



Getting Started - Tutor Handbook



Age Action Ireland

Dublin: 30/31 Lower Camden Street, Dublin 2.

Tel: 01 475 6989 Email: gettingstarted@ageaction.ie

Cork: Unit 14, Melbourne Business Park, Model Farm Road, Cork.

Tel: 021 206 7399 Email: gettingstartedcork@ageaction.ie

Galway: 2/3 West End Square, Small Crane, Galway.

Tel: 091 52 7831 Email: gettingstartedgalway@ageaction.ie

www.ageaction.ie

Age Action's Getting Started – Tutor Lesson Plans

Thank you for volunteering as a tutor for Age Action's Getting Started programme.

This handbook of lesson plans is your teaching guide. It is broken down into logical, manageable parts and includes topics to be covered, approximate timings and any teaching aids/resources that may be needed for the lesson. The lesson plans are for 4 x 2hr classes covering 8 hours of training, class times may vary so please adapt as necessary. The lesson plans covers the syllabus under the Benefit 4 programme.

Lesson Plans - Table of Contents

Introduction to Lesson Plans	Page 3
Learner Course Checklist	Page 5
Class 1 - Introduction to keyboard and mouse & search engines	Page 6
Class 2 – Emails	Page 12
Class 3 –Introduction to Government Services	Page 15
Class 4 – Revision	Page 17
Search Engine Exercises	Page 19
Websites of Interest	Page 20

N.B. If you teach the topics in the 4 lesson plans above you will have covered the required basic syllabus for the Getting Started Programme.

Lesson Plans and Learner notes for the following topics are available on the Getting Started section of Age Action website www.ageaction.ie

- Introduction to iPad, iPhone and Smartphone
- Introduction to Digital Photography
- Internet Security
- Buying or researching good online
- Introduction to Skype
- Introduction to Social Networking

- TV Playback and Podcast
- Travel

Introduction to Lesson Plans

Benefits of a Lesson Plan

- It helps you focus on the subject content – so you're less likely to forget important steps or information
- It allows you to put some structure into your class
- It helps you to manage time well during the lesson
- It contains a list of teaching aids/resources you may need, so you can have them ready
- You can mark off what you've covered

Lesson Plan

- The lesson plans are simply a **guide** to help you to plan your lesson
- The timings given are approximate – how long you spend on things will very much depend on your learner & the pace at which they are learning comfortably – it is more important for them to be comfortable than to rush to cover everything on the lesson plan
- Don't feel you have to use this lesson plan – you can create your own!

LESSON PREPARATION

Before the lesson, you should:

Read over the lesson plan to get an overview of what your learner should be able to do at the end of the class and to identify handouts or links you might be using during the lesson.

Print off any handouts you may be using from the Age Action website.

THE LESSON

- Talk to your learner and find out why they are doing the course, what they are interested in and what they would like to learn.
- Remember they might be a bit nervous or fearful of the computer.
- Go slowly

Be aware some older learners may have sight, hearing or literacy issues.

Present Information Clearly

- Present material in small, well-defined steps
- Keep language simple and repeat unfamiliar terms often so your learner gets comfortable with them
- Encourage questions
- Summarise regularly

Suggested Teaching Method

- Tell them what they are going to do
- Explain the steps
- Get them to do it
- Practice the skill (more than once, if necessary)
- Tell them what they've achieved
- Give praise and encouragement

Keep In Mind

- Motivated students learn faster, so show them some fun stuff they might be interested in right away. e.g. Wikipedia or Joe Dolan on YouTube or ask them what is their favourite song and see if they can find it on YouTube
- If your learner gets tied up in knots close all open programmes and start again
- Don't assume too much about their skill level. Just because they can email, doesn't mean they know how to do a Google search or other basic tasks
- Let your learner drive i.e. let them use the mouse and keyboard, as a tutor your role is to sit beside them to tutor and encourage them.
- Remember to go slowly, slowly, slowly

Most Importantly – Relax and have fun!

NB: At the end of the course learners will be asked to fill out an evaluation form based on the required activities below

STUDENT COURSE CHECKLIST	
Programme A - <u>2 topics of the following topics</u>	
• Use a search engine – pages 8 to 11	<input type="checkbox"/>
• Send and receive an email including an attachment pages 12 to 14	<input type="checkbox"/>
• TV Playback or podcast e.g. RTE Player (see Age Action’s website for lesson plan)	<input type="checkbox"/>
• Introduction to Social Networking (see Age Action’s website for lesson plan)	<input type="checkbox"/>
• Conduct a “transaction” online e.g. checking the Electoral Register	<input type="checkbox"/>
Programme B - <u>2 of the following topics</u> (learners to be offered at least 3 topics)	
• Introduction to government online services e.g. www.gov.ie - pages 15 & 16	<input type="checkbox"/>
• Assisted revision – pages 17 & 18	<input type="checkbox"/>
• Topic of the learner’s choice other than the topics listed e.g. Word	<input type="checkbox"/>
• Introduction to Online Security (see Age Action’s website for lesson plan)	<input type="checkbox"/>
• Introduction to Digital Photography (see Age Action’s website for lesson plan)	<input type="checkbox"/>
• Introduction to Skype (see Age Action website’s for lesson plan)	<input type="checkbox"/>
• Buying or researching goods online (see Age Action website’s for lesson plan)	<input type="checkbox"/>
• Use of Apps	<input type="checkbox"/>
• Introduction to Online Banking	<input type="checkbox"/>

Class 1 – Introduction to the Keyboard, Mouse & Search Engines

Lesson Plan (2 hours approx.)



Welcome and Introduction

Goals	Suggested Actions	Resources/Notes
<ul style="list-style-type: none"> • Make your learner feel comfortable • Give your learner an idea about what they will be doing 	<ul style="list-style-type: none"> • Introduce yourself - tell your learner how you came to be tutoring • Ask your learner about themselves and what they hope to get out of the classes. Find out what they know about using a computer. • Outline the goals for this session • Reassure your learner that you won't move on until they are comfortable with what they have learnt 	<ul style="list-style-type: none"> • Getting Started book page 4 - 6



Introduction to PC Hardware

Goals	Suggested Actions	Resources/Notes
<ul style="list-style-type: none"> • Help your learner recognise typical PC components • Give your learner easy starting exercises 	<ul style="list-style-type: none"> • Introduce the PC/Laptop/Tablet and its components e.g. Tower (If a p.c.) Monitor/screen Keyboard Mouse/Touchpad (if a laptop) Power button Touch screen <p>Exercise</p> <ul style="list-style-type: none"> • Name the parts above and ask your learner to place their hand on them • Switch on the computer • Introduce the desktop, icons and the start button • Explain that to get into anything on the computer you need to use a mouse or the touchpad on a laptop 	<ul style="list-style-type: none"> • Getting Started book page 7 <p>Explain that the start button takes you into everything on the computer – the icons on the desktop are shortcuts to things you use most e.g. Internet Explorer</p>

Using the Mouse



Goals

- Help your learner to use a mouse so they can control the computer

Tip: For students with sight issues using the ctrl key and the + sign will increase the size of text on the screen

Remember

- **Explain...**
- **Let them try it**
- **Practice...**

Suggested Actions

- **Explain** what a mouse is
- **Explain** how to hold the mouse

Exercise

- **Practice** holding the mouse and move it gently around

Introduce the cursor

Exercise

- **Move the mouse gently around the desktop – point at an icon -watch what happens**
- **Demonstrate** the start button – explore menu
- **Explain** that you use a mouse to select things by pointing & single-clicking or double-clicking. They will learn to do this best by doing an exercise.

Exercise - Choose a mouse exercise from Getting Started book page 12 or www.mouseprogram.com

Resources/Notes

- Getting Started book page 10/11

Tip: For learners struggling with the mouse, go into the Control Panel, select Mouse, and reduce the speed

Help: If your learner **right-clicks** the mouse by accident, just ask them to press the Esc key

Using the Keyboard and working with Text



Goals

- Introduce your learner to the keyboard

Suggested Actions

- **Explain** the function of different keys:
 - Shift key
 - Backspace key
 - Space bar
 - Enter key
 - @ key
 - Number keys
- **Open** a text document (Notepad, Word or Open Office).

Exercise

“Type your name” – Getting Started Book page 16

Resources/Notes

- Getting Started book page 14/15

Note:

When you enter text the cursor changes into a flashing line

Introduction to the Internet & Web Browsing



Goals

- To help your learner understand how the Internet and how Internet browsers work
- To help your learner find a website using the address bar

Explain the Terms

- Internet
- World Wide Web
- Web address
- Internet browser
- Address bar
- Homepage
- Link
- Browser buttons

Remember

- **Explain...**
- **Let them try it...**
- **Practice...**

Suggested Actions

- Explain what this session will cover and what your learner will be able to do at the end of it
- Explain that the Internet is a worldwide network of computers all connected to each other
- Explain that when you connect to the Internet you have access to the World Wide Web which is a virtual library full of pages of information
- Explain that when you go to a library you 'browse' through books, you can find or explore pages on the Internet using an Internet browser
- Show your learner where the Internet browser is located on the computer
- Explain that you need to double click on the Internet browser icon to connect to the Internet. Ask your learner to click on the icon
- When the web page opens explain that this is called the homepage
- Identify the address bar, explain that every single page on the World Wide Web has a unique web address e.g. www.ageaction.ie
- Explain that if you want to visit a website and already know the address, you can type it in on the address bar
- Ask your learner to click on the address bar – notice the address is highlighted. Once it is highlighted they can type the address of the web page they want to visit.
- Ask your learner to type in the address www.rte.ie and press the Enter key

Resources/Notes

- Internet terms Getting Started book page 19

Internet Browser Icons



Hint: When using tablets the Internet is accessed by touching the Browser app

Website Addresses Explained

www = World Wide Web
ageaction = Name of website
ie = website is located in Ireland

- Explain that you are now on the RTÉ website and are looking at the RTÉ homepage
- Explore the homepage and explain the scroll bars
- Explain that a website is like a book with a front cover – the homepage. It also has lots of other pages – web pages. To go to different pages you have to click on a ‘link’.
- Take a tour of the website with the mouse
- Ask your learner to move the mouse around the homepage
- What do they notice? How many links can they find?
- Ask your learner to click on a link
- Look at the address bar again. Notice that this page is now included in the address.
- Ask your learner to find a link on this new page and click on it
- When the new page loads look at the address bar again – can they see the new page address?
- Explain the Internet browser buttons
- Ask your learner to have a go at clicking on the different buttons
- Explain the **Home** button – takes you back to the homepage – the first page you see when you open your Internet browser
- Explain how to use the close button  to close the Internet

Exercise

- [Open the Age Action website](#)
- [Find the contact details for Getting Started](#)

Prompt:

Has your learner noticed that the cursor has changed from an arrow to a hand?

Browser Buttons



Back a page



Forward a page



Home

Getting Started
book page 22

Search Engines



Goals

- To help your learner understand how to search for information on the web
- Reinforce your learner's keyboard and mouse skills

Remember

- **Explain...**
- **Let them try...**
- **Practice...**

Suggested Actions

- Explain what a search engine is and why you use one
- Ask your learner to open the Internet browser
- When the homepage appears ask them to type the address www.google.ie in the address bar
- Explore and explain the Google search page
- Ask your learner to type the words **Dublin Zoo** into the search box and click on Google search button
- Explain the search results page
 - No. of results (links)
 - Results and their addresses
- Use the scroll bar to see more results
- Ask your learner to click on any of the links to view the web page
- When finished, ask your learner to click on the back browser button to go back to the page of results
- Continue to explore links
- **Exercise**
[Search for Dublin Zoo and click on links to discover what time the Zoo opens at](#)
- Ask your learner what they would like to search for and spend some time exploring

Prompt: How can you find something if you don't have the web address?

Question:

Does your learner remember how to look for more information on the page using the scroll bar?

Hint:

Dublin Zoo opening times are under Visitor Information on the Dublin Zoo website

Idea: Look up a famous person on the 1901/1911 census

www.census.ie

e.g. James Joyce
1901 Dublin,
W.B. Yeats 1911
Dublin

	<ul style="list-style-type: none"> • Ask your learner to close the Internet • Re-cap on what you have covered so far and check that your learner is comfortable
--	---



Wrap Up

<p>Goals</p> <ul style="list-style-type: none"> • Check that your learner is comfortable with what they have learnt 	<p>Suggested Actions</p> <ul style="list-style-type: none"> • Go through what you and your learner have covered in this class • Remind your learner of day and time of next class • Swap telephone numbers with your learner– just in case one of you may not be able to come to a class. • Encourage your learner to practice their new skills (exercises in book) <p>Fun-work Assignment:</p> <ul style="list-style-type: none"> • Assist your learner to complete the Search Engine Exercise on page 19 of this booklet • Explain to your learner that next week you will learning about email and suggest that they should start collecting email addresses of friends or relatives • Explain why it is important to shut down the computer properly • Exercise – Shut down the computer
---	---

Remember:
Praise the hard work and identify what your learner has achieved today

Search Engine Exercise see page 19

Class 2 – Email - Lesson Plan (2 hours approx.)



Welcome and Introduction

Goals	Suggested Actions	Resources/Notes
<ul style="list-style-type: none"> Give your learner an idea about what they will be doing 	<ul style="list-style-type: none"> Check with your learner that they are comfortable with what they have learnt so far Address any questions they may have Outline the goals for this session <ul style="list-style-type: none"> Setting up an email address Sending and receiving an email Sending an email with an attachment <p>Refresher Exercise</p> <ul style="list-style-type: none"> Explore a website e.g. www.rte.ie 	<p>Prompt: As your learner explores remind them of the terms they covered last week e.g. Internet, World Wide Web, browser, web address, link, browser buttons (back, forward)</p>

Introduction to Email



Goals	Suggested Actions	Resources/Notes
<ul style="list-style-type: none"> Set up a Gmail account 	<ul style="list-style-type: none"> Introduce your learner to email. Explain what it is and what you can do with it Explain that just like a house address everyone has a unique email address and that you have to register this address so that you can send and receive mail Explain the steps of creating a Gmail account Explain that they will need to do this <u>only once</u> and after that they will just need to log in 	<ul style="list-style-type: none"> Getting Started book page 36-38 <p>Hint: When the Gmail account has been set up, ask your learner to write their Username & Password into the back of the Getting Started book</p>

- Ask your learner to log in to Gmail
- When Gmail opens explain the Gmail window and tell them they will be creating and sending their first email
- Explain the steps of creating & sending an email
- Exercise. Send an email to gettingstarted@ageaction.ie
- Show your learner how to view their sent emails.
- Explain how to log out of Gmail
- Log out of Gmail

Sending & Receiving Emails - Attachments



Goals

- Familiarise your learner with checking their Inbox
- Help your learner to add an attachment to an email

Suggested Actions

- Re-cap on what you have covered and ensure your learner is comfortable
- Ask your learner if they have any questions
- Advise your learner that they will now be checking to see if they have new mail and learning how to open an email
- Ask your learner to open up their Gmail account
- Explain how to open the Inbox. Have they received any mail?
- Show them how to open a received email
- Explain how to get back to the Inbox
- **Exercise**
[Send an email to a classmate](#)

Resources/Notes

- Getting Started book page 39/40

Ask your classmates if they have set up their email address yes. If they have, get their address and send them an email.

- Add an attachment to an email. Explain to your learner that they may want to send a photo to someone.
- Go through the steps for adding attachments.
- **Exercise**
Attach a picture from the **My Pictures** folder to an email and send it to another learner in the room. Did they get it? Did they reply?



Wrap Up

Goals

- Check if your learner is comfortable with what they have learnt

Suggested Actions

- Go through what you and your learner have covered in this class
- Remind your learner of the day and time of next class

Resources/Notes

Remember:

Praise the hard work and identify what your learner has achieved today

Getting Started - Class 3 Lesson Plan, Government Services

Welcome and Introduction		
<p>Goals</p> <ul style="list-style-type: none"> • Explain to your learner about what they will be learning at today's class 	<p>Suggested Actions</p> <ul style="list-style-type: none"> • Check with your learner that they are comfortable with what they have learnt so far • Address any questions they may have <p>Refresher Exercise</p> <ul style="list-style-type: none"> • Ask the learner to log into their Gmail account and check for any new emails • Outline the goals for this session <ul style="list-style-type: none"> - How to search for Government services - Using these services 	<p>Resources/Notes</p>
Introduction to Government Online Services		
<p>Goals</p> <ul style="list-style-type: none"> • To help your learner understand how to access Government services online <div style="border: 1px solid green; border-radius: 15px; padding: 10px; margin-top: 10px;"> <p>Remember</p> <ul style="list-style-type: none"> • Explain... • Let them try... • Practice... </div>	<p>Suggested Actions</p> <ul style="list-style-type: none"> • Explain that there are a number of Government services available online. • Ask your learner to type in the address www.gov.ie and press the enter key. • Explain that the website has 3 sections - <ul style="list-style-type: none"> <i>Government websites</i> <i>Online Services</i> <i>Citizens Information</i> • Spend some time exploring these 3 sections <p>Exercise</p> <ul style="list-style-type: none"> • Click on www.citizensinformation.ie • Ask the learner to click on the Health link and to scroll down the page and click on the link called Health Services for Older People 	<p>Resources/Notes</p> <ul style="list-style-type: none"> • Getting Started book page 32/33



Using Government Online Services



<p>Goals</p> <ul style="list-style-type: none"> • Help your learner to use the Motor Tax demonstration website 	<p>Suggested Action</p> <ul style="list-style-type: none"> • Explain that the learner will be using a demonstration website which will allow them to learn how to pay their Motor Tax online • Ask the learner to type in the website address omt.dcenr.gov.ie • Ask the learner to read the text in the window that's open and then close the window by clicking on the X in the top right hand corner of the window • Start by entering the Registration No. The details are in the window on the left. • Enter the PIN, details are in a window on the right. Click LOGIN. • Follow the steps 1 to 6 to the end of the demonstration. 	<p>Note: Has your learner noticed that when they typed the password the text didn't appear? Explain that this is hidden for security reasons so that no one will see you pin or password</p>
--	---	---

Wrap Up

<p>Goals</p> <ul style="list-style-type: none"> • Check that your learner is comfortable with what they have learnt 	<p>Suggestion Actions</p> <ul style="list-style-type: none"> • Recap on what you have covered • Remind your learner that next week is the last class and you will revise the topics that you have covered. 	<p>15 mins</p> 
---	--	--

Class 4 – Revision - Lesson Plan (2 hours approx.)



Revision – Browse the Internet

Goals

- Check if your learner is comfortable with what they have learnt
- Practice skills learnt

Suggested Actions

- Explain that in this class you will be going over everything that they have learned so far and you will spend as much time as they need in any area
- Remind your learner about what they covered in Internet browsing
 - Open a website
 - Use the address bar
 - Navigate a website (scroll, use links and browser buttons)
- Explain that you are going to do some revision activities
- **Exercises on Handout**

Resources/Notes

Class 3 - **Revision Handout**, page 1
(see Age Action website)

Remember

- **Let them try it...**
- **Help if they need it ...**
- **Practice...**

Revision – Search the Internet



Goals

- Check that your learner is comfortable with what they have learnt
- Practice skills learnt

Suggested Actions

- Remind your learner about what they covered in Internet searching
 - Using the Search box to search the Internet
 - Finding information on the Internet
- Explain that you are going to do some revision activities
- **Exercises on Handout**

Resources/Notes

Class 3 - **Revision Handout**, page 2
(see Age Action website)

Revision – Using Email



Goals

- Check that your learner is comfortable with what they have learnt
- Practice skills learnt

Suggested Actions

- Remind your learner about what they covered in email
 - Creating an email
 - Sending an email
 - Replying to an email
 - Adding an attachment to an email
- Explain that you are going to do some revision activities
- **Exercises on Handout**

Resources/Notes

Class 3 - **Revision Handout**, page 3
(see Age Action website)

Free Online Resources



There are many free online training resources available that your learner might be interested in and this will allow them to continue their studies at home. Please ask your learner to go to one of these websites.

socialcomputing.ie

digitalunite.com

gcflearnfree.org

alison.com

bbc.co.uk/webwise

www.futurelearn.com

Complete Learner Evaluation Form & Wrap Up

SEARCH ENGINE EXERCISE



Instructions

Search the Internet to find the answers to the following questions:

1. Who invented the paperclip? _____
2. Which city hosted the first St. Patrick's Day parade _____
3. When was the Abbey Theatre in Dublin founded? _____
4. Which Irish author wrote the book The Commitments? _____
5. Where in the world would you find a pink armadillo? _____
6. What is Cliff Richard's real name? _____

Answers:
1. Johan Vaaler
2. New York, 1762
3. 1903
4. Roddy Doyle
5. Argentina
6. Harry Webb

Websites of Interest

Internet Security	www.makeitsecure.ie
Irish Newspapers	www.onlinenewspapers.com/ireland
Archive Film Footage	www.britishpathe.com
Death Notices	www.rip.ie
TV Playback	www.rte.ie/player
Weather	www.met.ie
Encyclopaedia	www.wikipedia.org
Videos	www.youtube.com
Sport	www.balls.ie
Flights	www.skyscanner.net
Holidays	www.ebookers.ie
Public Transport	www.transportforireland.ie
Shopping	www.amazon.co.uk
2nd Hand Goods	www.donedeal.ie
Brain Training	www.lumosity.com
Health	www.irishhealth.com
Magazine	www.seniortimes.ie
Book Review	www.goodreads.com
Online Music and Radio	www.tunein.com
Digital Photography	www.digitalcameraworld.com
Politics	www.politics.ie
History	www.historyireland.com
Play Bridge	www.bridgebase.com
Google Earth	www.google.com/earth
Price comparison	www.bonkers.ie