Facilitator Guide

Socialising online

Key information

Overview

This lesson on *Socialising online* forms part of the EDS (Essential Digital Skills) training programme. The overall aim of the programme is to give people a practical understanding of the essential digital skills that will help them in their day-to-day lives. This lesson may be delivered as a one-off session or as part of a wider programme. If all lessons are to be run as a whole programme, this should be the fourth lesson (lesson 4). The aim of this session is to help learners access and use social media platforms and messaging apps. It covers various aspects of online communication, including email and social media.

Duration

45 - 60 minutes

Resources you will need

- 1 PowerPoint deck – EDS Lesson 4 – Socialising online.
- Access to a screen or device to share slide content with the learners (not required for one-to-one learning)
- Optional: Your personal device or an additional device

Resources the learner may need

- Paper/notebooks and pens
- A device of their choice
- Wi-Fi access is helpful to share resources and use the links that are included in the session. If Wi-Fi is available, make this information (i.e., network name and password) available / visible to the learners, at the start of the lesson

This lesson will help your learners to:

- Access and use messaging apps
- Make calls
- Set up and use social media platforms
- Stay safe when using these tools

Lesson plan

This lesson plan gives an overview of the content, approach and estimated timings for the lesson. The PowerPoint deck reflects the content included here. These notes are here to help you prepare for the session with extra detail and help to go alongside the PowerPoint deck.

In both the PowerPoint deck and this facilitator guide *italics* means suggested script. This script is there to help you. You can adjust it to what feels comfortable for you. The rest of the guidance below are notes for you as the presenter to help you support your learners.

Please note that times are estimates and you can alter them to work for your learners and the length of the session. If you have a learner who already knows or can do a step or activity, you could suggest they help other learners.

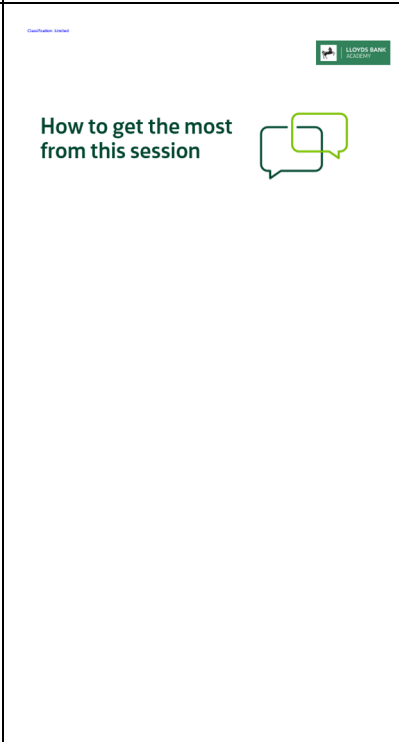| Topic	Suggested format	Script / trainer notes	Slides and resources	Time

Holding slide	While you're waiting for people to come into the session and settle, we suggest having this slide on screen	TRAINER NOTES:
		• Before the session – some 'follow-on' links from the Academy website that you might want to have up in advance:
		  ○ **Using email –** https://www.lloydsbankacademy.co.uk/learn-for-life-new/get-started-online/using-email
		  ○ **Using video tools** – https://www.lloydsbankacademy.co.uk/learn-for-life-new/get-started-online/using-video-tools
			Socialising online	2 mins

- o **Using instant messaging** – https://www.lloydsbankacademy.co.uk/learn-for-life-new/get-started-online/using-instant-messages
- o **Using social media** – https://www.lloydsbankacademy.co.uk/learn-for-life-new/get-started-online/using-social-media
- o **Using online communication tools effectively** – https://www.lloydsbankacademy.co.uk/learn-for-life-new/learn-to-communicate-online/using-online-communication-tools-effectively
- o **Looking after your personal information** – https://www.lloydsbankacademy.co.uk/learn-for-life-new/get-started-online/looking-after-your-personal-information

- Check what Wi-Fi network is available, its name and any password required; write up / make available to the learners
- Welcome people into the room
- Introduce yourself
- Feel free to walk around the room/ Outline guidelines for the virtual session - e.g., ask questions in chat etc.
- Make sure everyone is comfortable
- Go to the next slide when you're ready to start the lesson

Pre-session survey	Self-assessment survey of learners' skills levels at the start of the session	TRAINER NOTE: Encourage learners to scan the QR code here and complete our short pre-session survey around levels of confidence in the session's topics today, plus what they would like to get out of the session	Pre-session survey	
Welcome and getting the most from the session	The next slide will be the start of the lesson once everyone is settled and everything is set up. Then there's a slide that explains how to participate (including tips for virtual learners who are new to this delivery mode)	TRAINER NOTES: • If this lesson marks the start of a programme, welcome people to the programme • If it is not, then welcome people to the lesson • *Welcome to today's lesson on socialising online* • *My name is _ and I'm here to help you today* • *We're excited to be here with you as you explore how to use the Internet to socialise online* • *We want to make this learning experience practical, relatable, and, most importantly, helpful* • *In the room (or virtually) we also have [Any Co-Presenter's Name] who is here to help you during this session* TRAINER NOTE: For small groups / virtual sessions, learners could introduce themselves at this point	Welcome	1 min

		If you have your device with you, we'll walk you through the steps as we go. If not, no worries, you can still learn for when you use it next *Throughout today's session, feel free to ask questions and let us know if you need anything. Your feedback is important to us, so if we're going too fast, too slow, or if you need a break, just say the word. We want to ensure you get the most out of today* *We're here to make this session as helpful as possible, so please don't hesitate to engage with us. Let's get started!*		
		Before we begin, here's a few tips on how to get the most from this session *If we mention any resources during the session, we'll share these with you at the end* *We want this lesson to be as interactive as possible, so we'll be asking questions as we go along – and we want you to ask lots of questions, too!* *Sometimes we'll have a short discussion about what we're looking at, or we might move on. It will depend on how we're doing for time* *Remember, it's all about learning together, so ask away and don't worry about how your question sounds, or getting the right answer – Spoiler alert: sometimes there's no single right answer. It's your thoughts that matter most. And we're here to make your experience as easy and enjoyable as possible*	Classification: Limited LLOYDS BANK ACADEMY **How to get the most from this session**	

		NOTE FOR VIRTUAL DELIVERY – Encourage people to comment and ask questions in the chat or experiment and try using the emojis. (Describe what an emoji is if needed)		
		 • *To comment in the chat, find the chat box. It's usually on the side or at the bottom of your screen. Click (or tap) in the chat box, enter your comment, and hit 'Enter' or 'Send.' Your message will then appear in the chat for everyone to see. It's a great way to ask us questions or share your thoughts during our session. So, feel free to chat away!* • *We'd like to make today as interactive as possible to make your experience more interesting* • *First, we'll show the question on the screen. Read the question and possible answers. Pick the answer you think fits best and comment the letter for that answer (A, B, C, or D) in the chat (if and when you're ready). Don't worry about getting it right or wrong. Just go with your gut feeling!*		
How confident are you about socialising online	Question at the start of the session, to assess relative level of confidence in the topic	• *Ready? Let's give it a go: How confident are you about socialising online? (A) Very, (B), A little bit, (C) Not very, or (D) Not at all*	How confident are you about socialising online? A. Very B. A little bit C. Not very D. Not at all	

Today we want to help you:	This slide will be used to explain what they will learn today	*By the end of this session, you'll be ready to set up social tools and start using them safely* *We'll guide you through the setup process, so you can start exploring* *We understand there are many devices and apps out there, so today, we'll focus on the common steps and information you need to get started* *If you have a specific device or app in mind, don't worry. We have additional resources to share with you after the session* *If you need help with the steps on your device at any point during this session, please don't hesitate to ask. We're here to help you* *Let's make a start*	Today we want to help you: ✓ Join and use messaging apps ✓ Make voice and video calls ✓ Join and use social media platforms ✓ Stay social, stay safe	2 mins
How do we socialise online?	This should be done as a discussion based/flip chart activity Get learners engaging in the discussion, encouraging them to share their thoughts Briefly introduce the main concepts	TRAINER NOTE: DISCUSSION BASED/FLIP CHART ACTIVITY **[ASK:]** *How have online tools changed the way we communicate?* **[PROMPT, IF APPROPRIATE:]** *How did we used to do this, before the Internet?* **(Looking for:** seeing people face-to-face, speaking on the phone, writing letters to them – use these key words to link to how we do this online) *We now have tools to do the same kind of things:* *We can **see people** through video calls and social media* *We can **speak with them** via voice calls and messages* *And we can **write to them** using texting, messaging, and email* *So, what's changed?*	How do we socialise online? How have online tools changed the way we communicate? What tools are available?	6 mins

	related to how online tools have changed communication
	
	Keep the discussion dynamic and interactive to maintain engagement and ensure everyone has a chance to contribute their ideas
		- o *We can now reach people all over the world **more quickly***
		      o *We can see, speak with, and write to **many people at the same time***
		      o *Most of these tools are **free to use***
		- **[ASK:]** *What tools are available?*
		- **[FOLLOW UP:]** *Some of the common online communication tools include:*
		      o ***Email** services like <u>Gmail</u>, <u>Hotmail</u>, <u>Outlook</u>.*
		      o ***Online chat** in (games and on websites)*
		      o ***Texts and instant messaging** through apps like <u>WhatsApp</u> and <u>Facebook Messenger</u>.*
		      o ***Voice and video calls** using apps like Zoom, Skype, FaceTime*
		      o ***Social media** platforms like Facebook, X (formally known as Twitter), TikTok, and more.*
		      o ***Work-based communication tools** like LinkedIn, Microsoft 365, Google Workspace, and similar services.*
		- *Today, we'll take a look at each of these types of tools, so you can see which ones might suit you*		

Text-based tools	This slide introduces the different types of text-based communication tools	- *Text tools allow us to type messages and send them to people*
		- *There are three main types of text-based tools we'll explore:*
		      o ***Email***
		      o ***Texting or instant messaging***
		      o ***Online chat***
			Classification: Limited
			Text-based tools
			- Email
			- Texting/ Instant messaging (IM)
			- Online chat
				2 mins

		• *While they all let us send and receive text-based messages, they each have their unique features and are handy in different situations*		

Getting started with email	This slide will help the learner set up an email account	• *Email (or electronic mail) is like online letters. Email allows you to send messages and share files like photos and documents over the internet*
		• *To begin, you'll need an email address. Think of it as your digital identity (ID) or, in other words, how people identify and contact you online*
		• *You may already have email access, through your broadband provider (e.g. BT or Sky) or with your device (e.g. iCloud Mail for iPhones / iPads, or Gmail for Chromebooks and Android phones). Bear in mind that if you only have one from your broadband provider, if you change providers, you may be charged to keep access to your email account.*
		• *Feel free to use these built-in email services – and / or pick a different one if you like. You can have more than one email account, and this can sometimes be useful if you want to use one for friends and family contact, another one for online shopping etc*
		• *There are different email service providers to choose from. Examples of commonly used free email services include:*
		   ○ *Gmail (provided by Google)*
		   ○ *AOL*
		   ○ *Hotmail/ Outlook (provided by Microsoft)*
		   ○ *BT Mail (btinternet) – UK only*
			Getting started with email LLOYDS BANK ACADEMY
			
			1. Check out your built-in email OR choose a service provider and visit their website
			2. Find 'sign-up' or 'create account'
			3. Fill in your details
			4. Pick an email address
			5. Confirm your identity
			6. Agree to the T&Cs
				4 mins

- o   *iCloud Mail (for Apple device users)*

- *So here's how to get set up - bear in mind that all email providers are slightly different, so today we're looking at the general steps you need to take:*
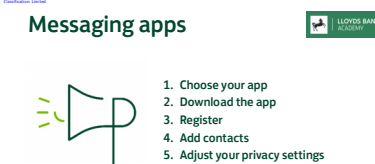
TRAINER NOTE: if appropriate – for example, where all learners in the group will be setting up with the same email provider – this can be a hands-on activity

1. *First, decide whether you're going to use a built-in email service or create an account in a different one. If you want a new one, open your web browser and find the website for the one you want – for example, Google or AOL*
2. *Now, look for an option that says "Sign Up" or "Create Account."*
3. *You'll need to fill in your details: this is likely to include your name, phone number and date of birth.*
4. *You'll also get the chance to pick an email address. Sometimes, they will suggest one, based on your name. You can choose one they suggest or create one you prefer. They will then check to see if someone's already registered that address – if no one has, it's all yours! So you might need to try a few options, if the first one you come up with is already taken. Once you have one, you'll be asked to set up a password for it, too*
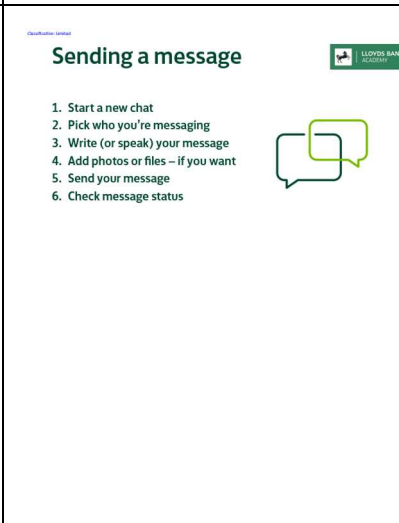

		5. *To prove you're not a robot, you might be asked to solve a puzzle. It's usually something simple like selecting images with cars or traffic lights. Alternatively, you might receive a text message with a code to verify your phone number. Enter this code (if it asks you to)*
		 6. *Usually, there will be a box to tick or a button to click that says you agree to the terms and conditions.*
		
		 • *Once you're done, it will take you to your new email inbox. You can now send and receive emails*
		 • *A couple of things to note before we continue:*
		     o *You can access email on various devices, like phones, tablets, laptops, or computers*
		     o *Most devices have built-in email apps, and you can also download email apps from app stores or browsers*
		
		 TRAINER NOTE: If this is not done as a practical activity in the session, encourage learners to think about / discuss the email service(s) that meet their needs		

Sending emails	This slide will help the learner with sending emails. Note it will provide a generic 'step-by-step' guide	TRAINER NOTE: Demonstrate how to create a new email with a live show and tell if possible • *Follow these steps to send your first email:* 1. *Compose a new message – look for the word 'compose' or a pencil symbol/icon*	**Sending emails** 1. Open a new email 2. Enter subject 3. Write message 4. Enter email address 5. Send	5 mins

	(keeping in mind learners may be using different devices to do this)

This includes attaching photographs/files | 2. *Type in a 'subject' – this is like a title, showing the person you're emailing what the message is about*
3. *Write your message in the area below the subject*
   Add any files, pictures or links if you want
4. *Enter the email address of who you want to send it to in the "To" area*
5. *Read through the message to check it's all OK, then …*
6. *Send your message*

TRAINER NOTE: Highlight the importance of email for longer or more formal communication | | |
| Messaging apps | This slide will help the learner understand what messaging apps are and how to set one up | • *Instant messaging, or IM, is a quick and convenient way to chat and stay in touch with friends and family*
• *Some commonly used messaging apps include:*
  o *WhatsApp – Sign up with your phone number; works on various devices*
  o *Facebook Messenger – Connects through your Facebook account; available on all devices*
  o *Snapchat –Send image and video messages; available on mobile devices*
  o Microsoft Teams – Often used for work but can be for social use; available on most devices
• *To set up an IM account:*
  o *Choose your app – Pick the messaging app you want to use*
  o *Visit your device's app store, search for the chosen app, and download it* | Classification: Limited

Messaging apps LLOYDS BANK ACADEMY

1. Choose your app
2. Download the app
3. Register
4. Add contacts
5. Adjust your privacy settings | 3 mins |

		Next, you have to register. Open the app and follow the sign-up process. This usually involves entering your name or a username, email address, and creating a strong password *Once your account is set up, the app may automatically connect you with people in your phone contacts who also use the app. You can add contacts by searching for them using their email address or phone number* *Check and adjust your privacy settings within the app to control who can – and can't – contact you and see your information. In general, these apps are really secure, but as with any app, it's best to go into these settings so you can choose exactly who can see and interact with you*		
Sending a message	This slide will help the learner send messages and share files through messaging apps	*With your account set up, you're ready to start sending messages* *When you go into the app, you'll see a list of your conversations. This is likely to be empty to start, but it's where you can see all your chats in date and time order.* *To start a new chat, click the new chat icon – this might be a plus symbol or a pen icon* *Next, choose who you want to message. Most apps have a search or contact list where you can find and add friends or family. Click on a contact's name (or icon) from your list, and you'll be in the chat screen. If you want to chat to more than one person, you might need*	Classification: Limited **Sending a message** LLOYDS BANK ACADEMY 1. Start a new chat 2. Pick who you're messaging 3. Write (or speak) your message 4. Add photos or files – if you want 5. Send your message 6. Check message status	3 mins

to set up a group first, containing all the people you want to include in the chat

- *In the chat screen, write your message in the message box. If you want to speak rather than type, look for the microphone symbol. This is called a 'voice message'.*
- *You can add photos, files, emojis, and GIFs – fun little animated videos - through the app. The icons to add these are usually just to the left or right of the text box*
- *Tap the 'send' button when you're ready to send your message – this often looks like a paper plane*
- *Most apps provide message status indicators for your messages. These usually include 'sent' (meaning the message has been sent from your device), 'delivered' (your message reached the device of the person you were trying to reach), and 'read' (that person has opened your message). For instance, WhatsApp shows a grey tick to show you've sent the message, two to show it's got there and two blue ticks to show the other person has read it*
- *You've now learned how to set up and use instant messaging apps and messaging apps. These tools are great for staying connected with friends and family*
- *Remember, instant messaging is a great way to keep in touch, but always respect others' privacy and be mindful of what you share*
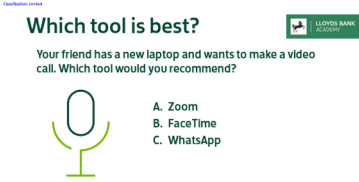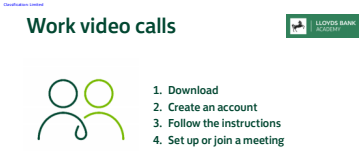
Which of these do you think is most secure?	Use this slide to discuss how safe each of the text-based communication methods is	• **[ASK:]** *OK, so which of these do you think is the most secure way to send text information?* • *Is it (A) through email, (B) through instant messaging, or (C) through online chat?* • **[FOLLOW UP:]** *Email isn't very secure – think of it as a bit like a digital postcard. Would you write your bank account details, for instance, on a postcard that you send to someone?* • *With online chat, you sometimes don't know who is at the other end* • *Many instant messaging apps have safety features built in. This makes them safer than apps and other tools that don't have this. So if you need to send info that you don't want others to see, this is the best option*	Which of these do you think is the most secure? A. Email B. Instant messaging C. Online chat	2 mins
Voice and video calls	This slide will help the learner understand what voice calls and video calls are	• *Voice calls and video calls allow you to communicate with others using your device* • *Video calls let you see, speak to, and hear the person you're talking to. They are more personal than text-based options*	Voice and video calls	3 mins
Video calling tools	This slide states what you need to make a video call, and prompts learners to consider what they want when	• *To make a video call, you'll need an internet connection, either Wi-Fi or mobile data. Keep in mind that video calls can be expensive when using mobile data* • *You're also going to need a device with a camera or webcam. Sometimes these are built into the device (like phones). You can also get plug-in webcams that you can attach to your laptop or PC* • *Just like text-based tools, there are different types to suit different needs:*	Video calling tools • Calls and videos use Wi-Fi (or mobile data) • Check your camera or webcam • Picking the right tool – what do you want to do?	

	deciding which tool(s) to pick	• *Some are built into social media platforms. These include WhatsApp for phones, Facebook Messenger, and FaceTime for Apple devices* • *Alternatively, you might prefer apps specifically designed for video calling. Apps like Zoom, Skype and Teams all work on all devices and are good for if you want to make group calls or have formal conversations (such as an interview)* • *To help you figure out which one is best for you, you need to consider your needs. Are you looking to make casual or more formal calls? One-to-one or group calls?* • *Explore your options, use search engines to find and read reviews, and check they work with your device*		

Making your first call	Use this slide to guide your learners through the steps to making their first video call	• *Here's how you make a video call:*
		  o *First, pick your tool – you might already have this set up or you might need to download it. Many people have more than one app or tool on their phone or laptop, and they use them for different things – for instance, WhatsApp or FaceTime for calls with friends and Zoom or Teams for work calls*
		  o *Next, you'll need to add your contacts – some apps make this easy by asking if you want to sync with your phone's contact list, for example*
		  o *Now it's time to find the person you want to call. Some apps let you add more people at this stage, while others need you to set up a group first, like you would with messaging*
		  o *Tap the call button to start the call – this usually looks like a video camera / camcorder*
		  o *TIP: it's a good idea to check with the other person before you just call them. Why not use the messaging tools to do this?*
			Making your first call
			
			1. Choose your tool
			2. Add contacts
			3. Pick who you want to call
			4. Click the call button
				3 mins

Which tool is best?	Quiz to check understanding of social video call tools	• **[ASK:]** *Okay, let's test your knowledge. Your friend has a new laptop and wants to make a video call. Which tool would you recommend? (A) Zoom, (B) FaceTime or (C) WhatsApp?* • **[FOLLOW UP:]** *Remember, some tools only work with certain devices. Like FaceTime, which only works with Apple devices like iPhones and iPads. And WhatsApp is just for phones. So from these options, Zoom would be the right answer. But don't forget, there are others to choose from – like Skype or Facebook Messenger*		2 mins
Work video calls	This slide will help the learner explore: • Downloading apps for video calls onto a device • Making a video call • Joining a call from an email link	• *Now let's think about the kind of voice and video calling tools you might use at work* • *Microsoft Teams, Zoom and Google Meet are all examples of video-calling tools you can use at work* • *To get started with them you'd need to download the right app on your mobile or computer* • *Once downloaded, you'll need to create an account. Simply follow the instructions* • *For important meetings, you can set up the meeting in advance, ensuring you're ready for it* • *These platforms can be quite flexible, allowing you to switch between calls with just one person and group meetings with more than one person* • *Joining a meeting can be as easy as clicking an email link. These tools have been designed so you don't have to follow a complicated process to get into them* • *Microsoft Teams and Zoom will work for both professional calls with people you work with as well as conversations with friends*		3 mins

		• *They can be used for work discussions and casual catch-ups* • *With these tools, you're ready for both professional and friendly video calls. If you have any questions, feel free to ask!*		
Social media	This slide introduces the learner to social media	• *Social media is websites (or apps) that allow people to keep in touch, share ideas, and connect in various ways* • *It's something you use as well as other ways to communicate – not just the only way. It lets you express yourself, connect with other people, and find people you've lost contact with* • *It's also a way to share text, photos, videos, and connect through voice and video calls* • *You can use it to keep in touch with friends and family, let people know about events (such as birthday parties), accessing content, and meeting people from all over the world*		3 mins

Which one's for you?	This slide will help the learner understand how to set up a social media page	• *You don't have to choose just one platform. People often use more than one, for different things*
		• *Each platform offers different features, so think about what you want out of it when you're picking which one – or ones – to use.*
		• *You can choose the social media site or sites that you think will suit you. And you can also choose how you use them – whether that's sharing photos, making videos or just chatting to your friends and family*
		• *Main things to consider:*
		   o *What do you want to use social media for? Different platforms do different things, so choose what interests and works for you*
		   o *You can make voice or video calls or send messages with apps like WhatsApp and Facebook*
				3 mins

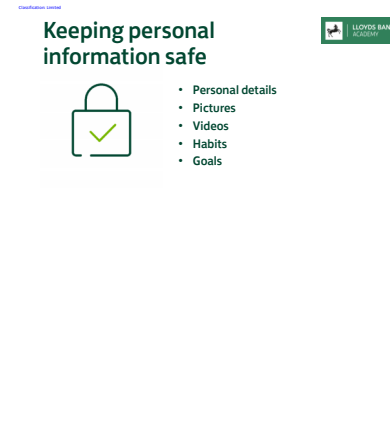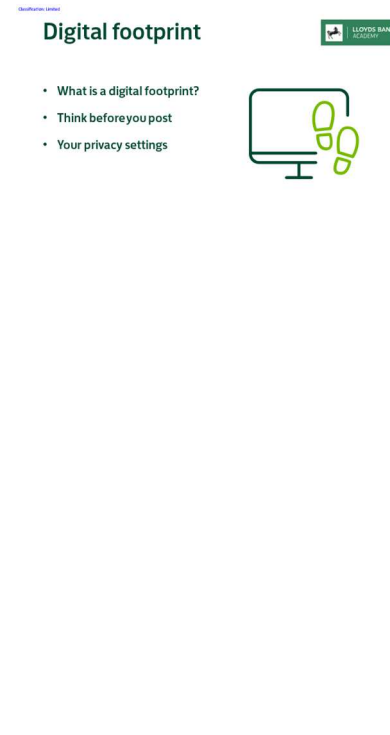|				
		o *Photo-sharing sites like Instagram and Pinterest focus on visual content like photos and image* o *Video-sharing sites like TikTok, Snapchat, YouTube are more for viewing and sharing videos* o *Text-based sites like X (formerly Twitter) are better for short text-based posts and interactions* o *There's also professional networks like LinkedIn where you can search for jobs and join job-related groups and communities* o *What social media platforms do your friends and family use? Check if the people you want to connect with are on the platforms you're interested in. It's more fun when you have friends or contacts to interact with* o *How secure are they? – It's important to stay safe online. Make sure you set your personal settings to control who sees your posts and details* o *Remember, you have the freedom to pick the platforms that appeal to you. Social media is a tool for enhancing your social life, so make choices that work best for you and what you want or need. If you have any questions or need more information on specific platforms, feel free to ask*		
Using social media	This slide will give the learner guidance on how to use the different social media features	• *Social media features vary by platform, but there are some common things to be aware of:* o *Most apps offer **calling and video calling** features. Look for a phone and video camera icon. You can use these to talk to your friends and family*	**Using social media** Calls, video calls and messages Sharing text, photos and videos Friends, followers and groups Your profile	3 mins

		o *Many of these also have **messaging** features – look for a speech bubble icon. This allows you to talk to other people; both one-on-one and in groups*		
		o *Social media also lets you share some combination of text, images, videos, or a mix of content. These **'posts'** can be shared with your contacts or the public. People can 'like' or respond to your posts too. So always set your privacy settings to control who sees what you post. Generally, the site will let you know when someone has commented or responded to your posts.*		
		o *Different platforms have different terms for your contacts – whether that's **'friends' or 'followers'**. As you start to use these sites, you might ask to connect, or get others who want to connect with you. You can also ask to join groups. When you get these 'friend requests', make sure you're comfortable before you accept them.*		
		o ***Profiles** are personal spaces where you can display your details, photos, and posts. You can also control who can see what on your profile*		
Social media – your choice	Question to encourage learners to think about their social media preferences	• **[ASK:]** *Based on what you've seen and heard, which of these options do you like? Feel free to pick more than one! (A) photo-sharing sites, (B) Apps where I can see or share videos (C) Somewhere to chat with friends or meet new people (D) A place to share my CV or find work*	**Social media – your choice** Based on what you've seen and heard, which of these options do you like? It might be more than one! A. Photo-sharing sites B. Apps where I can see or share videos C. Somewhere to chat with friends or meet new people D. A place to share my CV or find work	2 mins

Staying safe	This slide covers different aspects of using these tools from a keeping safe perspective	• *So, how do we stay safe when we're using these tools?*
		• *Here are our tips:*
		  o *Review and limit the personal information on your profile. Avoid sharing sensitive details like your home address, phone number, etc.*
		  o *Choose who can see your posts - the public, friends, or your own customised list of people.*
		  o *Be cautious when accepting friend requests from people you don't know. It's best to connect only with people you know or trust*
		  o *Use strong, unique passwords for each of your social media accounts. Don't be tempted to use the same one for all of them. And if a site offers 2-factor authentication like your fingerprint, go for that too!*
		  o *Every now and then, review your privacy settings to make sure you're happy with what people can see. Sometimes the apps will let you know about updates to their settings, so always check these when they appear*
		  o *Look at the options you have for reporting and blocking people should you need it. Use these tools to protect yourself*
		• *The most important thing is to protect your personal information. Let's look at what this is and how people can see it next*
			Staying safe
			
			• Profile information
			• Post and content
			• Friend requests
			• Password security
			• Privacy settings
			• Report/block
				3 mins

| Keeping personal information safe | This slide gives more detail about 'personal data' – what it is and why it's valuable | *What is personal data? Personal data includes every detail about you, from personal information like your address and bank account details to your pictures, videos, habits, and goals* *For example, you might want to share a cute picture of children in your family. Think carefully before you post these photos and always check to see who can see them* *Or you might post a video of you and your family enjoying your holiday.* Straightaway this tells people that you're not at home. *Companies often use data about people's habits, interests or goals to create ads designed to get you to buy* | **Keeping personal information safe**
• Personal details
• Pictures
• Videos
• Habits
• Goals | 3 mins |
| Digital footprint | This slide will help the learner understand what a digital footprint is and how to manage theirs | *Your digital footprint is like a breadcrumb trail of information about you that you or others post online. It creates a picture of who you are to anyone who might access it* *Take care of your digital footprint because it can affect how people see you online. This can include employers, friends, family, companies, and strangers* *Think before you post: Consider the content you or others share about you. For example, if a picture of you is posted online, ask if it's something you'd be comfortable with your boss seeing. Employers may look at your online profiles before making hiring decisions* *Words and actions matter: It's not just pictures; your words and actions online are part of your digital footprint. What you say and do matters too. Think before you post, and be aware that this information can be seen by anyone who looks for it* *You can change your privacy settings to control who can see the information you post. You can change your privacy settings to make sure that your posts are only visible to the people you want them to be* | **Digital footprint**
• What is a digital footprint?
• Think before you post
• Your privacy settings | 3 mins |

		• *By being aware of your digital footprint and making smart choices about what you share online, you can present yourself in the way you want to be seen by others*		
Stay social, stay safe	This slide outlines the key 'keeping safe' messages	• *You have control over your personal information online. This includes what you post and who you share it with, as well as what companies have your data and how they use it* • *There can be some benefits of sharing data: For example, sharing data with a company can improve your experience. They can provide personalised services based on you're the things you buy a lot of, for example* • *Know your rights: You have the right to know what data a company has on you. You can request this information, and the company typically has one month to respond. This service is usually free* • *To find out what data a company has on you, you can simply write to them and ask to see it.* • *You must respect other people's data. Always ask for their permission before you post their pictures or share their information. You're contributing to their digital footprint, so be kind* • *Treat other people's work, such as files, images, and content, with the same respect you would for physical belongings. If you're not sure, check* • *By being aware of your rights and what is expected of you, you can stay social and stay safe online.*	**Stay social, stay safe** • You have control • Benefits of sharing data • Know your rights • Respect other people's data	3 mins

Today you've seen how to:	This slide is used to recap. Round up what's been covered and take the chance to answer any questions. Check to see if the learners feel like they can comfortably do (or know how to do) these	• *So, let's look at what we've covered today:* • *We've looked at email and how to set up and account and send emails* • *We've explored messaging apps and how these work* • *We've looked at some of the apps that let you make voice and video calls* • *We've checked out some of the social media platforms and learnt how to post messages, photographs, videos, or blogs on them* • *We've talked about privacy settings on social media and other accounts and how to use these to control who can see what, as part of keeping you safe while you enjoy socialising using these tools*	Today you've seen how to: ✓ Set up and send emails ✓ Join and use messaging apps ✓ Make voice and video calls ✓ Join and use social media sites ✓ Stay social, stay safe 2 mins
How confident are you about socialising online	Repeats the first question – the aim here is to see if learners are feeling more confident	• *OK, let's ask the same question as the one at the beginning.* • *How confident are you about socialising online? (A) Very, (B), A little bit, (C) Not very, or (D) Not at all*	How confident are you about socialising online? A. Very B. A little bit C. Not very D. Not at all
Post-session survey	Self-assessment survey of learners' skills levels at the end of the session	TRAINER NOTE: Encourage learners to scan the QR code here and complete our short post-session survey around levels of confidence now they have completed the training, plus any other comments or feedback about the session	Post-session survey

| What's next | This slide is to help signpost the Academy website or any future sessions where applicable

Encourage practice and exploration | TRAINER NOTES:
• Signpost related content on the Academy website https://www.lloydsbankacademy.co.uk/learn-for-life/get-started-online/
• For an easier way to show them without URLs Search for the website on a search engine and navigate to "For Individuals"
• Suggest they take advantage of our help and support available ('Using email', 'Using video tools', 'Using instant messaging' and 'Using social media lessons' in particular – but also 'Using online communication tools effectively' and 'Looking after your personal information' lessons)
• Signpost our next lesson: "Digital documents"
• If you don't know the next dates for these or how to help them sign-up, then speak to the Academy team before your session.
• If part of a programme, share the date and topic of the next session | | 2 mins |