

Case Studies and Scenarios for Group Learning.



Scenario 1: Buying a gift

Your child's birthday is coming up and they want the newest iPad or tablet available. However, your family's financial situation has changed recently, and you need to be careful with extra expenses like birthday gifts. You want to make their wish come true, but you're concerned about internet expenses and online safety. You are aware of the extra costs, but you are unsure where to begin.

List **three areas** of our website where you might find information to:

- help you buy a tablet or iPad for your child or
- gain insights on internet costs or online safety.

Answer:

Financial- Choosing an internet plan, Hardship portal, How to pay online using PayPal.

Parent Guides- Introduction to internet safety for your child, Online safety basics

Comparing Tech Devices- Guide to purchasing tablets and student discounts.

Practice Area- Practice area for smart devices.



Scenario 2: Mobile Users

You have to scan and send an important document by 6 pm today. It's already 5 pm and you haven't scanned it yet. The library in town, which has a scanner, is now closed. However, you have your mobile phone and good data service. Use our website to discover how you can solve this problem.

How can you use your mobile to scan the document and attach it to an email?

Answer:

Under the Mobile Section:

- How to scan documents on your iPhone or iPad support
- Office Lens for Windows Users
- How to link your email to your Apple or Android device.



Foundation Skills:

- How to scan a document using your phone (see also Apple support in the Mobile Section)

Scenario 3: Applying for jobs

You are about to apply for a new job, but you are unsure where to start. A friend mentioned the WA Digital Inclusion Project website, so you start there. Use our website to help you find some useful information.

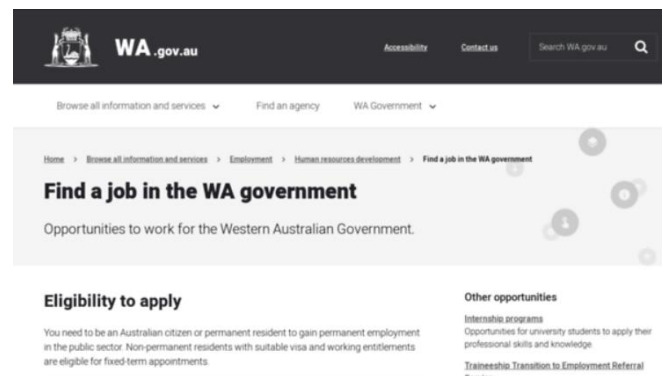
1. How would you apply for recent jobs being advertised?
2. What documents would you need to have ready to apply for these jobs?

Brainstorm some ways to do this using both a tablet/laptop, and a phone.

Answer:

Finding Employment

- Use LinkedIn, Seek, WA Gov
- Writing a resume (Video)
- How to write a CV Profile (Video)
- Free Cover & Resume Letter (Seek)



Scenario 4: Setting up a new laptop.

A new client needs your support to set up their new laptop. Since you're not sure if they have basic knowledge of digital technology, you decide to ask them a few questions. Brainstorm some questions that you might ask them.

Answer:

- Tell me more about what you would use your laptop for?
- Is there anything specific you would like to know or learn more about while using your laptop?
- What programs are you familiar with? Which ones do you need help with?

Now, to answer these questions, use the WA Digital Inclusion Project website to find some helpful resources.

Foundation Skills: Preparing to set up your devices (Apple/PC); Customising system settings, security, and privacy.

Question: Tell me more about what you would use your laptop for?

Answer:

Social category- Facebook, Messenger, Instagram, Twitter, Pinterest, and modules on how to get started with social media, how to protect your privacy etc. Selling items online like eBay/ Facebook Marketplace.

- How to use FaceTime
- Perth News- what's the latest in Perth

Services: Finding a local library near you, or a local Community Resource Centre.

Government & Health Services: Using the myGov website to link Medicare and Centrelink to my account.

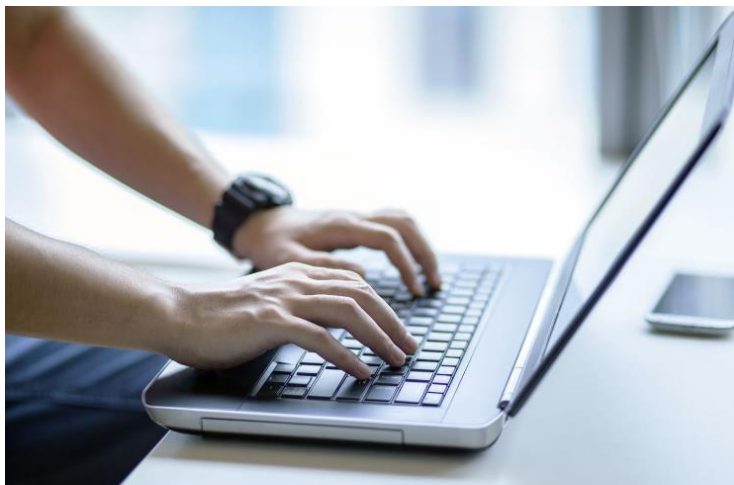
Question: What programs are you familiar with or need help with?

Answer:

Professional/Education: Microsoft Word/Pages, PowerPoint/Keynote, Excel/Numbers, Teams/SharePoint, Microsoft Forms (Videos and Modules for each category)

- Free guides to download for Apple programs using iBooks. (iPads, iPhones, Apple Watch, iCloud, MacBook Pro)

Tech Tips: How to use a computer, Apple, or Windows laptop/desktop.



Scenario 5: Esafety- Scam alert

You received the text message on your mobile below, stating “the vehicle bill in your name has generated a fine, please deal with it as soon as possible”.

First, look at the message. Discuss as a group.

- Do you think this message is true?
- What facts might tell you this is a scam?
- Think of pros and cons whether this message is true or a scam.

Using our website, what modules or links could you use to find out if this is true or a scam.

Answers:

For Pros and Cons-

- The phone number is not from the department of transportation.
- They sent it at 11.37pm
- There is no personal data like your car registration.
- The words they are using- ‘please deal with it...’

Esafety- Scams for adults, parents and kids

- Types of Scams

Links:

Under Support- Esafety: WA Scam Net, Scam Watch, How to spot a scam

Fun Fact- The link in the text message takes you to a Google search new tab window.

