:</u></b> Module 1-CLB 4-Digital Skill 2-Learn-Visual B</p> <p><b><u>Using a Keyboard in a Healthy Way:</u></b> Module 2-CLB 4-Digital Skill 3-Learn-Visual B</p>