THE NETIZEN PROGRAMME

For More Information:

DUT Project Manager   Ms Sudhika Palhad (sudhikap@dut.ac.za)

DUT Project Co-ordinator   Rasmi Singh (RasmiS@dut.ac.za) (0818876030)

IBSA   Barbara van Zyl (barbara@ibsa.org.za) (021 531 5470)

inseta
INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

DUT
DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

THE NETIZEN PROGRAMME

Business and social communication is now driven by the pervasive smartphone. The communication is instant, on-the-go, and regrettably complex. The instant communication makes us heroes or zeros, with consequences to our company and our family. While the complexity appears overwhelming, it is quite intuitive when reduced to thematic areas which is precisely what we intend to do. The course is feedforward and interactive and questions will be welcomed from learners.

Overview of the Programmes offered under the Netizen Programme:

Basic: The Cyber Cadet programme
Intermediate: The Cyber Intermediate programme
Advanced: The Cyber Citizen programme

Basic: The Cyber Cadet programme

Online Netiquette Overview

The *Online Netiquette*, or Network etiquette refers to the art of communication in the online world. This will include sessions on popular social media platforms such as Facebook, Twitter, and Instagram and, yes, on whatever you request. What they are, what works, and what not to do!

End User Computing (EUC) Overview

The purpose is to develop the digital acumen required for business communication. In End User Computing (EUC) the learner will be empowered to create content using the MS Office suite. The aim is to contribute towards improving productivity and efficiency in the workplace.

The basic level will cover content relating to Word processing (Word), spreadsheets, formulas and functions (Excel), email (Outlook) and presentation skills (PowerPoint) which will lay the foundation towards advanced learning in the Microsoft software suite.

The Netizen Programme

Digital Literacy Overview

There is a significant number of people with continual access to smartphones; presenting opportunities to learn basic digital skills in order to improve their lives and advance their careers.

This component will include the Mobile Literacy course to exploit this pervasive opportunity by focusing on stimulating interest in acquiring basic digital skills using mobile devices to unlock opportunities created through the fourth industrial revolution. The skills will easily be translated to a desktop environment. This exposure arrives with cybersecurity attendant risks which can be mitigated by understanding the technology available to protect ones digital identity, phishing, hacking and a range of other cyber threats which will be covered.

This section will also cover basic competencies such as learning the Google Environment and inculcating an intuitive online learning sense.

The Netizen Programme

Intermediate: The Cyber Intermediate programme

Online Zetiquette Overview

The world of work is now online. Employees have to navigate a range of video conferencing tools such as Zoom and Teams. This section is called *online zetiquette* and speaks to the notion of what to do, setting backgrounds, bad hair days, what not to do, etc.

Employees usually get training only on the tool used by the organization but not others. This section sensitizes learners to tips tricks and traps of online communication. There will be a session on Teams and a Session on Zoom.

End User Computing Overview

This section covers a deeper range of functions relating to the Office suite. The emphasis will be on nurturing intuitive learning. Word, PowerPoint and Excel will be explored through templates, presentation and functions to design reports, budgeting and presentations. The Outlook aspects covered under this level also speak to outcomes meeting reporting and communication strategies.

Digital Literacy Overview

This component of Digital Literacy will enhance learners' understanding of mobile and web applications. This will include a conceptual understanding of Smartphone applications. This section will prove especially useful and practical to everyday usage, for instance, applications for personal, professional, and educational purposes will be covered. This includes understanding anti-virus software, spam messages, phishing and getting involved in your family's online life to support one another. All terms in the word cloud will be covered.

The Netizen Programme

Advanced: The Cyber Citizen programme

Online Mobiquette Overview

Mobile devices present a set of challenges and opportunities, which we call *online mobiquette*. This relates to device usage, finding software, social surfing and mobile posture. Google is a verb as well as an adjective. There is, however, no manual on using Google or most social media platforms to unlock its value or mitigate its threats. The team, through years of experience, will through a series of interactive engagements, guide employees to become super Google users in their personal, research, educational and professional life. Users will learn how to search for images, videos and research articles.

End User Computing Overview

This level will enable collaborative functionality of the office suite as well as other software. It will also introduce features of Office and encourage learning-by-doing. Users will be introduced to Google Drive and on how to share and work with documents.

Digital Literacy Overview

The usage of Smartphones for greater efficiency and mobility will be explored in this level. The usage of mobile applications for banking, financial literacy, administration and document creating will be covered in this section. Cybersecurity will be contextually discussed as well. This includes tools to manage your digital footprint (incognito), browser settings etc.

The Netizen Programme

THE NETIZEN PROGRAMME

For More Information:

DUT Project Manager   Ms Sudhika Palhad (sudhikap@dut.ac.za)

DUT Project Co-ordinator   Rasmi Singh (RasmiS@dut.ac.za) (0818876030)

IBSA   Barbara van Zyl (barbara@ibsa.org.za) (021 531 5470)

inseta
INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

DUT
DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE