

DLit 2.0 UK delivery

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<http://www.digital-literacy2020.eu>



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Setting the scene

- About NIACE - National Institute of Adult Continuing Education, UK.
 - Aims to encourage all adults to engage in learning of all kinds.
- About the emh group.
 - UK delivery partner - only organisation delivering DLit 2.0 in social housing. Worked together to train and support staff to digitally include residents.
- Recognise importance of digital inclusion and skills for residents, i.e. welfare reform, financial inclusion.

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Internet access

‘The hardware, software, and connectivity solutions necessary to enable the Group to effectively utilise technology across the business.’

- 11 pilot locations across East Midlands focusing on 4 key target groups: BME communities, older people, sufferers of domestic violence (DV) and homeless.
- Tablets in each location (android Samsung Tab 2, 10.1, 3G and WiFi) – next generation devices; relationship with smart phones, technology mobility. Freedom from Apple & Microsoft. 4 devices into each location for residents to learn from.
- Wifi into public spaces. 3G for domestic violence setting for portability / privacy.
- Sat outside of existing ICT infrastructure
- Apps

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Digital skills

Trained staff to use and deploy technology so they could support residents to use Web 2.0 tools safely and effectively.

- 20 digital champions trained across the emh group, via 2 days training.
- All champs got their own tablet to 'play with'
- 'Digital' experts less important than good communicators
- Use of VLE to support.
- Champs 'buddied up' to support each other.
- Valued, empowered and supported.

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Content and delivery

- 5 curriculum areas: citizenship; communication; collaboration; social networking; basic skills.
- 'What's the hook' - 15 reasons to get online.
- Heutagogic approach – the learner decides what they want to learn and also decides what success looks and feels like.
- Adapted curriculum to address country specific issues – e.g. welfare benefits
- Different approaches: 1:1, 1:many; P2P, independent
- Production of learner sheets – less about step 1, 2, 3
- 'working safely online' really important for all groups

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Connelly Court – 25 year anniversary

Residents celebrating 25 year anniversary. Local history QR code treasure trail with audio



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Residents Welfare Reform conference

QR code treasure trail about Welfare Reform and Universal Credit.



Just think what you can do with QR Codes as an inclusion tool?

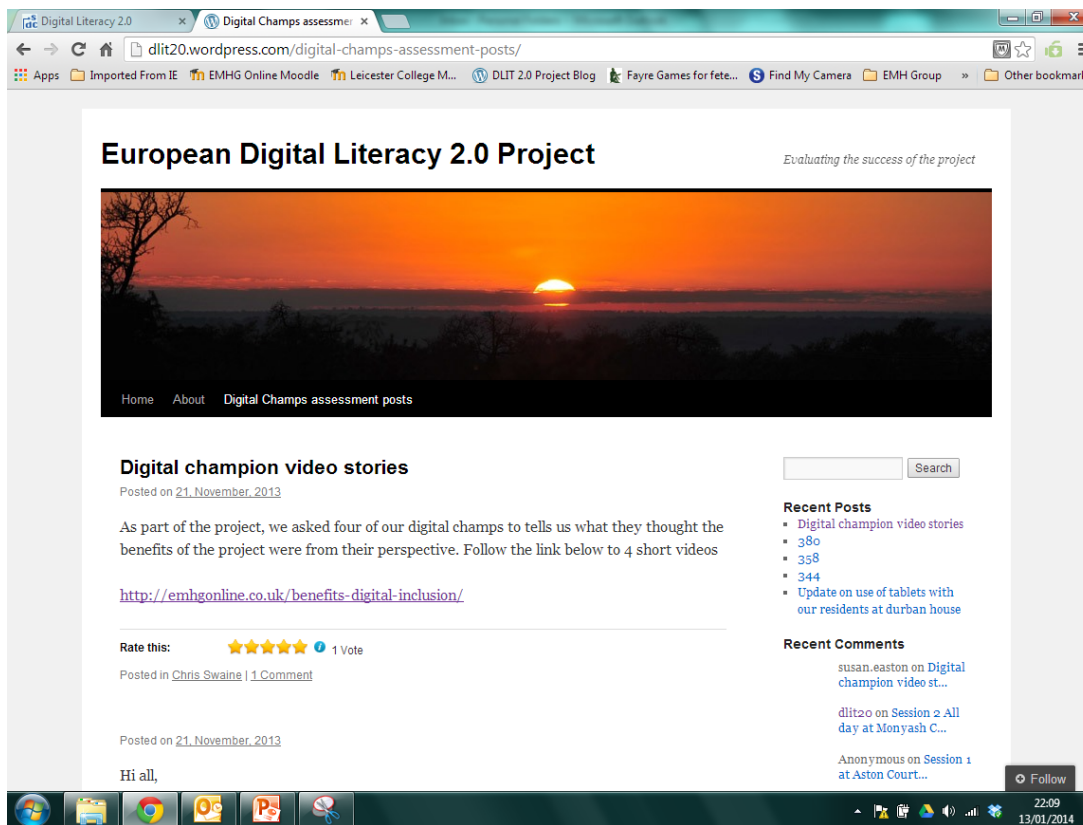


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Recording the journey

UK evaluation blog: <http://dlit20.wordpress.com/>



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Lessons learned

1. Homeless adults have very chaotic lives and often present with other issues. Small issues can be big issues.
2. Job search for unemployed a key driver.
3. Don't be fooled by young adults having digital skills – but equally don't ignore their value and how they can help.
4. Working safely online is critical. Young people and DV
5. No one size fits all model.
6. Staff digital skills improved.
7. Don't ignore the constituency of existing digital learners.

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Want more information?

- Keep in touch via www.emhgonline.co.uk



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