

Digital Literacy 2.0 Final Conference



Workshop A: DLit2.0 and special target groups PT delivery

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Aga Khan Foundation (AKF)

AKF is a non-denominational, non-governmental, development agency founded in 1967 by Aga Khan IV. It aims to develop and promote creative solutions to problems that impede social development. Based in Geneva, it has branches and independent affiliates in 17 countries. AKF is an agency of the Aga Khan Development Network.





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DLit2.0

***Aims to address the challenges facing
POOR AND SOCIALLY EXCLUDED urban
communities, especially immigrants and
minorities, supporting the knowledge and
skills held by community members,
groups and local based organisations, that
can be used to enhance their own chances
of success, including, DIGITAL
COMPETENCES.***

There is a wide potential in the use of ICT and digital inclusion for SOCIAL INCLUSION and lifelong learning opportunities, for those living in disadvantaged situations.

In the digital area AKF has (from 2007 onwards):

- Capacity built around 35 CBO (community based organisations) (training staff one-to-one, requalifying the IT service)***
- Created 12 new websites for CBO and 3 web platforms***
- Trained around 2500 end users on ICT basic skills***



Digital Facilitators were volunteers or staff members of community based organisations

- ***12 training sessions (some of them in context while training end users, others on a one-to-one basis, others in groups)***
- ***2 days for group and one-to-one trainings***
- ***In context with facilitators and end-users takes longer***
- ***42 digital facilitators***
- ***Materials available: laptops with Wi-Fi connection, desktop PC's with LAN cable and trainees' own smart phones (when available)***

Relevance of the learning: e.g.
rather than learning about Skype, the learner
learns how to use it to speak to a friend

An important challenge for the facilitator is
understanding what may be relevant for the
learner (the “hooks”) and assess the starting
point

Examples of consistently popular “hooks” :

Keeping in touch with friends and family, providing the context to introduce Skype or social networks

Hobbies and interests – looking for recipes, finding out about music from home country...

News and events – listening to radio stations from your country of origin, reading newspapers in native language, finding results from football matches

Sharing photographs – Facebook or e-mail to share family photos



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QR Code



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Lessons learned



1. Learner-centered approach is a critical success factor: trust relationship trainer-learner + good understanding of relevant “hooks” + quick understanding of starting point for each learner
2. Basic knowledge remains relevant for our end-users
3. Most Successful: Communication (e-mail, social networks and Skype) and “Googleing” the internet



Lessons learned



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4. Training of digital facilitators benefits from longer duration (at least 2 days), to make the most out of participative methodologies like role play;
5. Mediated in-context training of digital facilitators strengthens competences, in terms of the learner-centered approach.



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Learner created content



<http://www.youtube.com/watch?v=CZSbsDoysX0>

Engaging unemployed young people