



Basic iPad & iPhone series

1. Getting started

- Turning on/off and basic navigation
- Connecting to the internet
- Charging your device

2. Managing contacts

- Adding, editing & removing people
- Searching for a contact
- Sharing contacts

3. Taking photos

- Taking a photo (including “selfies”)
- Viewing photos
- Panoramas
- Shooting a video

4. Email basics

- Navigating the email window
- Reading & answering emails
- Composing a new email
- Forwarding, searching, deleting & printing emails

5. Searching the internet

- What is a Search Engine and how do I use it to find things?
- Difference between Google and Safari
- Searching the web
- Adding icons to the Home screen
- Using the microphone

6. Having fun with apps

- What is an app and why should I use them?
- Free vs paid
- Downloading an app from the App Store
- Organising your icons
- Updating apps
- Top 10 apps to make life easier

7. Staying connected with FaceTime

- What is FaceTime and why should you use it?
- Making a FaceTime call
- Overview of other video chat options (Skype, WhatsApp & Messenger)

8. iCloud & backups

- What is iCloud
- Setting up iCloud
- Taking a backup

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Intermediate iPad & iPhone series

1. Personalising your iPad

- Customising your settings
- Setting up wallpaper, sounds, brightness & font size
- Lock & unlock options
- Managing notifications

2. Handy iPad tools

- Notes
- World clocks
- Setting an alarm, using the stopwatch and Timer
- Using the calculator
- Sharing files via AirDrop

3. Reading iBooks

- Navigating and reading an iBook
- Downloading iBooks – Free vs paid
- Managing your library
- Sharing iBooks

4. Brain training

- Free vs Paid apps
- Downloading from the App Store
- Best free games

5. Organising email

- How to be efficient with email
- Attaching photos to an email
- Folders & filing emails
- What is the Outbox?
- Clearing the rubbish
- Unsubscribing from marketing emails

6. Managing photos

- Editing & deleting photos
- Saving photos
- Setting up albums to keep photos organised
- Setting up a slideshow

7. Listening to music

- Free vs paid music
- Popular music apps such as Spotify & Shazam
- Downloading music from iTunes
- Playing songs and adjusting volume

8. Siri – Your personal assistant

- Initial setup
- Asking questions
- Searching for information
- Making FaceTime calls
- Booking appointments
- Getting directions
- Sending emails

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Advanced iPad & iPhone series

1. Travelling with an iPad

- How to avoid “bill shock”
- Airplane mode, public Wi-Fi and data roaming
- Connectivity
- Safety
- Handy apps such as Google Maps

2. How to save money with your iPad

- Accessing free stuff
- Family sharing
- Using FaceTime
- Monitoring usage
- iMessages

3. Electronic calendars

- Calendar views
- Adding, editing & deleting appointments
- Recurring events

4. Troubleshooting your iPad

- Frozen or non-responsive iPads
- Battery not charging
- Slow iPad slow
- Restart vs Reboot

5. Watching movies, YouTube clips & Podcasts

- Downloading & watching movies
- Netflix vs Foxtel
- Playing YouTube clips
- Listening to podcasts

6. Customising Sounds

- Using a song as a ringtone
- Recording your own sounds using GarageBand
- Assign a sound to a contact
- Assign a sound to an alarm

7. Passwords & Credit Cards

- Why do I have so many passwords?
- Passcodes vs passwords
- Apps to keep passwords safe
- Touch ID
- Keychain
- Keeping credit card information safe

8. Synchronising your devices

- iCloud vs iTunes
- Email
- Contacts & calendar
- Photos
- Apps & purchases

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Getting to know your Windows 10 laptop

1. Getting started

- Windows 8 vs 10
- Basic keyboard & mouse skills
- Screen layout
- Connecting to Wi-Fi
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2. Working with files & folders

- Using File Explorer
- Copy, rename, move and delete files
- Searching
- Setting up Folders
- Recycle bin

3. Searching the internet

- Difference between Google Chrome and Microsoft Edge
- Searching the web
- Bookmarking favourite sites
- Cortana

4. Windows Mail basics

- Navigating the email window
- Reading & answering emails
- Composing a new email
- Forwarding, searching, deleting & printing emails

5. Managing photos

- Viewing photos
- Moving & renaming photos
- Using the Camera app
- Uploading photos from a digital camera

6. Personalising your laptop

- Your Microsoft account
- Working with the traditional desktop
- Changing the background
- Customising the Taskbar

7. Handy Tools

- Windows Defender
- Printing
- Scanning
- The Snipping tool

8. Backup & restore

- Why is it important to take backups?
- External hard drives, USBs and CDs
- Scheduling a backup
- Restoring files



Basic Samsung tablet &/or smartphone

1. Getting started

- Turning on/off and basic navigation
- Connecting to the internet
- Charging your device

2. Managing contacts

- Adding, editing & removing people
- Searching for a contact
- Sharing contacts

3. Taking photos

- Taking a photo (including “selfies”)
- Viewing photos
- Deleting photos
- Taking a video

4. Email basics

- Navigating the email window
- Reading & answering emails
- Composing a new email
- Forwarding, searching, deleting & printing emails

5. Searching the internet

- What is a Search Engine and how do I use it to find things?
- Difference between Google and Safari
- Searching the web
- Using the microphone

6. Managing apps

- What is an app and why should I use them?
- Free vs paid
- Downloading an app
- Organising your icons
- Updating apps
- Top 10 apps to make life easier

7. Using Skype

- What is Skype?
- Downloading the app
- Creating an account
- Making a Skype call
- Extending your Skype family

8. Backups

- Importance of backups
- What information can I backup?
- Backup options
- Taking a backup



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Introduction to Smartphones (device specific)

1. Getting started

- Turning on & off
- External buttons & basic navigation
- Screen real estate
- Charging your device

2. Making & receiving calls

- Making a call using the keypad & via contacts
- Ending a phone call
- Using the speaker
- Receiving a call

3. Text messages

- Using the virtual keyboard
- Sending a text message
- Replying to a text message
- Attaching a photo

4. Managing contacts

- Adding a contact to your phone
- Editing & deleting contacts
- Adding a photo to a contact
- Searching for contacts

5. Taking pictures

- Taking a photo
- Viewing photos
- Deleting photos
- Taking a video

6. Email basics

- Reading emails
- Answering emails
- Creating & sending new emails
- Searching for an email

7. Managing apps

- Free vs paid apps
- Downloading apps
- Organising apps
- Updating apps
- My "Top 10" apps

8. Using Skype

- Downloading the app
- Creating an account
- Calling family & friends
- Widening your Skype family



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Travelling made easy (device agnostic)

1. Researching travel destinations

- Research options
- Useful tools & sites
- Interpreting reviews

2. Getting there

- Finding & booking flights
- Car rentals
- Trains
- Organising travel documents

3. Where to stay & What to do

- Tour operators (Scenic, APT etc)
- Cruising options
- Booking accommodation (Booking.com, TripAdvisor etc)

4. Preparing for travel

- Protecting your devices
- Travel settings
- Passcodes & passwords
- To SIM or not to SIM
- Loading books, movies, music & games
- Photography options
- Adapters
- Registering with SmartTraveller

5. Staying connected

- Using Wi-Fi
- Tethering your smartphone
- Keeping in touch (email, Facebook etc)

6. Handy apps

- Flight Tracking
- Language guides
- Currency converter
- World clock & alarms
- Weather

7. Getting out and about

- Live navigation
- Google Maps
- Maps.Me
- Flush (toilet finder)

8. Returning home

- Turning everything back on again
- Writing reviews
- Managing photos

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Workshops

1. Creating a Photobook (separate classes for laptops vs tablets)

- Week 1 – Getting started
- Week 2 – Uploading photos
- Week 3 – Creating your album
- Week 4 – Basic Designer
- Week 5 – Advanced Designer
- Week 6 – Publishing your album

2. Facebook

- Week 1 – Getting started
- Week 2 – News feeds & general navigation
- Week 3 – Inviting and managing friends
- Week 4 – Posts, Likes & Comments
- Week 5 – Privacy & security settings
- Week 6 – Messenger

3. Microsoft Office basics

- Week 1 – Getting started
- Week 2 – Basic MS Word skills
- Week 3 – Basic MS Excel skills
- Week 4 – Basic MS Outlook skills
- Week 5 – Basic MS PPT skills
- Week 6 – Backup & restore tools

4. Social media basics

- Week 1 – Getting started
- Week 2 – Facebook
- Week 3 – Instagram
- Week 4 – Pinterest
- Week 5 – Blogs
- Week 6 – VoIP (Viber & Whats App)

5. Selling your unwanted goods

- Week 1 – eBay vs Gumtree vs Marketplace
- Week 2 – Photographing your items
- Week 3 – Creating your account
- Week 4 – Uploading & describing your goods
- Week 5 – Setting up PayPal
- Week 6 – Finalising your transaction

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Pick & Choose - Individual 1-hour classroom topics

1. Family sharing & Data usage

- Setup Family sharing
- Share your location
- Monitoring data usage (on the device itself and the iCloud)
- Setup Find my iPad

2. Printing

- How do I print from an iPad?
- What is AirPrint?
- Why do I need to download a printer app?
- How to set up your printer?

3. Making movies/videos

- Video mode
- Editing tools
- iMovie

4. Using accessories

- What is "Bluetooth?"
- Cases, covers & external keyboards
- Headphones vs headsets vs earphones
- Speakers
- Connecting your iPad to your TV
- Hands free in your car

5. Shopping & Online banking

- How to keep your financial information safe
- Shopping online with Coles or Woolworths
- Shopping online with Gumtree or eBay
- How to bank online

6. Social media

- Importance of staying safe with social media sites
- Exploring the top 10 social media sites
- Updating privacy settings on your device
- Using the internet safely

7. Managing recipes

- How can my iPad help me manage my recipes?
- Finding recipe sites
- Downloading and sharing recipes
- Creating shopping lists

8. Scanning

- Scanning documents onto your computer
- Scanning photo albums onto your iPad
- Scanning business cards onto your smart phone

9. Keeping fit

- Fitbit & Garmin devices
- Staying organised
- Synchronising with your iPad or computer

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10. Collaging photos

- Why would I want to display my photos in a collage?
- Free tools to download
- Using a collage tool
- Uploading to Facebook

11. LinkedIn

- Setting up a LinkedIn account
- Adding & maintaining contacts
- Reading news feeds
- Sharing content
- Adding new posts

12. Twitter

- How do other Twitter users know you exist?
- Setting up an account
- Tweeting
- Following

13. Snapchat

- What is Snapchat and why should I use it?
- Setting up an account
- Uploading photos
- Building a following

14. Purchasing & upgrading your device

- Determining what you need
- Suppliers
- Software
- Transferring data

15. Typing, using a mouse and stylus pen

- Basic keyboard skills
- Basic mouse skills
- Basic stylus pen skills
- Shortcut keys

16. Adobe Acrobat

- Opening a PDF
- Basic navigation
- Searching for text
- Marking up PDF
- Printing

17. Digital photography

- Cameras vs tablets vs smartphones
- Photos vs videos
- Viewing & basic editing
- Saving onto memory cards

18. iWatch basics

- Why should you own an iWatch?
- Synchronising with other Apple devices
- Fitness and health tracking
- Dealing with notifications
- Siri

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19. iPod basics

- Who is it best for and why?
- WiFi option
- Listening to music
- Play games
- Taking photos & videos

20. Apple TV

- What is Apple TV and why should I use it?
- Connecting to your TV
- Connecting your iPad to your TV
- Watching movies, TV shows and searching the internet

21. Accessibility

- How can your iPad assist people with impairments?
- Zoom & Talkback options
- Assistive touch
- Hearing aids
- Siri

22. Audiobooks

- Hearing Association
- Costs
- Audible app

23. Social networking

- What is social networking and why should I participate?
- Meetups
- Nabo
- YourLink & YourLifeChoices
- Helpful apps and websites

24. Languages

- Using a different language on your device
- Learn a language apps
- Translation apps

25. iTunes

- What is iTunes & do I need it?
- Your iTunes account
- Purchasing items
- Backup & synchronisation options

26. Touch ID & Facial Recognition

- What is Touch ID & Facial Recognition?
- Setting up your fingerprints
- Setting up Facial Recognition
- Turning these features on & off

27. WhatsApp

- Downloading the app
- Creating an account
- Calling family & friends
- Widening your WhatsApp family

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Speaking gigs – Individual 1-hour topics

- Managing your Digital Legacy
- Taking a great photo with your smartphone
- Demystifying technology
- Demystifying the NBN
- Accessibility options for the sight, hearing & mobility challenged
- Smart Homes – Where to start?
- Travelling with your devices
- Scams, viruses & hackers – How to be “street wise”
- Health & Wellbeing apps
- Understanding your phone & data plan
- Keeping your data safe
- Making money from eBay, Gumtree or Marketplace
- Video chat – What is the best tool for me?
- Shopping & Online banking
- An introduction to Facebook
- Electronic books and audiobooks
- Photobooks – Keep your treasured memories safe
- Social media – Do I need it?
- Uber & using public transport app
- Recording your life story
- Purchasing & upgrading hardware & software
- Navigating the My Aged Care & MyGov sites
- My Health Record
- Basic photo editing – Easier than you think
- Keeping healthy with wearable technology
- Navigating the Be Connected site
- Social connections for the over 50’s