



ICT TRAINING PROGRAM FOR CITIZENSHIP

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EDUSI León Norte

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1 Short summary

Very short training actions (maximum 2 hours) aimed at groups of citizens with more digital divide problems, especially people over 45 years. Each training action has accompanied by individual tutorials for the participants, in which they can solve doubts or go deeper into the subject.

Aims and objectives

Promote the technological inclusion of citizens.

2 Target group

In general, any citizen.

In practice, it is the older people who participate in these training actions and individual tutoring.

3 Activities

- Dissemination of the project and user training. This activity is carried out on a periodic way.
- Training actions, 2 hours each one
- Individual tutorials of 1 hour duration
- Monitoring and evaluation of each course

4 Methodologies

Participants have the offer of short formative actions about to new technologies, so each user can build their own itinerary. The working areas are:

- Electronic procedures before the Public Administrations
- Obtaining and using digital certificates
- Personal cybersecurity
- Social networks and privacy
- Secure online purchase

5 Tools & Methods

1. Online courses
2. Individual online tutoring
3. Face-to-face courses
4. Face-to-face individual tutorials



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Success factors

- Training of very short duration, it is easier for citizens to participate
- Each citizen can build their own digital learning agenda
- Model that offers a lot of flexibility to the participants: they can choose between online and face-to-face performances, for the same themes several available dates are offered, ...
- Individual approach to the needs of each participating citizen



Strengths and weaknesses

Strengths: Individual and personalized attention to the needs of each participant

Weaknesses: Difficulty in diffusion the project among all possible users



Transferability

This methodology can be transferred to combat the digital divide, and also for learning any other subject of interest to citizens.



Sustainability

The project could be used sustainably and the project results are freely available on the project's web.



Impacts



Fight against the digital divide.

The main impact is the increase in the digital capabilities of citizens with few skills in this area.

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Implementing Organisation(s):

ILDEFE – City Council of León



Project website: <https://www.ildefe.es/empleo-y-formacion/formacion-digitalizacion-ciudadanos/>



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