

Digital Inclusion

The Learner Journey

Has anyone used myguide

YES

NO

Session Objectives

- Understand the aims of the Learner Journey
- Understand what My Guide is
- Identify the three phases of the Learner Journey
- Understand how the Learner Journey supports RARPA
- Identify examples of how the Learner Journey works within the WEA course offer

What is the Learner Journey?

- The journey provides a framework around which products, courses, services and assessment can be developed - and also acts as a means for measuring individual progression and national impact.
- The framework is also designed to be flexible so that centres can develop routes through the journey based on the needs of their users.
- A full programme of courses is available through My Guide.

Different models of delivery

- 101 Leicester is all Learning Centre based
 - Centre based learning support
- Area 6 Nottingham mixture of learning centres and laptop courses
 - Support worker employed to help deliver myguide on courses
- North Nottinghamshire is all laptop outreach
 - Tutor led

What is My Guide ?

- **myguide** is a website which provides a simple, intuitive gateway to the internet, offering a free, easy-to-use email account and search facility.
- The site also provides **lots of free, short courses** that teach basic IT skills like email, searching, and internet safety.
- **myguide** is designed to be supported by UK online centre staff, providing assistance and reassurance to make sure people's first steps onto the internet are a positive experience

The Learner Journey Phases

**From Digital
and Social
Exclusion**

Welcome phase

**Through
Learning and
Skills**

First and Next
Steps phase

**To
Confident
Citizen**

Moving On
phase

The Journey Phases

Welcome

- Outreach
- Marketing
- Inspiration
- Personal Support
- Mentoring
- IAG
- Partnership Working
- Basic computing skills

First and Next Steps

- Computing and internet skills
- Access to online information
- Simple online government transactions
- Tasters and Assessments

Moving On

- Advanced internet skills
- Complex online government transactions
- Advice and Guidance
- Further Learning
- Steps towards employment
- Referral to other services and providers

My Guide courses supporting the Learner Journey

Welcome

“Starting” courses

Starting courses introduce the basics, like using a mouse and keyboard. Can be accessed without opening a MyGuide Account

First & Next Steps

“Using” courses

Using courses show how to do basic IT tasks, like use the internet, email and computers. My Guide Account required to access these courses

Moving On

“Understanding” courses

Understanding courses help users understand more advanced skills like shopping, job-hunting and banking online. My Guide Account required to access these courses.

Our Courses and the Learner Journey

- The full range of Learner Journey courses supports the WEA's aim to provide quality learning and confidence building opportunities for hard-to-reach adults disengaged from education
- The resources can be used to support various states of the Staged Process (RARPA)

Supporting Our Courses

- My Guide – a simple tool for email and internet searches
- Initial Assessment tools
- My Guide courses – a full range of courses from “starting” to “understanding”

Example of a My Guide Course Interface

First steps skills checkpoint Menu Tools Audio Help Close

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Which of the following are things you should do when sitting at a computer?

There is more than one correct answer. Select the answers you think are correct then select the Go button.

- Put your feet flat on the floor or on a footrest
- Put the keyboard on your lap
- Sit upright
- Look up at the screen

Go

Replay **Continue**

Supporting RARPA

(Recognising and Recording Progress and Achievement)

How can the Learner Journey programme help?

- Initial Assessment –
Screeners and Initial Assessment
- Recognition of on-going progress –
First and Next Steps Skills Checkpoints
- End of Programme recognition of achievement –
Moving On Skills Checkpoint

In Practice

Mr James Anderson has enrolled on his first class with the WEA, Step into IT, at his local community centre. He tells the tutor that he is a complete beginner. How can the Learner Journey programme support his learning?

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- Course – Starting with Computers
- First Steps Skills Checkpoint after completion

Further Practice

Mrs B Peep has enrolled on a Move on with IT course. She says she is confident in using the computer but would like to know how to use the internet and email. What is available on the Learner Journey to help her learning?

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- Initial Assessment - First Steps and/or Next Steps Skills Checkpoint
- Course - Starting with My Guide
- Course – Using the Internet Safely

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Where to Get More Information

- Information about My Guide courses is available at www.myguide.gov.uk
- More information available at www.ukonlinecentres.com