

AGING WITH ACTIVE
KNOWLEDGE AND EXPERIENCE

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Education and Culture DG

Lifelong Learning Programme

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METHODS AND GOOD PRACTICES OF ICT TRAINING FOR 50+ PEOPLE: LATVIA'S CASE

An ageing society - challenges and opportunities

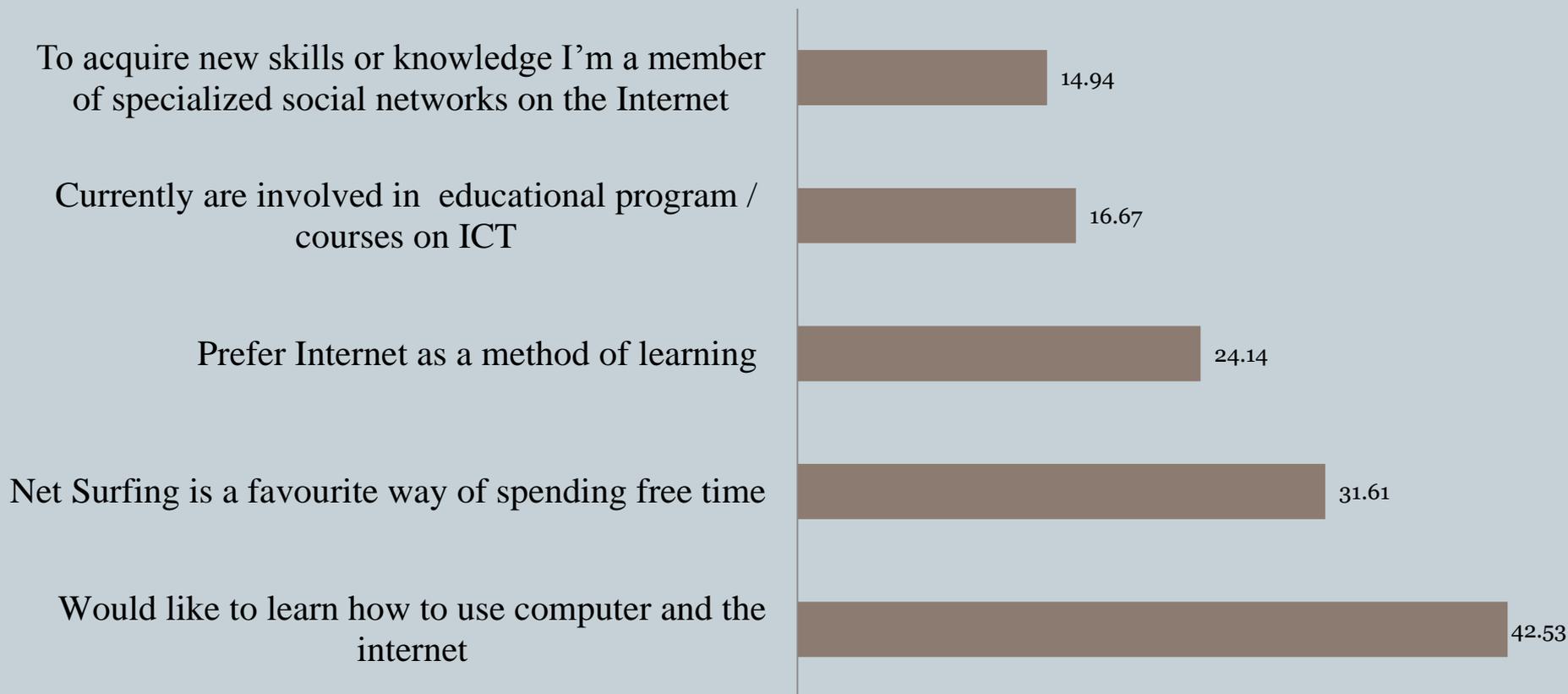
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- **Active aging includes various areas of human life**
 - participation in the labor market
 - the household-related activities, including homework and other care
 - active participation in community life, including volunteering
 - active use of leisure time for hobbies, sports, travel, creative activities
- **A better use of the information and communication technologies can provide significantly greater benefit to the public, increase the individual's role in civic democracy and successful development**

AWAKE SURVEY RESULTS

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Information on the use of ICT



MEASURES TO PROMOTE ICT SKILLS

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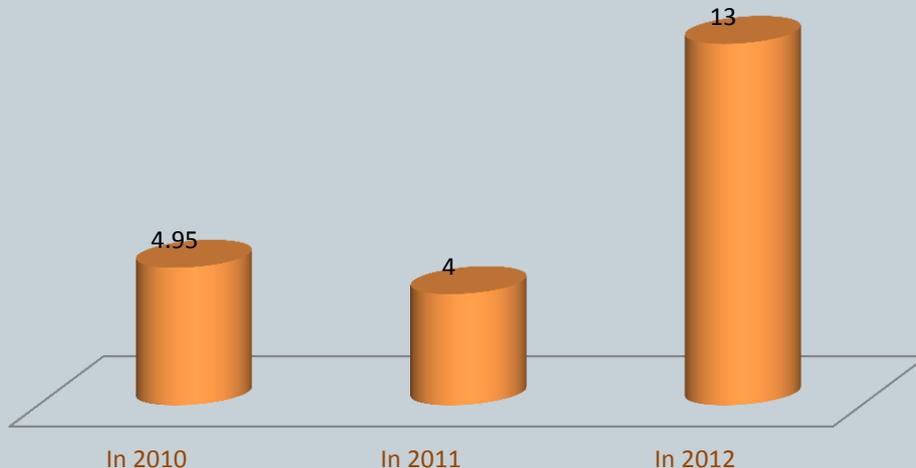
- **Regular:**
 - E-Skills Week (*in the framework of European Get Online Week*)
 - Courses
 - Consultations
 - Clubs
- **Various actions**
 - organized by Internet Providers
 - organized by the state / local government bodies
 - organized by the several interest groups

E-SKILLS WEEK IN LATVIA (I)

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- Once a year; 2013: 18-24 March; fourth time in Latvia
- In 2012 has increased the e-skills week number of participants over the age of 55 years.

E-Skills Week number of participants over the age of 55 years
(% of total number of participants)



This suggests that:

- a) seniors have is growing interest in e-skills
- b) they are beginning to appreciate it importance of both at work and in everyday life.

E-SKILLS WEEK IN LATVIA (II)

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- **The aim of the E-Skills Week is:**
 - to interest the wider community on e-skills acquisition and application possibilities,
 - to inform where and how to use existing e-skills or improve them
 - to learn about the e-services and how to obtain it more convenient use
- **E-Skills Week is aimed at all users of ICT (including seniors) and the public, who had never used ICT tools (computer and the Internet)**
- **Events for beginners:**
 - The first click, come, come!
 - Junior for Senior
 - With the click of a mouse - in the world!
 - Also, you can do this: *First Steps in e-world; E-mail Establishment; Time for Seniors etc.*

COURSES ON ICT

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With background knowledge

- **The use of computers**
 - Word processing (MS Word)
 - Spreadsheet (MS Excel)
 - Database (MS Access) -
 - Presentation (MS PowerPoint)
 - Information and communication (Internet, E-mail)
- **Computer application**
 - (Corel Draw Graphics, Adobe Photoshop, Basic Computer design, Basic Photo design, etc.)
- Development of home pages
- Online technologies and digital skills in education process in schools
- ...

Unemployed seniors get reductions of tuition fees:
Senior programs – 50%-70%
Other programs 25%

For beginners

- Windows environment and computer architecture
- MS Word, MS Excel, MS PowerPoint
- Internet Explorer or Mozilla Firefox and the use of email

In order to motivate seniors to acquire e-skills, should be organized short courses that directly related to their daily lives

- to communicate with relatives/ friends abroad (*use Skype, social network DRAUGIEM.LV, write e-mails, etc.*)
- how to pay bills
- ...

CONSULTATIONS

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- **State Revenue Service**
 - how to electronically declare income, digital signature
 - how to submit the reports
- **Latvian Post**
 - how to use a digital signature
- **Banks**
 - how to use a bank card
- **Libraries and in public Internet access points**
 - how to use a computer to search for information
 - how to search for information
 - how to officially contact with the body, using a computer and the Internet
-

COMPUTER FAN CLUB

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- Seniors who want to improve their skills in computer use, to be in the middle of a new appointment and interesting events.
- **Members of the Club:**
 - improve their skills in formation of text documents in MS Word
 - familiarize with programs MS Excel uses for a variety of daily necessary data processing and calculations
 - learners new possibilities offered by the Internet
 - learn basic skills in image processing and forwarding
 - learn how to communicate in social networks

ACTIONS ORGANIZED BY INTERNET PROVIDERS (I)

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- *Lattelecom* social responsibility project (since 2008)
CONNECT, LATVIA!
- Program for seniors education and skills development, as well as for pre-retirement and retirement age socialization
- Provide to seniors computer literacy training opportunities (free of charge) in schools and in training points
- 6680 seniors have mastered computer skills during 2012 (four times more than in 2011)
- The major benefits of the project: seniors have access to information, self-esteem and loneliness, social exclusion reduction

ACTIONS ORGANIZED BY INTERNET PROVIDERS (II)

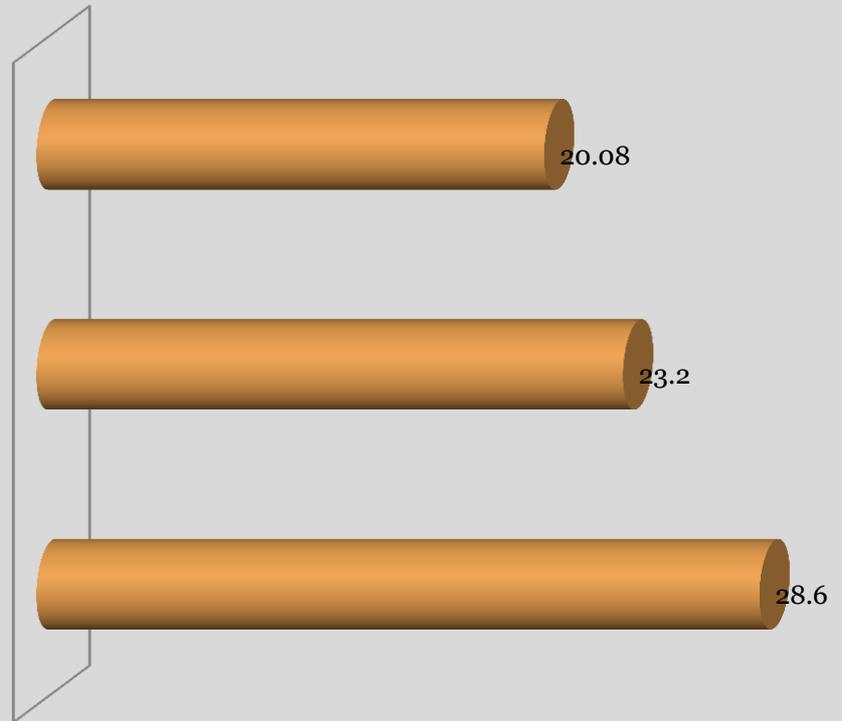
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Proejcts's benefits

Seniors become more socially active, more frequently communicating with their loved ones, feel more modern and are able to find a better contact with members of other generations

To increase self-esteem and a sense of belonging to the general public

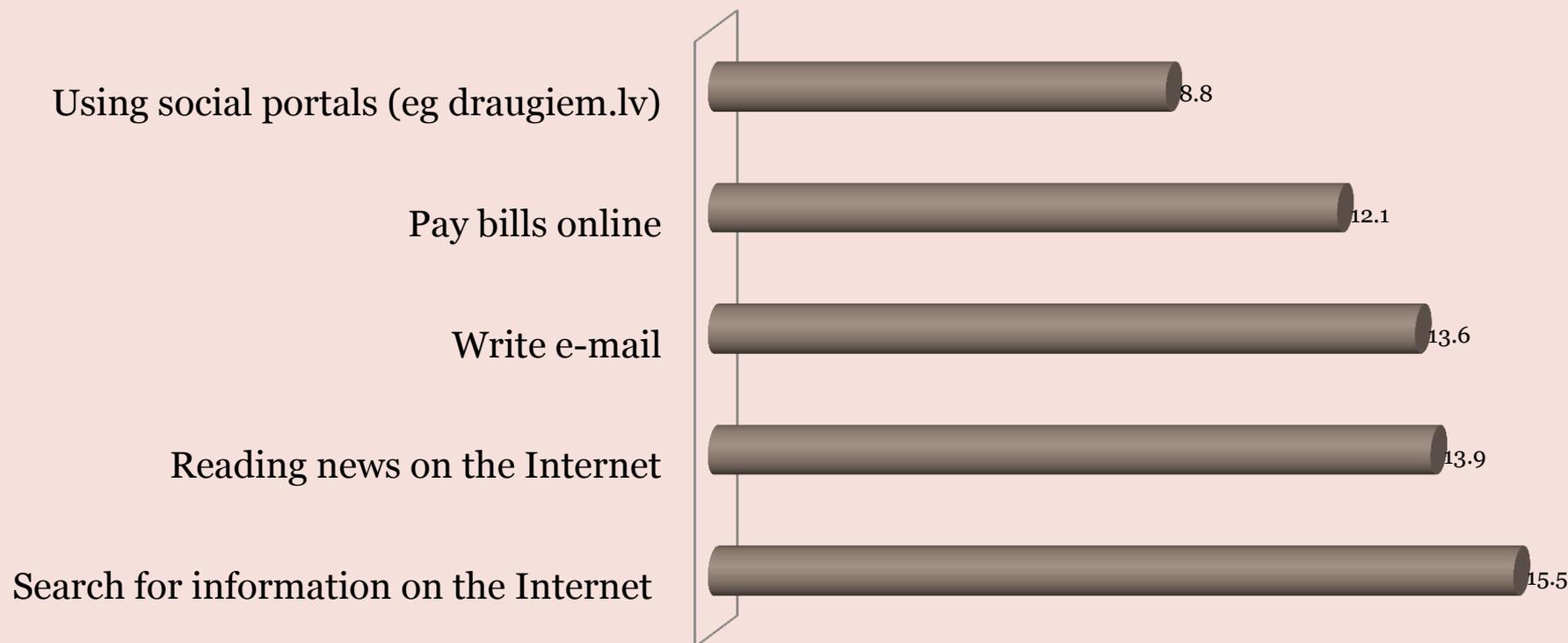
Opportunity to become more knowledgeable about what is happening in the world and in the Latvia



ACTIONS ORGANIZED BY INTERNET PROVIDERS (III)

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After the training course seniors ...



Also to communicate via Skype, purchasing online stores,
Youtube video viewing and computer game playing

ACTIONS ORGANIZED BY THE STATE / LOCAL GOVERNMENT BODIES

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- Digital books

JELGAVA OF MY YOUTH. PEOPLE AND EVENTS.

- Memories authors are seniors who acquired the information technology skills
- Summarizes the 16 seniors' memory stories and photos of the events and experiences of their youth in Jelgava
- They presented the texts in electronic form by scanning photos from family's photo archives, creating a visual presentation and a printed and bound copy of the book

The State Land Service

ONLINE HIKE FOR THE LATVIAN REAL ESTATE

ACTIONS ORGANIZED BY THE SEVERAL INTEREST GROUPS

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- **SENIORS LEAP IN THE TECHNOLOGY AGE** - the use of Skype Software etc.
- **INNOVATIVE TECHNOLOGIES FOR NGO LEADERS** – competition with aim to motivate use ICT tools and to share experience
- **ACHIEVEMENT MASTERCLASSES** – «motivation to live better»
- **GRANDMOTHERS CONTACT EXCHANGE** - seniors who are ready to provide support for young parents who are working, looking after children and helping in studies

METHODS OF ICT TRAINING FOR 50+ PEOPLE

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- In order to motivate seniors to acquire e-skills
 - Organize short courses that directly related to their daily lives
 - Organize training as
 - ✦ group work / teams work
 - ✦ intergenerational cooperation (*Junior to senior ...*)
 - to use the knowledge and experience sharing and transfer method (*seniors who have acquired the e-skills train other seniors*)