Digital Literacy Course Outline

Welcome to the Digital Literacy Online Certificate Program. This course syllabus guides students through the 30-hour course, outlining learning objectives in all three modules.

Course Developer(s)

This course was developed by the Canadian Association for Supported Employment (CASE), in partnership with the University of the Fraser Valley and Community Futures South Fraser, Community Futures Ventures and the Entrepreneurs with Disabilities Program of BC.

Course Format

This course involves 3 learning modules that take approximately 10 hours each to complete (30 hours total). The course can be completed in full and/or students can be credited for the successful completion of each learning module. Upon completion, students will receive a confirmation letter outlining the learning objective they achieved. This course will be conducted mostly online with the assistance of a qualified instructor. The instructor and student will be using The Canadian Association of Supported Employment's Learning Portal.

Course Prerequisites

Students should be interested in learning about digital literacy and committed to building their digital literacy skills. Students will require a qualified instructor to register for the course. Once an instructor and student have been paired, log-in instructions will be provided. The course is designed to be done at the student's pace.

Course Description

Digital literacy is becoming increasingly important for both job seekers and new employees. You must know basic computer skills for the majority of jobs that are available. This course will help provide you with the skills needed to successfully enter a job that requires the learning objectives outlined below.

Course Objectives

Upon successful completion of this course students will be able to:

- Connect with others through Zoom.
- Attend a meeting
- Schedule a meeting
- Share screen in a meeting
- Identify parts of the computer.
- Perform basic email tasks
- Send an email
- Reply to an email
- Manage contacts
- Manage email
- Work with calendar
- Set email rules
- Critically evaluate the legitimacy of a website
- Identify spam components
- Understand the need for anti-virus
- Navigate the Internet
- Narrow down a Google search
- Work with multiple Internet browsers
- Communicate on the Internet Appropriately
- Use Social media such as: Twitter, Instagram, and Facebook
- Understand Internet acronyms
- Troubleshoot basic computer problems
- Understand trial and error
- Connect to their bank online
- Transfer money
- Pay bills
- Send money online
- Request money online
- Deposit money on a mobile device
- Understand financial scams/fraud
- Identify online safety issues
- Explain cookies and clickbait
- Shop effectively online
- Create a cloud document
- Work together on a document
- Manage cloud services
- Integrate advanced research skills
- Check for fake news
- Discover available jobs in the community
- Submit a job application online
- Conduct a mock interview
- Be prepared to interview at possible jobs
- Answer behaviour-based questions
- Work with Apple and Android devices
- Scan a QR code (apple and android)
- Download an app (apple and android)
- Search for photos (apple and android)
- Understand mobile terms (apple and android)
- Understand telehealth
- Design a comfortable and ergonomically friendly workspace
- Identify ergonomic issues
- Plan a project
- Utilize efficient time management
- Explain the importance of effective communications
- List and describe the three different

- types of communications
- Communicate sensitive and/or difficult messages
- Write professional email communication
- Identify the components of the Word window

- Create, edit, print and view a document
- Format a document's headers and footers.
- Work with bullets, and graphics.
- Identify the components of the Excel window

- Create, edit, print and view a worksheet
- Format a worksheet
- Work with auto-fill, flash fill, formulas, graphics and charts.

Structure

Module 1 – Getting Started

Students will learn basic parts of the computer, along with basic trouble shooting steps, how to use email and Zoom, how to conduct themselves safely online, how to navigate the Internet, netiquette and navigating social media.

Module 2 – Personal Life

Students will learn how to: work with online banking, navigate the internet safely, work with cloud services, conduct online research, use mobile devices and complete a job search. This module also explores basic skills for interviews.

Module 3 – Work Life

Students will learn ergonomics and how to plan a project. They will also explore communication skills, and parts of the Google Suite and/or Microsoft Office.

Required Texts/Supplies

Students will require access to a computer. All other required materials will be provided.

Online Instruction Overview

Operational Requirements

As this course is offered online the students must have access to a computer, along with internet access. A camera would also be beneficial for the video conferencing portion of the course. Access to a printer will provide the opportunity to print out the guides that are offered through the course.

Accommodation

If you require an accommodation for this course, please reach out the National Training Coordinator: belinda@supportedemployment.ca