

# Helper's guide to Everyday help

Beginner handout

[www.fastershire.com](http://www.fastershire.com)

## About this guide

This document gives helpers practical suggestions and tips on how to hold a session with individuals or groups of beginners. The guide covers the three 'Everyday help' hand-outs:

**3.1 Finding information online**

**3.2 Finding a home to rent or buy**

**3.3 Searching for jobs**

The three hand-outs in the 'Everyday help' topic help a new user gain confidence in finding the right information on the Internet

Remember to review each hand-out, involve beginners and use the **Introduction for helpers** and the suggestions below to plan and deliver sessions that are appropriate to the needs and abilities of the individual or group.

Please note that all of the web links referred to throughout the Beginner guides can be found in the Useful Links section at the end of the guides. Check that you have access to these links before your session

Remember to use the glossary.

## 3.1 Finding information online

**This session may take 45 minutes to complete but everyone learns at a different speed.**

### How can I find a recipe?

Choose an appropriate dish for beginners to search for. You may need to be sensitive to the cultural or religious needs of the person/people you are helping. When beginners are exploring the recipe and ingredients, you could link this to planning their online grocery shopping (see hand-out 8.2). Discuss searching v browsing.

### How can I arrange a journey online?

Instead of a journey from Baker Street to Kew Gardens, you could plan a trip from your current location to a local or regional destination.

You may want to offer local links for travel information at this point rather than rely on beginners searching as part of Where next? A local bus timetable might be appropriate and provide an opportunity to discuss downloads and using Adobe Reader software.

You may wish to demonstrate a search on the National Rail website with less able beginners.

### How can I get involved in my community?

Don't neglect this final opportunity to find out more about your local community. Volunteering is a great way to put something back into your community, and for many beginners can be a way to build and demonstrate important skills that might even help them find employment.

## Discussion points

- What else can I find out about online?
- What other community information is online?
- How can I trust information I find online?

### 3.2 Finding a home to rent or buy

This session may take 45 minutes to complete but everyone learns at a different speed.

How can I find out more about housing?

Focus on housing that is appropriate for your group, which might include rented accommodation, social housing or retirement properties.

When on the Directgov website, explore links that will most help beginners. Bear in mind that some may be reticent about sharing particular needs for information or support so allow beginners to find information in private if they want to.

If you are working with vulnerable beginners, research local links for advice and support from your local authority, charities and the voluntary sector.

How can I find a place to buy or rent?

When exploring results on the Rightmove website, help beginners identify the marketing opt-outs at the bottom of the 'Request more details' form. Help them see how they could click on the estate agent's link or details to phone them instead, or print out a copy to take in personally. Remind beginners that viewings are always by appointment. **Make sure beginners don't actually send a form.**

How can I find out more?

Try exploring your session's location using Google Maps and the Statistics website – this might avoid sensitive issues if your area is one with particular challenges or social issues.

#### Discussion points

- Can I just go and look at a house I'm interested in?
- How can I find out about mortgage deals online?
- Can the internet help me find Local Authority housing?

### 3.3 Searching for jobs

This session may take 45 minutes to complete but everyone learns at a different speed.

Where are jobs advertised online?

Adapt this session to suit beginners and your local employment market. You may want to link it to hand-outs 6.2 and 6.3, which deal with benefits.

How can I search for the right job for me?

Discuss the difference between searching by role and by sector. For example, a receptionist (role) might work in retail, industry or leisure (sectors).

How do I apply for jobs I've found online?

Explore as a group how different approaches will bring up different results, for example a targeted search using key words and filters, against an open-ended browse of all jobs in an area or in a certain salary range.

You might also wish to discuss sites that ask you to upload a CV and then suggest jobs based on skills, experience and qualifications, such as [www.jobsite.co.uk](http://www.jobsite.co.uk).

Review registering online (you can link this to hand-out 2.2). **Make sure beginners don't actually send a form.**

You might also want to extend the session by including some of the Where next? activities, such as creating a CV using the online tool, as helper-led tasks.

BT's Moving On resource will help 14-19 year-olds develop their CV and interview techniques and is a good website to recommend or use with young adults.

#### Discussion points

- What can employers find out about me online?
- How else can I write a CV and covering letter? (eg public computer, open office, Google docs,
- Can I find jobs on employers' websites?

