



Good Practice Example

Country where the practice was implemented	Austria
1.	<p>Title: “Kaffee Digital” - Free introductory courses for senior citizens for their first steps in the digital world</p>
2.	<p>Type of the practice – workshop</p>
3.	<p>Objectives of the training: The initiative has set itself the goal of improving the digital skills of women and men in Austria and especially of senior citizens. The workshop should enable them to enter the digital world with smartphones, tablets and computers. Furthermore, the workshop shows the participants how to communicate and interact with the environment using smartphones, tablets and computers and also introduces them a website where six online information modules and documents can be found about how e-services work or how digital content can be created. In the end, they are provided with the information about self-assessment check server where digital everyday skills can be assessed completely anonymously</p>
4.	<p>Description of the practice: Senior citizens can participate in a two-hour workshop under professional guidance and in a relaxed atmosphere first steps with into the digital world. Specially trained employees clarify specific requirements and needs in an in-depth consultation wishes and support the target group with the setup and installation of important apps</p> <p>Exercises: “Learning by doing” - The participants can try out as much as possible themselves and operate the devices on their own.</p> <p>Methodology: All training offers will be tailored to the target groups on the basis of the European reference framework DigComp, as a uniform reference system for the assessment and improvement of the transparency of digital competences of the Austrian population. This ensures that knowledge offerings and training contents for the teaching of digital skills are uniformly based on the European framework definitions, while at the same time guaranteeing the transparent proof of digital competences.</p>
5.	<p>Target group addressed: Seniors 60+</p>
6.	<p>Course duration & follow-up activities, if any: 2 hours (workshops are offered each week in each district in Austria). The topic of the introductory workshop provides general information about smartphones. The advanced courses that follow will deal with specific applications, such as using WhatsApp</p>



7.	Necessary materials/resources: <ul style="list-style-type: none">- room with internet connection- enough light and electric sockets- Smartphone carefree package which includes a smartphone, protection foil, support in case of repair and an individual introduction
8.	Impact of the practice: <p>To discover and actively use the possibilities of the mobile internet and to communicate in a modern way. To be able to participate in social life in the digital age, senior citizens will gain the digital competence - whether to stay in contact with acquaintances, family and friends or to carry out everyday tasks in a self-determined manner.</p>
9.	Name of the initiator / trainer: <p>MediaMarkt Wien Mitte und fit4interne in cooperation with Federal Ministry for Digitisation and Economics and the Austrian Senior Citizens' Council</p>
10.	Website link: https://www.fit4internet.at/view/generation_60plus https://mediamag.mediamarkt.at/detail/news/detail/News/kaffee-digital-mediemarkt-wien-mitte.html
11.	Social media links:

This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

DigiAdults 2019-1-PL01-KA204-065528