

Module 3: Communication and Collaboration

Main objective: This module provides learning materials to ensure senior citizens with the following skill apprehension: basic internet communication skills, social media usage skills, social media security and social media communication skills (such as Facebook, Whatsapp, Skype and Viber).

General Description: This module provides all necessary materials in order to teach a senior citizen the basic concepts of internet communication, more specifically concentrating on social media. The materials contain information about the concept of social media communication, its range and forms. Security section contains materials about internet safety, for instance, securing social media accounts, managing account private settings, recognition of fake news and virus-contained messages. The social media section provides materials about specific social media (Facebook, Whatsapp, Skype, Viber) activities, for instance, account creation, messaging, engagement opportunities, data sharing, contact searching and blocking and other basic skills that are necessary to facilitate senior citizen digital integration via internet communication.

Topic 1: General communication skills

Short description: Contains materials that will help a senior citizen understand the concept of social media, what are the types of social platforms, their purposes & target auditoriums, as well as the usage of formal/informal language in internet communication. The materials will ensure that a senior citizen will learn to create/delete social media accounts; write a comments on a blog, website or forum; share pictures online; understand the concept on how to chat with friends and family online; do a phone or video call on the computer or on a mobile device.

Topic 2: Security

Short description: Contains materials that will help a senior citizen secure a social media account; set security e-mails in case of forgetting social media account passwords; recognize fake news/photos or accounts online as well as recognize virus-related posts; understand the concept of closed social media groups.

Topic 3: Social media communication

Short description: Contains materials that will help a senior citizen understand how to operate with such social media as Facebook, Whatsapp, Skype and Viber. Materials contain information about account creation/deletion, online engagement, messaging options, privacy options, data sharing, activity log and notification settings, contact research/blockage, data archiving etc.

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Topics:	Learning Outcomes:
<p>1.1 General communication skills</p>	<p>1.1.1 Understanding of the concept of social media (social media, purposes & target auditoriums, formal/informal communication types).</p> <p>1.1.2 Social media types and platforms (Facebook, Twitter, Skype, Viber, WhatsApp)</p> <p>1.1.3 Understanding of how to create/delete social media accounts (in mentioned social media, as well as any other blog/platform online).</p> <p>1.1.4 Understand how to write a comment on a blog, website or forum.</p> <p>1.1.5. Sharing pictures and videos with friends and family online.</p> <p>1.1.6 Understand the concept on how to chat with friends and family online.</p> <p>1.1.7 Understand how to do a phone or video call on the computer or on a mobile device.</p>
<p>1.2 Security</p>	<p>1.2.1 Understand how to secure a social media account (publications that are seen by public/by friends, sharing availability options, downloadable pictures, tagging, who can see one's posts).</p> <p>1.2.2 Understand how to set security emails in case of forgetting social media account passwords.</p> <p>1.2.3 Understand how to recognize fake news or accounts online.</p> <p>1.2.4. Understand how to recognize virus-related posts.</p> <p>1.2.5. Understand the concept of closed social media groups.</p>

1.3 Social media communication and collaboration

Facebook

- 1.3.1 Understand how to search for people.
- 1.3.2 Understand how to add/remove friends from account.
- 1.3.3 Understand how to write/delete a comment of an article, blog, pictures.
- 1.3.4 Understand the difference between groups, business pages and private accounts.
- 1.3.5 Understand the use of “Activity log” in order to control posts a person is tagged in or mentioned.
- 1.3.6 Understand the use of “Notifications” tool.
- 1.3.7 Understand how to write/send a private message.
- 1.3.8 Understand how to write/send a group message.
- 1.3.9 Understand how to write a post on a personal wall/in a group with text/photos/videos/links.
- 1.3.10 Understand how a Facebook business page works (how the page invites to like the page, the appearance of sponsored posts, cookie concept).
- 1.3.11 Understand how to like/share/comment/report a post.

Whatsapp

- 1.3.12 Understand how to invite contacts to use WhatsApp
- 1.3.13 Understand how to send and receive messages (including the difference between ‘read’, ‘delivered’ and ‘sent’ statuses).
- 1.3.14 Understand how to set up a group.
- 1.3.15 Understand how to write/send a private message.
- 1.3.16 Understand how to write/send a group message.
- 1.3.17 Understand how to send and manage photos.
- 1.3.18 Understand how to backup and archive messages.
- 1.3.19 Understand how to edit notification and privacy settings (including public/private options and blocking).

	<p>Skype</p> <p>1.3.20 Understand how to create a Skype account.</p> <p>1.3.21 Understand how to log in Skype with phone/with Windows.</p> <p>1.3.22 Understand how to import/export/block contacts.</p> <p>1.3.23 Understand how to chat without calling.</p> <p>1.3.24 Understand how to chat with calling.</p> <p>1.3.25 Understand how to exchange files via Skype.</p> <p>1.3.26 Understand how to start/end a call.</p> <p>1.3.27 Understand how to turn on/off video option during a call.</p> <p>1.3.28 Understand how to change status of one's profile (active, away, do not disturb etc).</p> <p>1.3.29 Understand how to write/send a private message.</p> <p>1.3.30 Understand how to write/send a group message.</p> <p>1.3.31 Understand how to check if the video/microphone works fine (Echo test call).</p> <p>Viber</p> <p>1.3.32 Understand how to create Viber account.</p> <p>1.3.33 Understand how to invite contacts to use Viber.</p> <p>1.3.34 Understand how to send and receive messages (including the difference between 'read', 'delivered' and 'sent' statuses).</p> <p>1.3.35 Understand how to set up a group.</p> <p>1.3.36 Understand how to write/send a private message.</p> <p>1.3.37 Understand how to write/send a group message.</p> <p>1.3.38 Understand how to send and manage photos.</p> <p>1.3.39 Understand how to backup and archive messages.</p> <p>1.3.40 Understand how to edit notification and privacy settings (including public/private options and blocking).</p> <p>1.3.41 Understand how to edit notification and privacy settings (including public/private options and blocking).</p>
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