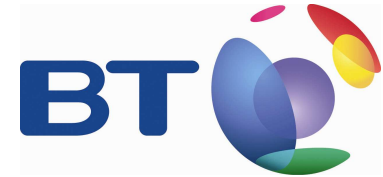


BT INTERNET RANGERS



# A Guide to Internet Ranger Events

let's make a  
**better**  
world



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## BACKGROUND INFORMATION

We are now in a digital age where access to information and communications technology (ICT) can improve people's lives, but, according to the Office of National Statistics (August 2007), 27% of adults in the UK have never used the internet.

This 'digital divide' means that many people miss out on the benefits the internet offers such as access to cheaper goods and services, job opportunities, education and contact with friends and family. For many people, it's the fear of learning a new skill that prevents them from trying the technology for themselves and that's where young people are proving to be invaluable teachers and mentors.

BT research found that nearly a third of parents and grandparents, 32 per cent, have been taught or encouraged to surf the internet by a young person aged between 13 to 16 years. Even more remarkable, the research showed that children as young as 5 are helping older people get online! BT coined the term '**Internet Rangers**' to describe these young people whose knowledge of the internet and ability to teach older members of their family is helping tackle the digital divide.

Recognising that not everyone has a computer at home, this toolkit has been put together for anyone wanting to host a community based Internet Ranger Day. Similar days have been held in schools, libraries and village halls and they're a great way to bring families, communities and generations together.

## **INTERNET RANGER EVENTS**

### **Who can hold an event?**

An Internet Ranger event can be held anywhere that has access to computers and the internet. For example - schools, youth centres, and libraries are ideal venues to hold an event.

### **What happens at an Internet Ranger event?**

An Internet Ranger event involves a group of young people helping older generations learn how to use the internet. The session can be any length – from an hour, to a whole morning or after school event. An event should be organised by a teacher, a parent, a youth group leader or similar, and simply involves the provision of a venue with computer and internet access, a group of young people who can invite older family members to attend, and co-ordination of the session.

### **Why hold an event?**

- Not having online skills means many adults are disadvantaged, for example they don't have access to cheaper goods and services online, and they miss out on job opportunities. Internet Ranger events are a fun way of doing something to help tackle the serious issue of digital exclusion.
- Internet Ranger events are a great way of giving young people the opportunity to explore the role of being a teacher and to build their confidence and communication skills.
- Older generations get the opportunity to learn online skills in a relaxed and fun atmosphere which is less intimidating than some official internet lessons for adults.
- The events are a great opportunity to get families and communities together.

**Why is BT encouraging schools/youth groups/ libraries to hold Internet Ranger events?**

- BT recognises that not everyone has a computer at home and Internet Ranger events are a great way for resources to be shared within the community.
- As an ICT company, BT feels that it has a responsibility to help tackle the problem of digital exclusion; the Internet Rangers campaign is one of the ways in which it is helping to do just that.

**What is the cost of holding an event?**

- Other than the cost of running the computers for the duration of the event, and possibly providing refreshments, there are no other costs.

**When should you hold an event?**

An Internet Ranger event can be held at any time, but it's worth thinking about other commitments any attendees may have. E.g. try to avoid national sporting fixtures or evening events during the winter months when some elderly people may prefer to stay home.

Linking the event to a national awareness week may help generate press interest:

- Silver Surfers Week (May)
- Grandparents Day (September)
- Family Learning Week (October)

## First Steps

- Do you have a suitable venue with computers and internet access?  
For example, if you are a school do you have an ICT suite which you could book?
- How many people can the venue accommodate?
- When would be the best time to hold the event?
- Are you able to cater for people **with additional needs**?  
For example, vision and hearing impairments, restricted mobility, will need to be catered for.

Two useful resources:

- [www.abilitynet.org.uk/myway/](http://www.abilitynet.org.uk/myway/)  
a website that explains the simple ways of adapting a computer without additional hardware or software to make it more user-friendly.
  - [www.rnid.org.uk/howwehelp/our\\_services/communication\\_services/](http://www.rnid.org.uk/howwehelp/our_services/communication_services/)  
interpreter services are available for people using British Sign Language or other communication techniques.
- Carry out a risk assessment of your venue

### Example Risk Assessment Form

Venue	
Date of Assessment	
Assessed by	
Number of people room assessed for	
Activity assessed for	BT Internet Ranger Event

Item	Problem/Hazard	Risk			Action Required or Control Measure	Date resolved
		Low	Mid	High		
<b>1. Monitor</b>						
<b>2. Screen</b>						
<b>3. Keyboard</b>						
<b>4. Work desk</b>						
<b>5. Work chair</b>						
<b>6. Ancillary Equipment</b>						
<b>7. Space</b>						
<b>8. Lighting</b>						
<b>9. Noise</b>						

<b>10. Thermal Comfort and Ventilation</b>						
<b>11. Security</b>						
<b>12. Fire procedure</b>						
<b>13. Electric cables</b>						

A blank space has been provided to use for any other risks that have been identified

<b>Signed</b>	<b>Risk Assessor</b>
<b>Date</b>	

Carry out a visual inspection of plugs and leads, ensure socket points are not over-loaded and that walkways are clear and wide enough for wheelchairs.

## **Logistics**

- Confirm how many people your venue can accommodate as this will determine the number of invites.
- Decide a time and date for your event
- Depending on the size of your event, additional support may be required.
- Decide whether organisers involved should be CRB checked. The following website gives useful information about this process <http://www.disclosure.gov.uk/>

## **Publicising your event**

- Put up posters
- Communicate internally about your event – if you are a school, why not introduce the idea at a planning meeting or on an announcements board?
- Notify local media of the event in plenty of time (2-3 weeks)

## **Recruiting people to attend**

- Give each of your young people an invitation to give to a family member of their choice. Try and encourage them to give the invitation to someone they know who would benefit from learning online skills, and who perhaps may never before have used the internet. Invitations can be downloaded from the Internet Rangers website.
- Collate responses to ensure you have enough confirmed attendees to make the event a success

## **On the day**

The interaction between the adults and the youngsters is essential to a successful Internet Ranger event - the adults have to be introduced to the internet in a way that is interesting to them to ensure they understand its benefits and wish to engage further.

The Internet Rangers need to remember the following:

1. Remember to demonstrate the basics.
2. Assist adults in visiting pages that are **relevant to them**.
3. Always use the Internet Green Cross Code to keep safe online – copies can be downloaded from the Internet Rangers website

To ensure this is achieved, ask the adults to:

- Think about websites they would like to visit.
- Topics or discussion they would like to discover online.
- Any hobbies where further information could be sourced online.
- Places that they would like to research.

## **EXAMPLE SCHEDULE FOR EVENT**

- 09:00 Brief volunteers/ teachers and set up equipment
- 09:30 Students and teachers to greet guests and enter IT suite
- 09:45 Welcome and introductions and the importance of internet safety
- 10:00 Session begins  
Media attendees to interview young people, adult learners, local dignitaries and teachers  
Photo opportunity
- 11:00 Certificates awarded to Internet Rangers and adults, and badges awarded to the youngsters
- 11:15 Thank-you to those attending/ highlight where further information is available and hand out evaluation forms

**SESSION ENDS**

## PHOTOGRAPHY CONSENT FORM

Agreement to Participate In [Insert Name of Organisation] Publicity Material

Name: \_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I agree that photography taken can be used as part of publicity material by \_\_\_\_\_

I understand this material may be used in various types of media including the Internet.

Name: (Capitals)-----

Signed: -----

Where photographs are of young people under 18 years old Parent/Guardian /Carer to sign.

Coordinator: -----

**(location/contact number and e-mail)**

Dated: -----

## EVENT EVALUATION FORM

Thank you for taking part in our Internet Ranger event. Please take a few moments to let us have your feedback.

1. Was this the first time you used the internet?
  - Yes
  - No (please answer Q2)
  
2. If you **have** used the internet before, would you say you were:
  - Expert user
  - Confident user
  - New user
  - Complete beginner
  
3. Do you use a computer at home?
  - Yes
  - No
  
4. How useful did you find the session?
  - Extremely useful
  - Quite useful
  - Not very useful at all
  
5. Would you like to know more about using the internet as a result of coming here today?
  - Yes
  - No
  - Maybe

Please circle your  
answers

Please provide your contact details if you would like further information:

Name:

Address:

Telephone number

## **FURTHER INFO**

### **POST-EVENT/ FURTHER INFORMATION FOR SCHOOLS:**

Resources or funding may be available to schools to hold sessions outside of school hours. It is worth contacting the Adult Community Learning (ACL) or lifelong learning department of the Local Education Authority (LEA) to discuss whether this might be an option.

Information should be given on courses that are available locally, it is recommended that Next Steps is contacted ([www.nextstep.org.uk](http://www.nextstep.org.uk)), as they may be able to provide information advice and guidance advisor to attend the day and give progression ideas to the grandparents.

#### **For example:**

##### **1. Local colleges**

Learndirect [www.learndirect.co.uk](http://www.learndirect.co.uk) / or phone 0800 100 900 to speak to an advisor.

##### **2. Digital Unite**

Digital Unite, including trainer information [www.hairnet.org](http://www.hairnet.org) / or phone 0870 241 5091.

##### **3. Age Concern**

For details of where sessions are run go to [www.ageconcern.org.uk/AgeConcern/staying\\_252.htm](http://www.ageconcern.org.uk/AgeConcern/staying_252.htm) or 0800 00 99 66

##### **4. UK online centres**

<http://www.ufi.com/ukol/> gives information on UK online centres including public library access through the Peoples Network.

## **FURTHER INFORMATION ABOUT BT AND IT'S CAMPIGN FOR DIGITAL INCLUSION**

### **BT Corporate Responsibility**

Communication is at the heart of BT's business and it is committed to helping improve the way people communicate whether face-to-face, on the phone or via the internet. In the financial year 2007 BT invested £21.8 million in corporate responsibility programmes through direct funding and support in kind.

The BT Digital Inclusion campaign was initiated in 2002 and aims bring the benefit of online technologies to everyone. A report from the Cabinet Office's Digital Inclusion Panel found that 48% or 24 million adults are digitally disengaged and, therefore, do not have access to cheaper goods and services, information, time saving and new employment opportunities.

For more information visit [www.bt.com/betterworld](http://www.bt.com/betterworld).

### **EverybodyOnline**

Supported as part of BT's Digital Inclusion campaign, the EverybodyOnline project is run by the UK charity Citizens Online which aims to bring the benefits of ICT to disadvantaged communities across the UK.

EverybodyOnline project officers work within local communities, helping to understand their needs and to create a co-ordinated local action plan to overcome the barriers to increased ICT and internet access. [www.everybodyonline.org.uk](http://www.everybodyonline.org.uk)

### **Age Concern**

Announced in 2005, the 3 year BT & Age Concern partnership has helped more older people get online and discover how new technologies could help to enrich their lives.

The partnership has helped transform Age Concern's 150 computer 'drop ins' and access points into a cohesive, UK wide network of 'Silver Surfer Clubs'. A BT funded grant scheme will help maximise opportunities for older people to try the technology for themselves and additional support will enable the charity to run ICT training sessions for staff and volunteers. [www.ace.org.uk](http://www.ace.org.uk)

### **Netmums**

Netmums is a network of locally focused websites written by parents for parents. The websites provide local information on everything from childcare to health services and also help to bring local mothers together to improve their social networks and combat isolation. BT has supported Net Mums since 2002. [www.netmums.com](http://www.netmums.com)