Stepping UP

Stepping UP provides free, community-based computer and internet training for adults as a follow up to *Computers in Homes*. The programme modules (called digital steps) are designed for anyone with basic computer knowledge to develop their skills a step further in areas of direct relevance to their work and life.

CORE DIGITAL STEPS:

DS1	Computer Basics
DS2	WORD 1 (Text formatting)
DS3	WORD 2 (Editing documents)
DS4	Email (Setting up an email account)
DS5	Email 2 (Using email)
DS6	Google and the Internet
DS7	Internet Security and Safety
DS8	Introduction to Social Media
DS9	Classroom e-Learning
DS10	Slideshows
DS11	TradeMe
DS12	Employment 1 (Preparation)
DS13	Employment 2 (Finding a job online)
DS14	Introduction to Spreadsheets
DS15	Home Finances
DS16	Facebook
DS17	Skype
DS18	Digital Design
DS19	Digital Photos
DS20	YouTube
DS21	Windows 8
DS22	Intro to Chromebooks
DS23	Intro to Tablets
DS24	RealMe
DS25	My Account
DS26	Google Drive

Note: DS1-DS10 modules are included in the *Computers in Homes* curriculum

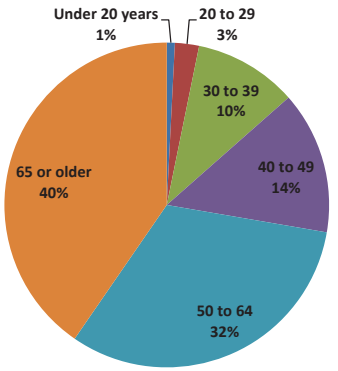
STEPPING UP
ICT FOR A BETTER FUTURE

These modules were originally offered only to *Computers in Homes* graduates at the same location as the *Computers in Homes* training, i.e. a local school or community centre. However, we quickly discovered that with relatively small numbers of graduates in each cohort, it became too difficult to timetable specific modules of interest to all the graduates. In 2012 we expanded the programme to include libraries as delivery partners, and in 2015, the number of digital steps completed in libraries exceed the number in schools and community centres (2197 and 1637, respectively). We also realised that with an expansion in the range of modules being offered, it was becoming impractical to maintain two separate curricula, the original 2.5 hour Stepping UP Modules that we called Core Modules and the 2 hour Library modules that we called Intro Modules. We were also finding significant overlaps between the Intro modules and the *Computers in Homes* curriculum.

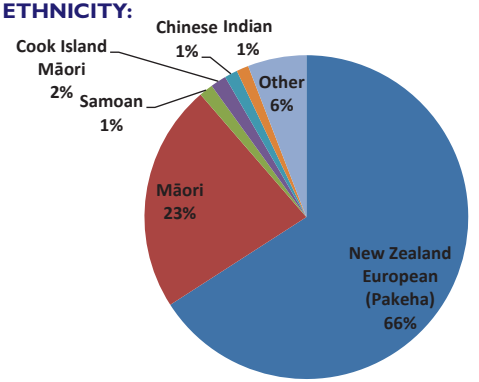
Thanks largely to the efforts of Sue Kini, who manages our Stepping UP programme as well as the *Computers in Homes* curriculum, all the modules have been reviewed and rationalised into a single set of digital steps (see box). Ten of these have been designated as core elements of the *Computers in Homes* training. All modules are available for delivery under the Stepping UP brand through the libraries we have partnered with. Some libraries and other Stepping UP partners have also developed new modules and we encouraging sharing amongst all delivery partners.

Most of the Stepping UP results presented in this report are based on participant surveys for the intro library modules.

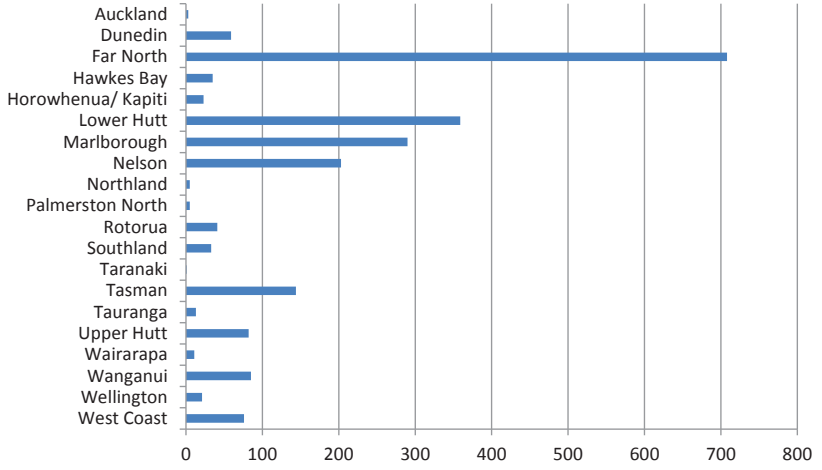
AGE:



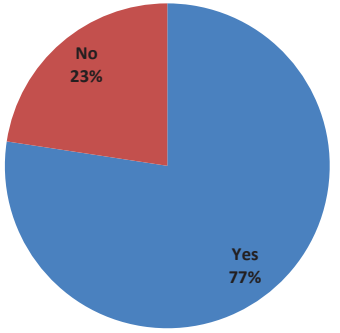
ETHNICITY:



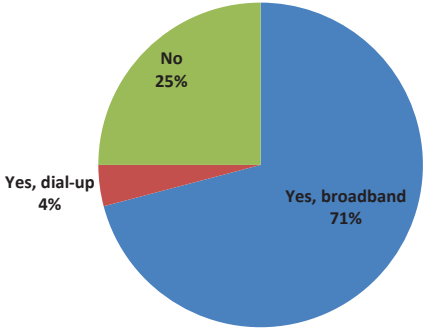
NUMBER OF PARTICIPANTS IN LIBRARY PROGRAMMES :



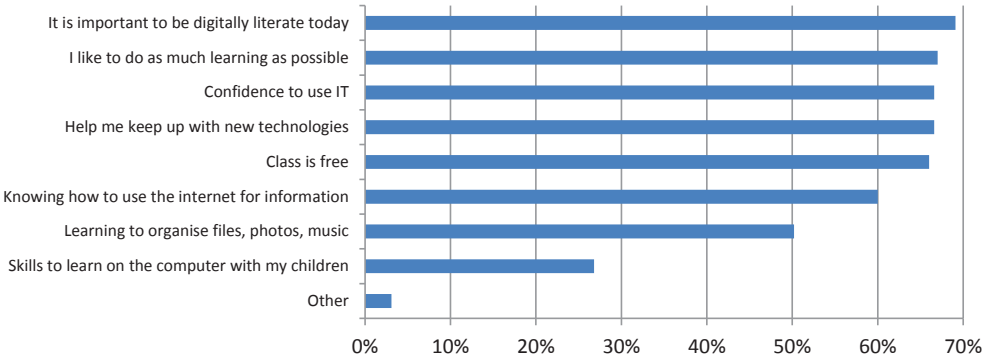
DO YOU HAVE A COMPUTER AT HOME?



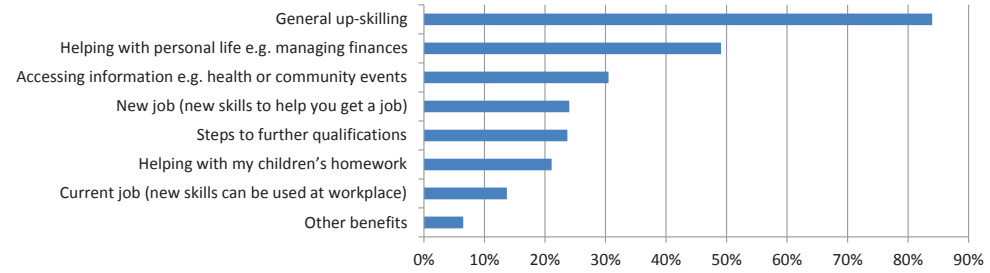
DO YOU HAVE AN INTERNET CONNECTION AT HOME?



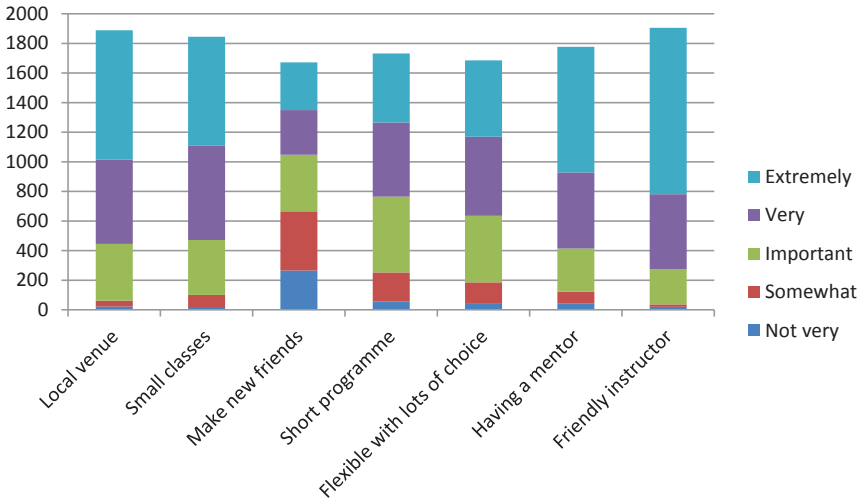
WHY ARE YOU TAKING THIS DIGITAL STEP CLASS?



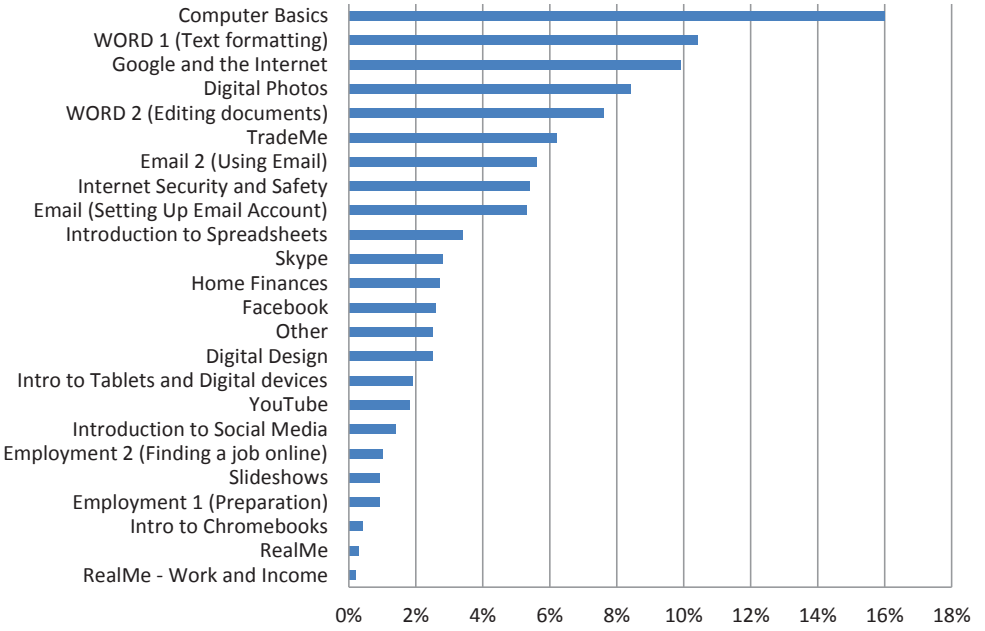
WHAT WERE THE BENEFITS OF STEPPING UP TRAINING?



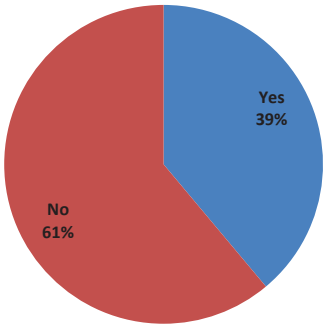
WHAT WAS IMPORTANT?



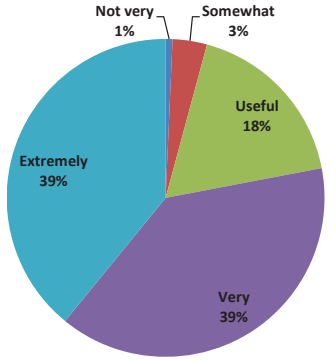
DIGITAL STEPS COMPLETED:



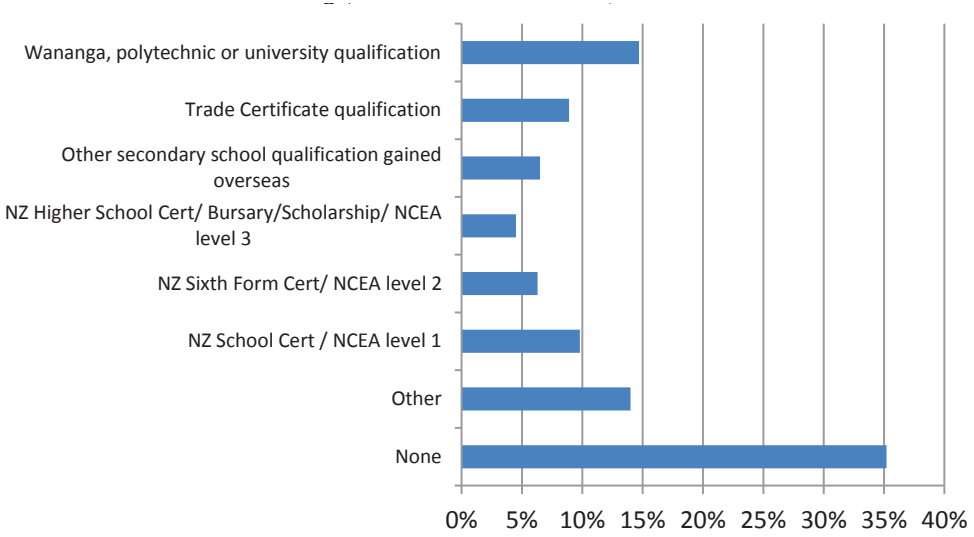
IS THIS THE FIRST DIGITAL STEP CLASS YOU HAVE ATTENDED?



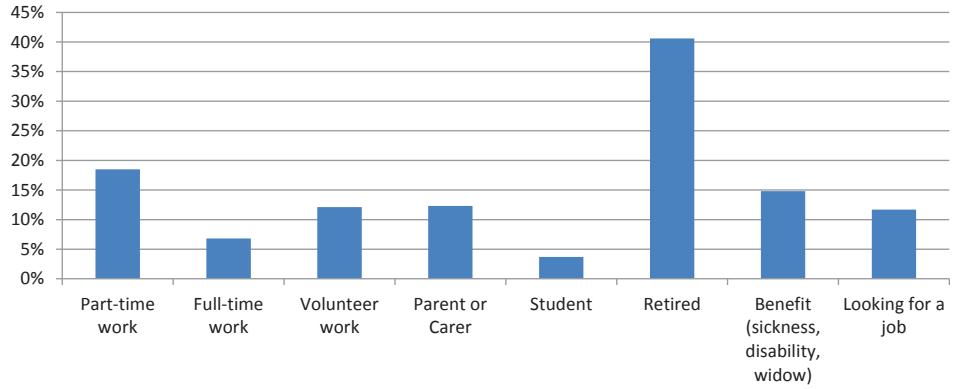
USEFULNESS OF DIGITAL STEP:



WHAT QUALIFICATION DO YOU HAVE?:



WHAT IS YOUR EMPLOYMENT AT THE PRESENT TIME?



KiwiSkills DIGITAL SKILLS FOR JOBSEEKERS

KiwiSkills Jobseeker

DECEMBER 2015 UPDATE

1594 registrations; 41 Delivery Partners; 30 Accredited Test Centres; 42 Test Sites 96 Accredited Testers.

"Up-skilling our students and having these digital skills certified with an internationally recognised qualification has definitely provided an advantage for them when they approach the job market. Our students have really embraced the opportunity with some receiving 100% in their modules. ICDL certainly helps boost confidence".

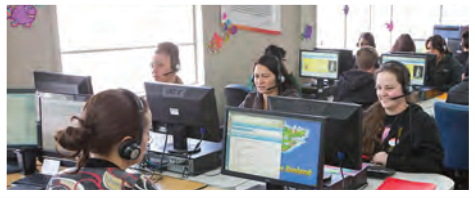
Programme Coordinator Joanne Cleland, WorkSkills

SUCCESS STORY

Our focus during 2015 has been on establishing a nationwide network of delivery partners for the KiwiSkills Jobseeker programme. We have a strong network of over 40 partners from Kaitaia to Dunedin with another 10 waiting to join the network in 2016. We have also developed a strong network of nearly 100 accredited testers. This has been made possible by a grant from the Lottery Grants Board to support 1500 jobseekers during 2015 with digital skills training.

WORK SKILLS

Our largest group of KiwiSkills partners comes from the private training sector. These organisations typically focus on delivering practical work-ready skills and have found the KiwiSkills ICDL programme a good addition. Palmerston North based **WorkSkills** is one of these. They train people for call centre and business administration jobs and have integrated ICDL training and testing into their existing programmes. Since August 2015, 40 students have registered for KiwiSkills and 16 have already completed the programme and gained an ICDL Certificate. WorkSkills students have a high success rate for employment and ICDL has added to the portfolio of skills that they have. From their August intake of 20 students, 80% were employed by the end of the year.



Students training in the Workskills call centre in Palmerston North

Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY

ICDL New Zealand

SCHOOL LEAVERS

Towards the end of 2015 we approached a number of schools in Wellington and Christchurch offering the KiwiSkills programme to senior students, who would soon be leaving school and either heading towards tertiary study or the workforce. A number of the ICDL modules have been assessed against NZQA Level 2 qualifications and enable students to use their ICDL Certificate to top-up their National Certificate of Educational Achievement (NCEA) credits and achieve an NCEA Level 2 qualification. The government has set a stretch target for 85% of school leavers to achieve a Level 2 qualification; students completing the ICDL programme can contribute directly to this target as well as creating a more digitally-skilled workforce.

The first school to participate was **Naenae College** in Lower Hutt. The school agreed that all Year 12 and 13 students could register for the programme and sit an initial diagnostic test during school time. Of the 247 students in these two year groups, 150 sat the Computer Essentials diagnostic assessment. In the 40-minute class, 41 completed the diagnostic and 16 achieved over 80%. A small number went on to complete the certificate tests. During 2016, we will continue to work with the College to support all students seeking NCEA L2 top-up credits to complete the programme.

Above: Students at Naenae College taking their online ICDL tests.

TERTIARY STUDENTS

Careers Advisers at some of New Zealand's Universities and Polytechnics have expressed a concern that many of their graduates do not have the practical digital skills to secure a job – even graduates with technology degrees often struggled to produce a professional document in Word or use the powerful features of an Excel spreadsheet to analyse data. Towards the end of 2015, we offered the KiwiSkills programme to students at two Christchurch tertiary institutions. One of these was **CPIT**.

More than 100 students took advantage of the opportunity to test their digital skills using an ICDL diagnostic and then proceeding with certificate tests to secure an ICDL Certificate. We set up a "pop-up" test centre at CPIT so that students could fit the ICDL testing in with their end of year studies and exams. Student Events Coordinator, Fiorella Fioretto, helped to organise the event acknowledged that the ICDL certificate was not that well-known in New Zealand, but widely recognised by employers in Europe and Asia.

Prizes were offered to reward students' efforts as part of the event at CPIT; this not only created an incentive for students to participate at a busy time of year, but also appealed to the students' competitive nature. Deepak Sharma passed a total of seven ICDL Certificate tests and had the highest aggregate score (by 1 point!) which won him a tablet digital device.

Above: Deepak Sharma won a tablet computer for getting top marks in the ICDL digital certification tests at CPIT.

In recent years we have been reporting about the growing challenge of connecting *Computers in Homes* families to the internet. It is disappointing to report for a fourth year in a row that this is not getting any easier.

We thought that ultrafast broadband (UFB) would be the solution, but after a full 12 months of promoting UFB as the prefered connection, we have managed to connect only 95 families out of a total of 1891 connections, i.e. only 5% of all families supported in 2015. The statistics in terms of fibre roll-out are impressive, but they are not reaching low income communities and when they do, the effort to connect is far from simple. The connection process appears to have been built for highly educated people (who speak English) and know how to create a fuss to get what they want.

35% of the families supported by *Computers in Homes* have no formal education qualification and 15% have no more than a Level 2 NCEA qualification or equivalent. They have little if any technical knowledge and for the most part do not have the confidence to make a nuisance of themselves in navigating the labyrinth of UFB connectivity. To their credit, the retail service providers have tried their best to make it easy with step-by-step instructions on their website, but this does of course assume that the applicant is not only literate but also has access to internet.

During the last six months we have encountered some really challenging connection situations, some of which have only been resolved when escalated to Crown Fibre Holdings and senior managers in the Local Fibre Companies. Much of the challenge is around the requirement for landlord permissions and in the case of shared access ways or multi-tenanted buildings the permissions of neighbours. We strongly support the Government's current efforts to find a solution for households with shared driveway access or in multi-tenanted premises. We cannot expect recently arrived refugee families with little English-language to knock on the door of their neighbours and get permissions for something that most people simply don't understand. We support the agreement that LFCs have reached amongst themselves to take responsibility for procuring landlord and neighbour permissions, but it appears that many frontline staff and contractors for these organisations do not know about this agreement and advise applicants to get the approvals themselves, or at best indicate to them that it will speed things up if tenants can get landlord approvals.

For premises without intact copper connections, it becomes even more difficult. Contractors turn up to discuss what is required and then instruct tenants to dig a trench before they will return to install the line. Chorus has some excellent instructions (for contractors) about digging trenches, but in our experience it is extremely difficult to find contractors to do this work. Furthermore, there are many challenges for tenants to overcome before starting to dig up their landlords' properties, not least of which are the dangers of interfering with other underground services such as power, water and sewerage.

Many *Computers in Homes* families are in Housing New Zealand premises, and Housing NZ has set up an "0800" line for approving UFB connections. But copper connections fall outside this process and any broken or disconnected service lines must be reported as a fault, in the same way a tenant would report a leaky tap. But this makes a huge assumption that tenants understand how telephones and the internet connect to houses; much of this infrastructure is invisible underground and even with overhead wires, do we really expect families to know the difference between power wires and telephone cables? We look forward to the day when all Housing NZ and local authority owned properties have UFB internet connections as a simple commodity, no different to water or sewerage services. Tenants can come and go without the overhead of setting up new connections and term contracts.

It is hard to say who is actually responsible for fixing these problems and that is the essence of the problem. There are so many parties involved in arranging a single internet connection that the end consumer can easily be left feeling slightly bewildered.

As intermediaries, our *Computers in Homes* team try to help, acting as advocates for tenants, but not only do they often get challenged by providers (as they are neither the customer nor the landlord), but they also have limited knowledge of telecommunications infrastructure. The Ministry of Education solved this problem for schools by establishing Network for Learning and this has been an outstanding success. We really do need to think about the consumer equivalent for residential internet connections.

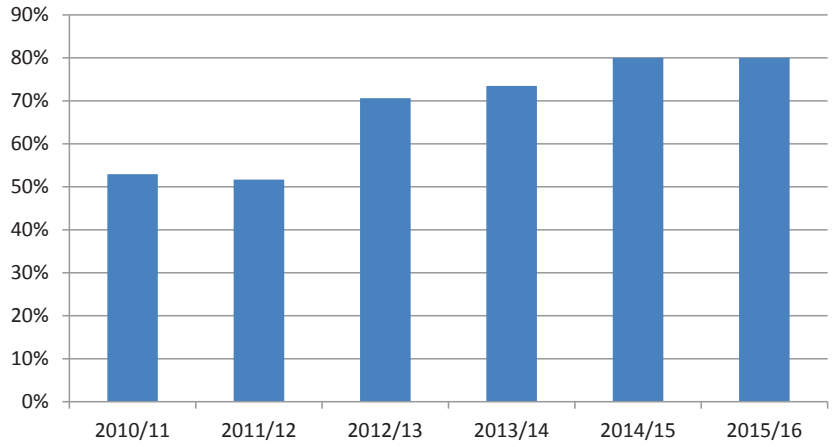
We welcome the move by most internet providers to offer "unlimited" data plans, although for the most part these are not yet affordable to the families we support. We also welcome the move by some providers to provide affordable pre-pay internet models. Most *Computers in Homes* families have disconnected their fixed telephone lines to avoid the recurrent monthly rental of $45–$50 and turned to disposable pre-pay "burner" phones. The recent move by Skinny to provide 60GB data plans on their 4G wireless network for just $55 per month looks promising, but coverage is still somewhat limited. With the promise of 100Mbit/s download speeds and a very simple set-up process – no landlord approvals, no trenches to be dug – this could be just the competition needed to improve performance from the fibre service providers.

We are impressed with the level of service that is being provided by many of our community wireless internet providers; without the overhead of the larger companies some are able to provide quality 'unlimited' broadband connections for as little as $40 per month.

We have agreed a target of 85% *Computers in Homes* families with internet connections for 2015–16. We have only reached 80% in the first six months, so this remains an ongoing priority for our team.

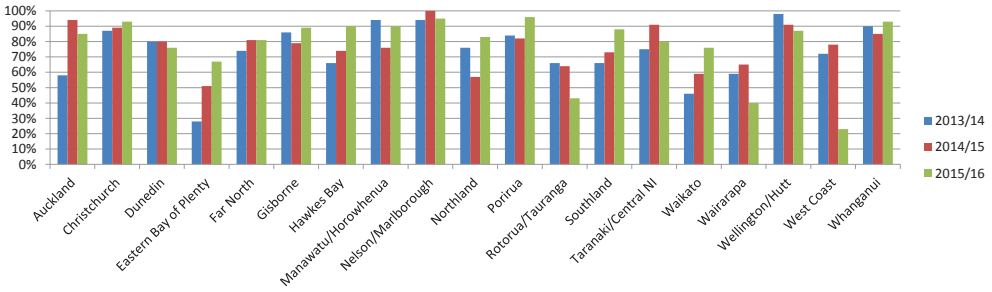
INTERNET CONNECTIONS FOR FAMILIES AT TIME OF GRADUATION:

(*2015/16 half year only)



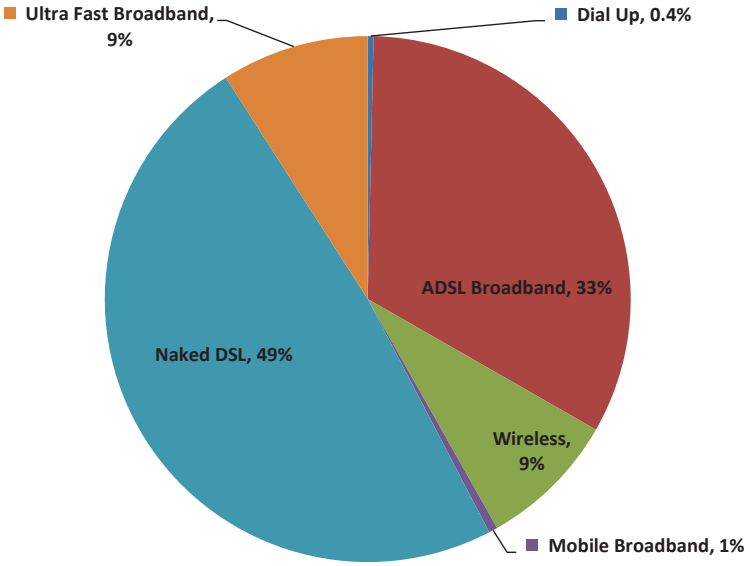
PERCENTAGE OF CIH FAMILIES WITH INTERNET (BY REGION):

The internet connection rate varies by region. The graph below illustrates the connection rate for each CiH region for the 6-month period from July – December 2015 compared with two previous 12-month periods.

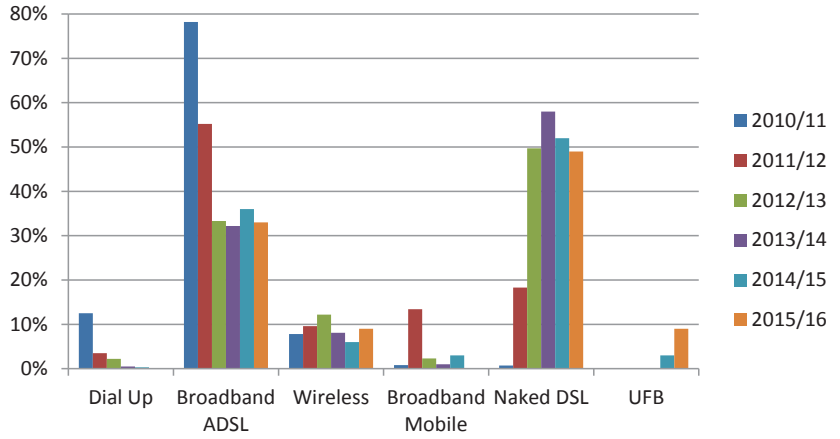


INTERNET CONNECTION TYPE AT GRADUATION (JULY–DEC 2015)

The introduction of the Naked DSL option has continued as the most popular option with 49% of families choosing this option but down from 61% in 2014.

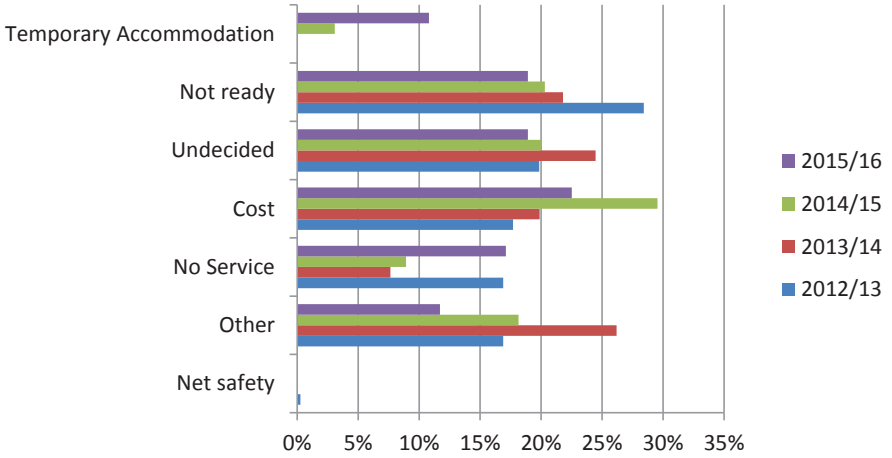


INTERNET CONNECTION TRENDS FOR FAMILIES AT GRADUATION (BY TYPE):



REASONS FOR FAMILIES NOT CONNECTING TO INTERNET:

We ask families who choose not to accept a subsidised internet connection why – the most common responses are summarised below. Of the 111 families in the six-month period July – December 2015 who declined our offer a subsidised internet connection, 25 (23%) did so because of cost, but similar numbers simply declined because they couldn't decide (19%) or were not ready for some reason (19%). 19 families (17%) could not be connected because no service was available.



Computers in Homes delivery partners

REGION	CiH COORDINATOR	REGIONAL PARTNER	GOVERNANCE GROUP CHAIR 2015
Auckland	Cara Sefuiva, Denise Proctor & Jo Hampton	Auckland CiH Steering Committee	Jocelyn Williams
Christchurch	Sylvia Smyth & Sue Davidson	Christchurch CiH Steering Committee	Geoff Siave
Dunedin	Janine Moore	Dunedin CiH Steering Committee	Cr Chris Staynes
Eastern Bay of Plenty	El Alamein Tunui	Eastbay REAP	John Chemis
Far North	Emma Tracey	2020 Far North ICT Trust	John Windleborn
Gisborne/East Coast	Ivan Lomax	Tairawhiti Technology Trust	Russell Holland (part year)
Hawkes Bay	Leona Karauria	Hawkes Bay CiH Steering Committee (to 30 June 2015)	Cr Maxine Boag & Cr Jacoby Poulain
Manawatu/ Horowhenua	Shona Te Huki	Manawatu/Horowhenua CiH Steering Committee	Cr Adrian Broad
Nelson/ Marlborough	Denise Henley	Nelson/ Marlborough Steering Committee	David Jowett
Northland	Sue Kini	Northland CiH Steering Committee	Vince Cocurullo
Porirua	Tim Davies-Colley	Porirua e-Learning Trust	Graham Kelly
Tauranga	Rosslyn Te Whero	2020 Communications Trust	Ivan Lomax
Southland	Kate McRae & Janine Walker	Southern REAP	Dawn Brocks
Taranaki/ Central North Island	Christina Turner	Taranaki e-Learning Trust	Karen Cave
Waikato	Holly Snape & Leila Ryan	Web Access Waikato Trust	Shane Hobson
Wairarapa	Martha Manaena & Wendel Richardson	Wairarapa REAP	Peter McNeur
Wairoa	Leona Karauria	2020 Trust	Ivan Lomax
Wellington/ Hutt	Briar Kopa	Wellington/Hutt CiH Steering Committee	Cr Gwen McDonald
West Coast	Cheryl Jackson	Westland REAP	Corrina Gestro-Best
Whanganui	Tania van der Vegte	Whanganui CiH Steering Committee	Sharon Duff
National CiH	Di Daniels	2020 Trust	Laurence Zwimpfer
Refugee	Di Daniels	Ministry of Education	Abdirizak Abdi
Digital Inclusion Development	Sue Davidson	2020 Trust	Laurence Zwimpfer
Automatic Payment Scheme	Kristina Parbhu	2020 Trust	Laurence Zwimpfer
ICDL	Sarah Lee & Karin Elliott	2020 Trust	Vanisa Dhiru
KiwiSkills	June Robinson & Karin Elliott	2020 Trust	Vanisa Dhiru

Acknowledgements

***Computers in Homes* is a successful programme, providing essential support for parents of school-aged children who have not previously had the opportunity to develop their computer and internet skills to a level where they are confident in helping their children use digital technologies for learning.**

The ongoing success of the programme relies on continuing government support and partnerships with local communities. The regional *Computers in Homes* coordinators and their local steering committees play an absolutely critical role in managing the roll out of the programme in their respective regions. The results achieved, as recorded in this report, are a tribute to their efforts and commitment to the programme.

Our thanks to all who have contributed during 2015 and to those who continue to do so.

2020

Communications Trust