**WELL-BEING AND
MENTAL HEALTH**

DIGITAL SKILLS FOR SENIORS

Your Mobility Partner

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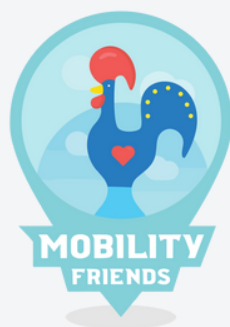
COURSE OVERVIEW

This course provides a practical and supportive introduction to essential digital skills for seniors. It covers basic use of smartphones, tablets, and computers, including communication apps, internet browsing, online safety, and accessing digital services. The course is designed to boost confidence, encourage independence, and help older adults stay connected with family, friends, and the wider world. Through hands-on activities and easy-to-follow guidance, learners will gain the skills needed to navigate the digital landscape with ease.

TARGET AUDIENCE

This course is designed for seniors who want to build confidence and competence in using digital technologies. It is ideal for beginners or those with limited experience, aiming to improve everyday digital skills for communication, information access, online services, and entertainment. No prior knowledge is required, making it accessible and welcoming to all older adults eager to connect with the digital world.

REQUIREMENTS

To take part in the course, participants must meet the following requirements:
- Have at least a B1 level of English (independent user);
- Complete and submit the registration form before the start of the training;
- Bring a laptop or tablet to use during the sessions;
- Commit to active participation and attend at least 80% of the course.

COURSE OBJECTIVES

The objectives of the course are:
- Understand basic digital concepts and terminology.
- Operate smartphones, tablets, and computers with confidence.
- Use common communication tools such as email, messaging apps, and video calls.
- Navigate the internet safely and effectively.
- Access online services including health, banking, and government portals.
- Recognize and avoid common online scams and security threats.
- Engage with digital entertainment and social media platforms.
- Develop ongoing learning habits to keep up with evolving technologies.

CONTACTS AND REGISTRATION

For registrations, additional information, or budget requests, please contact our team by email at trainingcourses@mobilityfriends.org or visit our website at www.mobilityfriends.org .

LEARNING OUTCOMES

Upon successful completion of this course, learners will be able to:
1. Identify and explain basic digital terms and concepts.
2. Confidently operate smartphones, tablets, and computers.
3. Send and receive emails, messages, and make video calls.
4. Browse the internet safely and use search engines effectively.
5. Access and use online services such as banking, healthcare, and government websites.
6. Recognize phishing attempts, scams, and protect personal information online.
7. Use social media and digital entertainment platforms comfortably.
8. Demonstrate a willingness and ability to continue learning new digital skills.

METHODOLOGY

The course is structured around a rigorous methodology that combines theoretical exposition, practical work, and applied demonstrations. This approach ensures a thorough understanding of the subject matter and its direct application in real-world contexts.

Theoretical sessions provide essential foundations, while practical work and demonstrations facilitate the development of technical skills and familiarity with the specific tools and procedures relevant to the course.

Continuous monitoring through individualized feedback allows for tracking learners' progress and ensures the achievement of the set objectives, preparing participants to face professional challenges with competence and precision.

ASSESSMENT

Assessment is carried out continuously throughout the course, using a holistic and learner-centered approach that reflects both participation and performance. Each participant is evaluated based on their overall engagement, regular attendance, punctuality, interest in the topics covered, ability to apply knowledge during practical tasks, and interaction with peers in individual and group activities.

The evaluation process includes a variety of classroom-based tasks (oral and written), short daily assignments, role-plays, and simulations. Trainers provide ongoing, individualized feedback to support progress and encourage active learning.

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent involvement and commitment during the training.

DURATION

The standard duration of our course is 20 hours (5 days), designed to ensure comprehensive and effective learning. However, this duration can be adjusted, in specific cases, to meet the particular needs of each group, in order to optimize outcomes and better suit the training context.

For further details or to discuss a customized schedule, please get in touch with us.

PRICE AND FUNDING

Each quotation is personalized and depends on several factors, such as the number of participants, the number of training hours, the location of the course, and any additional services requested (accommodation, transport, meals, cultural activities, etc.).

To receive a tailored quotation for your group, please get in touch with us.

The training can be funded through programs such as Erasmus+ (KA1 – Learning Mobility), among other European support mechanisms. For more information about funding, participants should contact their sending organization or their country's National Agency directly.

LOCATION AND COURSE LANGUAGE

We have training rooms in several cities in Mainland Portugal, such as Barcelos (headquarters), Braga, Póvoa de Varzim, and Porto. We also have spaces in the islands of Madeira (Funchal) and the Azores (Ponta Delgada). Additionally, we have facilities in Valencia, Spain.

The course is delivered in English.

CERTIFICATION

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent engagement and commitment throughout the training. Upon completion of the course, a formal certification ceremony will take place, during which the certificates will be presented to the participants.

OTHER SERVICES

To enrich the training experience, Mobility Friends offers a range of additional services, subject to availability and additional cost, which can be arranged for individual participants or groups.

Services include:

- Accommodation in partner residences or hotels
- Meals (lunch and/or dinner)
- Transfers between the accommodation and the training room
- Airport transfers
- Cultural visits

All services are subject to availability and must be requested in advance. For more information and personalised quotes, please contact our team.

COURSE CONTENTS

MODULE 1: INTRODUCTION TO DIGITAL DEVICES AND OPERATING SYSTEMS

- Overview of different digital devices: smartphones, tablets, laptops, desktops.
- Understanding operating systems: iOS, Android, Windows, macOS.
- Basic device setup, personalization (accessibility features, display, sound).
- Managing device storage, updates, and battery optimization.

MODULE 2: MASTERING COMMUNICATION TOOLS

- Setting up, managing, and securing email accounts (Gmail, Outlook).
- Using instant messaging apps: WhatsApp, Messenger, Signal.
- Video conferencing tools: Zoom, Skype, Google Meet, FaceTime.
- Etiquette and safety in digital communication.

MODULE 3: EFFECTIVE INTERNET BROWSING AND RESEARCH

- Deep dive into browsers: Chrome, Firefox, Safari, Edge.
- Advanced search techniques using Google and other engines.
- Bookmarking, managing tabs, and organizing browsing history.
- Evaluating website credibility and avoiding misinformation.

MODULE 4: ACCESSING AND MANAGING ONLINE SERVICES

- Detailed use of online banking: transfers, payments, monitoring accounts securely.
- Navigating healthcare portals: booking appointments, accessing records.
- Using government websites for services: tax, social security, voting.
- Introduction to digital wallets and contactless payments.

*Please note that program content may be subject to change based on input from our trainers.

COURSE CONTENTS

MODULE 5: CYBERSECURITY AND ONLINE SAFETY

- Identifying different types of cyber threats: phishing, malware, scams.
- Creating and managing strong passwords with password managers.
- Using two-factor authentication and other security measures.
- Understanding privacy policies and controlling personal data sharing.

MODULE 6: SOCIAL MEDIA AND DIGITAL COMMUNITIES

- Setting up and managing profiles on Facebook, Instagram, Twitter, LinkedIn.
- Privacy settings and content moderation.
- Participating in online groups and forums.
- Creating and sharing content responsibly.

MODULE 7: DIGITAL ENTERTAINMENT AND LIFESTYLE APPLICATIONS

- Streaming platforms: Netflix, Spotify, YouTube – navigation and personalization.
- E-books, audiobooks, and podcasts: access and usage.
- Using apps for travel, hobbies, fitness, and wellness.
- Introduction to smart home devices and voice assistants.

MODULE 8: TROUBLESHOOTING, MAINTENANCE, AND CONTINUOUS LEARNING

- Common technical issues and basic troubleshooting steps.
- Regular device maintenance: updates, backups, storage management.
- Finding reliable tutorials, online courses, and tech support communities.
- Encouraging digital curiosity and lifelong learning.

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for Employment and Labor Relations

www.mobilityfriends.org

✉ TRAININGCOURSES@MOBILITYFRIENDS.ORG

📞 +351 253 144 226 / +351 960 285 416

f /MOBILITYFRIENDS

📷 @MOBILITYFRIENDSOFFICIAL

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