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# GenerationInfinity

**The Generation Infinity Project:  
Enhancing digital skills,  
competencies and safety  
in European older adults and seniors!**

**Work package n°2 - Train the Trainers  
framework**

**“Train the Trainers” teaching framework**



 **Bluechain**



#### Project Partners

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This framework is designed to provide educators with the knowledge, skills, and methodologies needed to effectively teach digital skills to older adults and address digital ageism.

The structure is based on the following seven modules, organised into three thematic areas for a logical progression of training (see Application page 42/78):

### Area 1: Theoretical and Contextual Foundations

1. Teaching digital skills and abilities to older adults and seniors;
2. Digital Ageism and Digital Transformation: How It Affects European Seniors;
3. Digital Intergenerational Learning: Older People Learn from Younger People.

### Area 2: Essential Digital Skills and Everyday Applications

4. Smartphone use by older adults;
5. Digital services and tools in the daily lives of the elderly;
6. Digital security in the digital age.

### Area 3: Advanced Digital Skills and Workplace Inclusion

7. Digital services and tools in the workplace for older adults.

The framework now analyses each of the seven modules assigned to the partners in tabular form, with particular attention to the Main Focus of the Trainer and a commentary note on the module.

## **Area 1: Theoretical and Contextual Foundations**



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This area provides the conceptual basis, challenges, and socio-cultural context necessary for an effective and sensitive training approach.

| Content Module<br>( <i>Partner</i> )                                                                                                         | Main Focus for the Trainer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>1. Teaching digital skills and competences to older adults and seniors</b><br><br><b>Fondazione Università AA Vicenza (UNIVIA)</b>        | <b>Andragogy and Learning in Older Adults.</b> Understanding adult learning theories and the specificities of digital learning in seniors (motivation, psychological barriers, learning styles). Developing adaptive teaching methodologies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <i>Comment note on the form</i>                                                                                                              | <i>This module provides educators with methods, tools, and pedagogical approaches tailored to the learning needs of older adults. It explores the principles of adult learning and lifelong learning, techniques for overcoming fear or resistance to technology, and strategies for building motivation and confidence. Educators will learn how to structure lessons, use clear communication, and adapt content to different skill levels, backgrounds, and cognitive abilities. The module emphasizes creating inclusive and supportive learning environments and fostering a sense of accomplishment in digital education. Practical exercises and case studies illustrate how to effectively guide older adults on their digital learning journey.</i> |
| <b>2. Digital Ageism and Digital Transformation: How It Affects European Seniors</b><br><br><b>Fondazione Università AA Vicenza (UNIVIA)</b> | <b>Understanding Ageism:</b> Identifying and deconstructing stereotypes and prejudices about seniors' use of technology (Digital Ageism). Understanding the impact of digital transformation on different age groups in Europe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| Comment note on the form                                                                                                          | <i>This module examines the social and cultural dimensions of digital transformation and their impact on older adults. Trainers will explore the concept of digital ageism, stereotypes, prejudices, and structural barriers that marginalize seniors in the digital space, and will learn strategies to counter these dynamics in the classroom and beyond. The module also highlights how rapid technological change can widen the digital divide and presents inclusive teaching approaches that enable older adults to fully participate in digital society. Educators will learn to frame technology as an opportunity rather than a threat and to promote inclusive digital ecosystems.</i> |
| <b>3. Digital Intergenerational Learning: Older People Learn from Younger People</b><br><br><u>Fundacja " Fundusz Inicjatyw "</u> | <b>Role of the Trainer as Facilitator:</b> Understanding the benefits and dynamics of intergenerational learning (such as reverse mentoring). Acquiring techniques for managing and facilitating effective and respectful knowledge exchanges between different generations.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Comment note on the form                                                                                                          | <i>This module introduces trainers to the concept of intergenerational learning, where young and old collaborate in digital education. It provides methodologies for designing joint learning activities, mentoring programs, and peer exchanges that benefit both groups. Trainers will explore how such initiatives can foster mutual understanding, reduce stereotypes, and strengthen community cohesion. Through shared experiences, older people gain confidence and practical skills, while younger participants develop empathy, communication skills, and a deeper appreciation for lifelong learning.</i>                                                                               |

## Area 2: Essential Digital Skills and Everyday Applications



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This area focuses on practical digital skills relevant to the personal and daily lives of older adults.

| Content Module (Partner)                                                                                     | Main Focus for the Trainer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>4. Smartphone use by older adults</b><br><i>Social Nebula</i>                                             | <b>Mastering the Core Tool:</b> Gain in-depth knowledge of the features, interface, accessibility settings, and best practices for teaching smartphones (Android and iOS) to seniors.                                                                                                                                                                                                                                                                                                                                                                                                          |
| <i>Comment note on the form</i>                                                                              | <p>Smartphones are the primary gateway to digital participation, yet many older adults lack confidence in their effective use. This module helps trainers teach older adults how to use their devices, customize accessibility settings, manage apps, communicate securely, and use services such as online banking, navigation, and health monitoring. The training combines practical exercises with troubleshooting techniques, enabling older adults to use their smartphones not only as communication tools, but as powerful tools for independence, safety, and social interaction.</p> |
| <b>5. Digital services and tools in the daily lives of the elderly</b><br><i>Lyudska University of Celje</i> | <b>Repertoire of Useful Applications:</b> To know and be able to teach the use of essential platforms and services (e.g., video calls, online banking, healthcare bookings, e-commerce, transportation) focusing on usability and relevance.                                                                                                                                                                                                                                                                                                                                                   |
| <i>Comment note on the form</i>                                                                              | <p><i>This module provides trainers with an overview of the most relevant and useful digital services for the daily lives of older adults, from e-government platforms, online banking, and healthcare portals to communication tools and digital social spaces. Trainers will learn how to teach these tools in a practical</i></p>                                                                                                                                                                                                                                                           |

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|                                                                                            | <i>and concrete way, aligned with the real needs of older adults. The module also highlights the key skills identified through project research, ensuring that educators focus on the most effective ones. By mastering these tools, older adults can improve their independence, access essential services, and participate more confidently in daily digital interactions.</i>                                                                                                                                                                                                                        |
| <b>6. Digital security in the digital age</b><br><br><b>Bluechain Research Cooperative</b> | <b>Prevention and Awareness:</b> Acquire and teach key skills for online security: password management, scam recognition (phishing), privacy, personal data protection, and safe browsing. (This module bridges everyday use and challenges.)                                                                                                                                                                                                                                                                                                                                                           |
| <i>Comment note on the form</i>                                                            | <i>Security is a fundamental aspect of digital literacy. This module trains educators to teach seniors how to navigate online environments safely, from recognizing phishing emails and scams to using strong passwords, managing privacy settings, and understanding data protection. Trainers will learn to present concrete examples, common threat scenarios, and "dos and don'ts" in an accessible way. The module also addresses the psychological aspects of digital security, such as building trust and reducing fear, enabling seniors to interact online with confidence and resilience.</i> |

### Area 3: Advanced Digital Skills and Workplace Inclusion

This area addresses the use of digital technology in more structured contexts, particularly in the workplace, for older adults who are still active or seeking reintegration.



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| Content Module (Partner)                                                                                        | Main Focus for the Trainer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>7. Digital services and tools in the workplace for older adults</b><br><br><b>Gotse Delchev Municipality</b> | <b>Digital Professional Development:</b> Develop the ability to train older adults on tools and platforms relevant to the work environment (e.g., online collaboration tools, document management, e-learning platforms for professional development, use of the cloud).                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Comment note on the form</i>                                                                                 | <p><i>Focusing on lifelong employability, this module prepares trainers to support older adults in using digital technologies in professional contexts.</i></p> <p><i>It covers workplace-relevant tools, such as collaborative platforms, cloud services, digital project management tools, and cybersecurity practices. Trainers will learn strategies to help older workers integrate new technologies into their daily activities, increase productivity, and remain competitive in ever-changing labor markets. The module also addresses the psychological aspects of digitalization in the workplace, offering methods to build confidence and resilience among older employees navigating technological change.</i></p> |

### Further suggestions

#### Trainer Mastery Levels

For each module, trainers should aim to achieve different levels of mastery, inspired, for example, by the **DigCompEdu framework** (European Framework for the Digital Competence of Educators):



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1. **Knowledge (A1/A2):** Understand the contents and challenges of the module.
2. **Application (B1/B2):** Being able to use skills and tools personally and adapt teaching materials.
3. **Teaching and Facilitation (C1/C2):** Be able to design, deliver and evaluate an effective training program for older adults based on the module, managing group dynamics and individual difficulties.

This framework ensures that trainers receive comprehensive training that goes beyond simply *what* to teach (digital skills) to focus on *how* to teach (adaptive methodologies) and *why* (socio-cultural context and ageism).

### Construction of the training module

Leaving the management of the assigned module to the partner in complete autonomy, it is suggested to construct the module itself by identifying - in coherence with the main focus - the key topics and detailed contents alongside an exemplary practical methodology that can be of assistance to the trainer.



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