MigrEmpower

Module 1: Computer Literacy

IO3: Training package for reinforcing migrants and refugees’ competences and promoting their social and labor integration

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MODULE 1: Computer Literacy

Trainer	The trainer does not need to have a thorough knowledge of computers. However, a good knowledge of Google and Microsoft Word is required.
Participants	Please make sure that the participants have the A2 level and that they are legally present in the host country. It is also better if the participants have the right to work, because they can put into practice everything they learn.
Short description of the content	▪ Basic knowledge of Microsoft Word software ▪ Create a Gmail account ▪ How to find a job on Internet and apply online Having knowledge on all these subjects is extremely important because job offers are often dematerialized today.
Work plan for the Module	The "Computer Literacy" module aims to give basic digital knowledge to the target audience. This knowledge is directed to help the socio-professional integration of refugees/migrants. This guide is addressed to professionals working with the public in question. The module is divided into three sessions (4hrs/session) and is addressing different themes. Thus the first four-hour session is focusing on Microsoft Word software, as well as the creation of an e-mail account. The second session focuses on online job search, as well as the online application form. In total this module includes 12 hours of training and requires beneficiaries have the use of a computer and internet throughout its course. ▪ Each session has a theme as described above ▪ The module is divided into 2 sessions of 6 hours each for a total of 12 hours of training. ▪ The theoretical explanations are directly applied by the trainees who have computers at their disposal. Format: *learning by doing*. ▪ A 15-minute break every two hours is recommended
Learning outcomes (goals)	After this module the participants will: ▪ Use Word software, create alerts, create and use a mail box

	Be able to look for a job on the internet and to offer their candidature online

Session 1: Digital Availability

Activity 1: Create a Gmail account

Title	Create a Gmail Account
Overview	To be able to access the job the beneficiaries must at least be able to write a CV, Letter of Motivation, and have an email address to receive all the information related to the job search. This 4-hour session helps to explain to the audience the importance of these tools. The training encourages them to take control of these tools for daily use. This entire session is directly put into practice by the public. The trainer is responsible for conveying general information and answering questions from the public. This activity allows participants to create a Gmail account and to learn how to use it. The instructions given to the trainer are written in a way that allows her/him to just read them aloud step-by-step to the participants.
Type of activity	Experimental exercise
Time required	120 minutes
Size of the group	10 people
Materials needed	10 Computers w/access to internet

Procedure: Preparation

Though most of the participants using a smartphone may already have a Gmail account, they might have forgotten their password to enter their email in a device other than their phone. Identify participants that have mastered the email activity on a computer and ask them to assist you in training the others. This helps them develop self-confidence and makes them aware of competences they have.

Here is a step-by-step process to help your audience create an email. First of all make sure you explain the importance of owning an email. List all the advantages and stress the fact that nowadays it is almost impossible to integrate into the professional world without a mailbox.

As this is a practical training you need the same number of computers as participants and an internet connection.

Here is a short introduction to inspire you:

> The email is a messaging service offered by internet. It allows you to create a virtual space that belongs to you to receive messages. The email address has a very important place nowadays, especially in the job search.
> Just like postal mailboxes, virtual mailboxes have the same purpose: to receive mail. The fundamental differences between them are:
>
> - instant message (few seconds before receiving the message)
> - you can send the mail all over the world
> - It is free
>
> There is a large amount of e-mail providers. In our case, we will opt for a Gmail account from Google. Google's Gmail account has many great features. Therefore, we will focus on email related to the Gmail account.

Instructions

Step 1: Create a Gmail account. Instruct participants:

By clicking on the link "Gmail- Google", the registration page appears before you with a questionnaire that has to be filled in carefully.
Once you complete the questionnaire, a window on the privacy policy and condition of use for your Gmail account appears. Scroll through the crossbar so that the "I accept" button becomes clickable. Generally speaking, you should first read the conditions before accepting.

A new page opens where Google welcomes you to your Gmail account. It's time to access your email with just a click on the "Go to Gmail" button.

Here you are on your Gmail! You have 3 emails in your inbox by the Gmail team. So let’s break down each element on the screen.

Step 2: Mail reception zone

Your reception area consists of 3 tabs:

- Main, the most important tab where you receive your emails.
- Social networks, if you link your Gmail account to a social network, you will receive notifications and messages in the social networks tab.
- Promotions, where you receive promotional offers from shops, restaurants, etc.

To open a received email, point to it and double click on the left mouse button.

In front of the name of the email sender (top right) you have a small arrowhead looking down (the button "others"), pressing on it you will access several features. Thanks to this button you will be able to reply to the email, transfer it to another contact, report it as spam etc.

Step 3: Write a new email

I invite you to click on the New Message button to open your first email (red button at the top left of your screen). The first box of the window that appears is for the address of the recipient of the mail. The box below for the subject or the title of your message (example: application for the job). The next box is where you write the text of your email. Once you have written everything, you can click Send.

There are two important features when creating an email.

- Attach a file

By clicking on the paper clip (next to the Send button), you can insert a document as an attachment to your email. The attachment can be a text document, a music, a movie, etc.

To insert an attachment, simply click on it and a window appears where Gmail asks you to select the document you want to add as attachment. Position your mouse on the element and make a left double click. Your attachment will load directly into your mail!

- Insert an image directly into your email

Like the attachment, it is possible to integrate an image directly into your email that is visible from the opening of it. To do this, tap the camera icon next to the paper clip. You can either select a photo on the Internet or one of your photos on the computer.

Now that you have a solid knowledge of Gmail, send me your first emails.

Debriefing and Reflection

Ask the following questions

- Was this activity of any use?
- What exactly was useful for you this activity, and what was not?
- Did you learn something new during the activity? What?
- Do not hesitate to ask other questions depending on your groups need

Activity 2: How to use Word

Title	How to use Microsoft Word
Overview	To be able to access the job the beneficiaries must at least be able to write a CV, Letter of Motivation, and have an email address to receive all the information related to the job. This 4-hour session helps you to explain to your audience the importance of these tools. The training encourages them to take control of these tools for daily use. This is a Practical exercise which can be done in groups of two or three. Each group will need a computer. This entire session is directly put into practice by the public. The trainer is responsible for conveying general information and answering questions from the public. This activity allows participants to create and modify a Word document and to integrate the good practices of the formatting.
Type of activity	Experimental exercise
Time required	360 minutes
Size of the group	10 people
Materials needed	Computers, 1 word document in 2 different layouts, Annex 1/1

Procedure

1. Preparation

Beforehand, prepare a text of your choice in two different documents, formatting it differently in each of the documents. Based on those documents, stress out the do's and don'ts of Word formatting.

2. Instructions

Step 1:

Distribute the two formatting examples and let the participants compare them in two groups of 5. Describe each document and analyze the good and bad points of it all together. Let the participants talk and correct if necessary.

Step 2:

Ask the participants to create groups of 2 or 3 and give each group a computer. Ask the groups to create a text with an attractive formatting. Their text should be very short, and it can be anything they want to type. If there is nothing on their minds, ask them to search for a text on google and copy/past it on their Word document. Give them the following handout, as a helping document. Explain the different points of this handout.

At the end you can mention other software like Open Office. You may find a link describing how to use it in your language on Google.

Keyboard shortcuts on Microsoft Word

Like many software, Microsoft Word offers keyboard shortcuts to improve productivity. Here are the 15 main shortcuts to know :

- CTRL+S: save the document
- F2 : save as
- CTRL+O: open a document
- CTRL+N: create a new document
- CTRL+F: look for text in the document. F5 also works.
- CTRL+Z: cancel an action, go back
- CTRL+Y: restore or repeat an action
- CTRL+P: print the document. CTRL+F2 also works.
- CTRL+G: put a text in bold. CTRL + I for italic and CTRL + U to underline.
- CTRL+SHIFT+V: paste only the text. CTRL + V to use the default collage.
- CTRL+F4: close the window. CTRL + W and ALT + F4 also work.
- ALT+IMP ÉCR: allows you to take a screenshot of the active window only.
- TAB: to move to the next cell in a table. SHIFT + TAB to go back.
- CTRL+Lateral arrow: move the cursor, word for word.
- SHIFT+Lateral arrow: allows you to select text.

You can try them with your audience, but do not forget to type a text first.

Formatting

To format text on Microsoft Word, you must use the Home tab. Various tabs are available in Word: File, Home, Insert, Layout etc. These tabs are then divided into sections: clipboard, font, paragraph... The Font section allows you to change the appearance of the text: font, text size, bold, underline, italic, strikethrough, superscript, index, font color, text effect, highlight color…

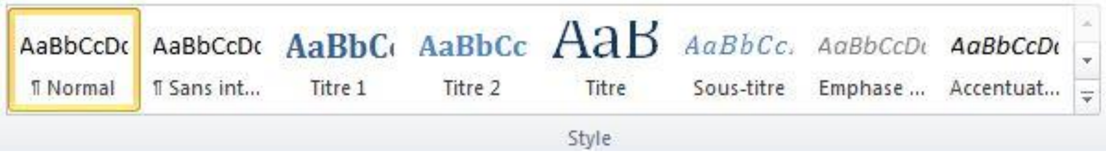
Invite your audience to play with these tools to see how they are working.

Make a frame

In some cases, framing a paragraph may be useful. To do this, simply select the text and click on the frame icon in the paragraph section of the Home tab. You will then be able to add a bottom, top, side border, or frame a text entirely. To go further, you can click Border and frame to customize the background and your borders.

Standardize formatting

Styles, on Microsoft Word, are very important. They are accessible via the Home tab, and allow you to organize a document. You can apply the "Title" style to your document title, the "Title 1" style to the first level titles, and so on. This feature organizes your document, standardizes its formatting and allows the software to prioritize your contents for the summary. We recommend using styles as soon as you create your document.



Insert a table

Just click the Table button and choose the number of lines and columns. For this go to the tab Insert/Tables. Once inserted, select your table. A new part will appear on the ribbon: Table Tools. Then use the Creation and Layout tabs to format your table.

Date a Word document (date and time)

You can insert the current date and/or time in a Word document. This feature is useful if you are printing the document, since it can be updated in real time. On the Insert tab, Text section, select Date and Time. A window opens; many formats are available, the data corresponds to the day and time indicated on your computer.

Adjust margins and change portrait/landscape orientation

Layout/Orientation tab: Change the portrait or landscape orientation. Depending on your needs you may need one or the other, so you choose what you want.
Margins are useful when you want to play on the shape of your document, or if you need extra space in the footnote. Margins can be changed using the Page Setup tab also.

Insert a picture

On the Insert tab, in the Illustrations section, click Images and select the one that interests you from the computer. To subsequently put the image according to your text (behind, aligned or framed for example), please click on the image and on the small icon appearing on the right of the image. Then select the way you want to position your image.

Add a table of contents

Once your document is organized thanks to the styles, you can add a summary. Use the Table of Contents button on the References tab. The possibilities of personalization are numerous, from the style of the texts to the characters of continuation by way of the levels to be displayed. Then you will have to update the table by hand, by clicking on the dedicated button or by right clicking on the summary.

3. Debriefing and Reflection

Ask the following questions:

- Was this activity of any use?
- What exactly was useful for you this activity, and what was not?
- Did you learn something new during the activity? What?
- Do not hesitate to ask other questions depending on your groups need

Annexes and Handouts	ANNEX 1/1 Computer Literacy Session 1 activity 2, “Keyboard shortcuts on Office Microsoft WORD”

Session 2: Surfing for a Job

Activity 1: How to Search a Job

Title	How to search a job
Overview	This part is particularly interesting for your audience, because the purpose of insertion into the professional world is directly targeted. So emphasize the importance of knowing all the ways to look for a job and apply for it, all in a computerized way. This activity allows participants to discuss the job searching process, exchange on their good practices and make a point on their knowledge in this domain
Type of activity	Group discussion and experimental exercise
Time required	120 minutes
Size of the group	10 people
Materials needed	Paper, pencil, computers and the handout, annex 1/2

Procedure

1. Preparation

You need to know all the possible ways of job searching procedure. For this refer to every material at your disposal. Depending on the country the materials may change, so please adapt the research here. Prepare yourself to eventual questions on what is the best way etc.

2. Instruction

Step 1:

Ask the participants to list all the ways to find a job they know about, and then exchange on this knowledge. Ask them if they have any relevant stories related to the job search (in the host country or in the country of origin) and what difficulties they face.

Step 2:

Do the practical application below by creating a Google Alert.

Introduction to the practical application

The development of the Internet and its banalization within households have fundamentally changed the methods of job search. Before the creation of the Internet, it was necessary to move physically, to scrutinize the newspaper, to propose directly to potential employers. In short, an approach where you have to look for information, employment.

With the rise of the Internet, the rules have changed. More and more offers are now visible only on the Internet. For good reason, better visibility for employers and free advertising. This new methodology is based on the following two points:

- Standby
- Network

What is the standby ?

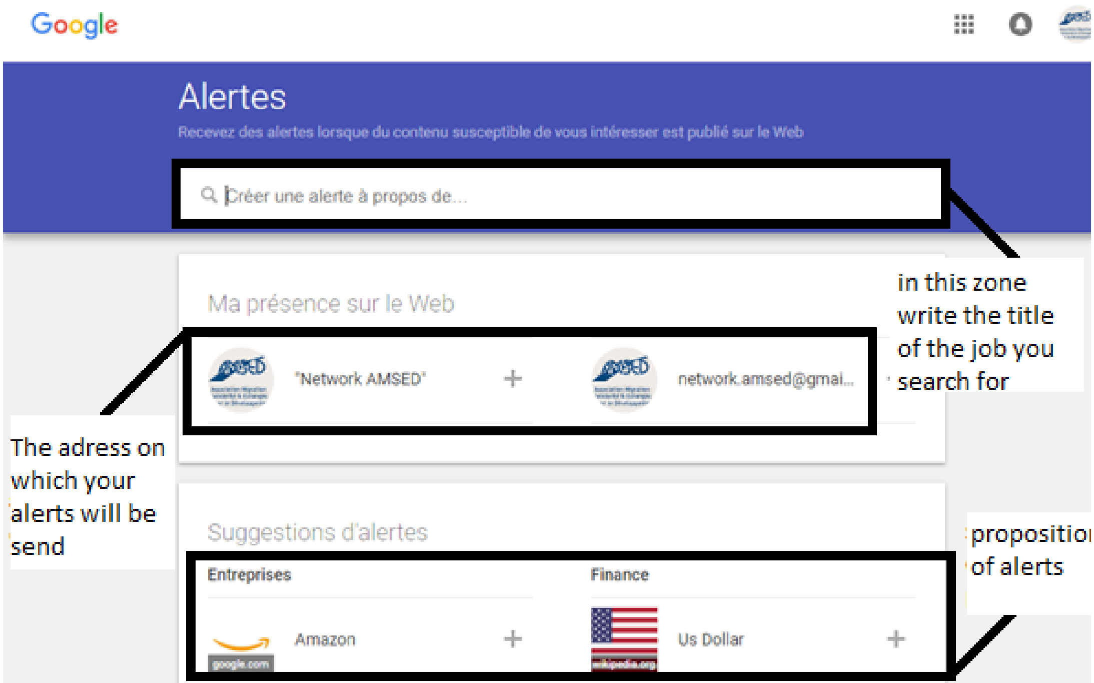
Imagine a large newspaper that you have used to view for some articles that interest you more than others, such as the sports page for example. Now, I propose you your own newspaper containing only sport articles from different newspapers. Nice no? This is the information standby.

We will enter keywords "cinema", "music" in a standby tool. It, will analyze the latest information published on the internet containing the words "cinema" and "music". Following this, he will send us regularly links of recent pages using our keywords.

This key word surveillance system is called "alert" because it allows people to react quickly to information. Thanks to the information standby, we leave this approach of "I seek information" for an approach of the type "the information comes to me". This saves a lot of time and improves your chances of finding an interesting offer.

Put into practice Google alerts

Please go on Google Alerts.



Alertes

Recevez des alertes lorsque du contenu susceptible de vous intéresser est publié sur le Web

Créer une alerte à propos de...

in this zone write the title of the job you search for

Ma présence sur le Web

"Network AMSED" +

network.amsed@gmai... +

The adress on which your alerts will be send

Suggestions d'alertes

Entreprises

Amazon +

Finance

Us Dollar +

propositio of alerts

First of all make sure you have filled in the first box with your search item (use key words such as job offer for example). Then choose the email address on which the alerts will arrive.
By clicking on the "Show Options" button, a second window opens allowing you to specify your Google Alerts. Unless you have a special alert to do, I advise you to leave these options by default.

Your Google Alerts results will depend on two conditions:

- The relevance of your keyword. You have to choose good keywords to maximize your chances of results. A good keyword is a short or simple word or phrase. Good keyword: cinema. Bad keyword: last film released at the cinema.
- The news, if your keyword comes out a lot or not at all. Take for example the word "snail", which is a simple key word but which probably will not bring many results because of its little present in the actuality.

I advise you to use broad expressions and targeted expressions as keywords.
Broad expressions

- « Job search »
- « Job offer »

If you are only searching in Alsace :

- « Job search » « Strasbourg »
- « Job offer» « Alsace »

Targeted expressions

- «Human Ressources Agent» « Strasbourg »

- «Cashier offer» « Super U » « Strasbourg »

There is another site for alerts. Visit Talkwalker at the following address: http://www.talkwalker.com/fr/alerts. As you can see, it works exactly like Google Alerts we saw previously. It's up to you to submit your alerts or to program new ones as well.

3. Debriefing and Reflection

Ask the following questions:

- Was this activity of any use?
- What exactly was useful for you this activity, and what was not?
- Will you use the Google Alert? Why?
- Did you learn something new during the activity? What?
- Do not hesitate to ask other questions depending on your groups need

Annexes and Handouts	ANNEX 1/2 Computer Literacy Session 2 activity 1 “Introduction to the practical application”

Activity 2: How to Apply Online

Title	How to apply online
Overview	This part is particularly interesting for your audience, because the purpose of insertion into the professional world is directly targeted. So emphasize the importance of knowing all the ways to look for a job and apply for it, all in a computerized way. This activity allows participants to learn the techniques of online application to a job offer
Type of activity	Experimental exercise
Time required	120 minutes
Size of the group	10 persons
Materials needed	Computers and the handout, annex 1/3

Procedure

1. Preparation

Please read for yourself the instructions below before starting the activity, so that you are ready to lead the workshop.

2. Instructions

This is a practical exercise. Each participant should have their own computer to facilitate the assimilation of the outcomes. Make sure to be at the disposal of the participants for any question.

Introduction

We will discuss the procedure to apply spontaneously online to an offer that interests you. There are a large number of sites offering job opportunities, we are going to focus on 2 major employment platforms:

- Monster
- Careers

These are job boards, sites posting job offers updated regularly. Whatever the platform, it will always be necessary:

- To have an account on the said platform
- To own a mailbox
- Have your resume saved on your computer or create one directly on the online platform

Monster

Go to the Monster website by typing 'Monster' in Google. We will start by creating an account on this site by clicking on the "Register" button. To register you can either use your Facebook profile (in case you have one), or fill up the questionnaire with your email address.
Once your registration is over, it is time to go to the second essential step to apply for offers: create a CV!
The next page opens where you are asked to fill in your Monster CV with your personal and professional information. It can be long and tedious, so just fill in the information you need right now.
On the other hand, applying for an offer cannot be simpler. Just check if the information is correct, attach a cover letter if you wish (which is recommended) and click send!

Indeed

Indeed offers you the choice to respond to job offers by directly integrating your CV or by creating a CV directly on the platform.
To do this, you need to create an Indeed account. The advantage of having an Indeed account is to be able to receive job alerts, a thing that is not possible without registration.
Indeed is a different job board. It lists the offers but does not offer to apply directly. It refers to the site in question or the job offer is proposed (ex: return to the site of Buffalo Bill to be a maintenance agent) Therefore, there is not a single path to apply as on Monster. However, you realize that it is still easy and intuitive!
Some offers will however require you to create another account "candidate space" on the recruiter's website.

In some cases, you will be asked to write a message on the platform or to send an e-mail to someone to express your interest in the job offer. I propose a simple and effective message that you can put in the majority of cases.
"Hello, I allow myself to contact you after the publication of your offer ... on the site ...
You will find attached my CV in response to your offer.
Do not hesitate to contact me for any additional information.
Sincerely
LAST NAME AND FIRST NAME»

3. Debriefing and Reflection

Ask the following questions:

- ○ Was this activity of any use?
- ○ What exactly was useful for you this activity, and what was not?
- ○ Will you make applications online?
- ○ Did you learn something new during the activity? What?

- Do not hesitate to ask other questions depending on your groups need

Annexes and Handouts	ANNEX 1/2 Computer Literacy Session 2 activity 2, “How to apply online”