

## Session plan: Safety and security online

Duration: 1 hour

### Overview

- Being safe online provides those new to the internet with some practical tips to stay safe when searching online either on a computer or on a smart device. It also makes learners aware of social media, how to safely connect with people via social media and how to identify scams.
- Learners will have an initial discussion, do some online learning and complete some offline activities.
- Learners need a **Learn My Way account** to complete this session.
- You will need the following handouts (see later in this session plan) ready for learners to use prior to starting this session:
  - **Secure or not secure**
  - **Five top tips for avoiding scams**
  - **Identifying scams**

### Session aims

- Increase confidence when staying safe online for both computers and devices.

### Learning aims

- I understand the risks and threats involved in carrying out activities online and the importance of working securely.
- I can identify secure websites.
- I can recognise suspicious links in email, websites, social media messages and pop-ups.
- I know that clicking on links or downloading unfamiliar attachments could put me and my computer at risk.

Duration (minutes)	Activity	Teaching Method / Assessment
5	<p>Explain what you'll be covering this session. It will include some <b>discussion</b>, some <b>online learning</b> and <b>activities</b> around being safe online.</p> <p>Explain that some websites are 'secure' and some aren't. If you're just looking at a website it doesn't need to be secure but if you're going to enter any personal details, it does.</p> <p>Ask learners why this is important. Eg to stop other people getting your data, stealing your identity, etc.</p> <p>Ask learners what sort of websites they think should be secure. E.g. shopping, banking, social media, etc. Ask learners if they have heard of social media and whether they are a part of any site?</p> <p>Demonstrate how to identify a secure website. Eg open <b>Learn My Way</b> and highlight <b>HTTPS</b> and <b>padlock</b> (select the padlock to show the 'this site is secure' message).</p> <p>Explain that just the padlock by itself doesn't guarantee that a site is secure and should only be one of many other checks people do. Eg check the website address, check for contact information (fraudulent websites are less likely to have good ways to contact them) or read some online reviews.</p>	<p>Discussion</p> <p>Reassure the group that there are steps we can take to be safe online and that we will learn those today.</p>

5	<p>Identifying non secure websites</p> <p>Hand out the <b>Secure or not secure</b> sheet. Ask learners to guess if the websites will be secure or not.</p> <p>Discuss outcomes and if it's safe to use the non secure websites. E.g. They are safe to use if you don't need to enter personal or payment details.</p>	<p>Offline activity</p> <p>Visit each learner and check their answers or discuss as a group.</p>
20	<p>Introduce learners to the <b>Learn My Way</b> website and explain how to navigate topics by demonstrating the first few screens of <b>Basics of online safety</b>.</p> <p>Ask learners to navigate to and complete the following topics:</p> <ul style="list-style-type: none"> <li>● <b>Basics of online safety</b></li> <li>● <b>Online behaviours</b></li> <li>● <b>Meeting online friends</b></li> <li>● <b>Dealing with online scams</b></li> </ul> <p>Ensure learners are aware of navigation controls and allow them to progress at their own pace.</p>	<p>Online learning</p> <p>Walk around to monitor learner progress, helping on a one-to-one basis as required.</p> <p>If anyone is struggling with using the mouse, suggest they try the practise activities again. Reassure them that confidence in using their device is more important than completing the topics.</p>
5	<p>Ask learners what they learnt about scams. Ask what are some common online scams. Eg emails pretending to be from their bank / company asking to confirm account details, fake emails and texts.</p> <p>Ask how confident they feel about recognising scams and what to do if they did.</p>	<p>Discussion</p>
10	<p>Hand out the <b>Five top tips for avoiding scams</b> sheet. Give learners time to read it.</p>	<p>Offline activity</p>

	Hand out the <b>Identifying scams</b> sheets. Ask learners to identify which items, if any, might be scams and why.	
5	<p>Ask how they found the session. What was easiest and what was the hardest?</p> <p>Discuss how learners feel about staying safe online, what they've learnt and if they have any questions.</p>	For those who express concerns that they're struggling, reassure them that although it can be tricky at first, practice will help.
10	Ask learners to complete the rest of the topics in the <b>Safety and security online</b> subject.	Online learning

---

## Secure or not secure

Which of the following websites do you think are secure?

Tick the 'secure' or 'not secure' box for each website.

When you've finished, visit each website and check your answers.

<b>Website</b>	<b>Description</b>	<b>Secure</b>	<b>Not secure</b>
amazon.co.uk	Online shopping		
bbc.co.uk	News and entertainment		
open.ac.uk	Education		
nationalrail.co.uk	Rail travel		
walesonline.co.uk	Local news and entertainment		
nationalarchives.gov.uk	Information archive		
espn.co.uk	Sports news and entertainment		
time.com	News magazine		
gov.uk	Government services and information		

## Five tips for avoiding email scams

Before responding or clicking on a link or attachment in an email, ask yourself the following questions.

### 1. Does it make you panic?

A common tactic is to panic the recipient causing them to respond so quickly that they haven't had time to think about what they are doing.

### 2. What email address has the email been sent from?

When emails claim to be from banks, online stores or other trusted organisations, check to see what the email address looks like. What's hidden underneath the sender name might be quite different from the name that you can see.

### 3. Who is the message addressed to?

If the email doesn't address you personally, but says something like 'Dear Customer' or 'Dear Friend', the message could well be part of a mass mail-out by scammers.

### 4. Are there links in the email?

If there are links in the email don't click on them even if they look genuine. Like the sender details, they can appear to be harmless but the underlying web address can take you to the scammers website.

### 5. Is the message written in good English?

There are many small clues that can hint that an email is not trustworthy. For example, a small difference in the company logo or the layout of the message looking sloppy and unprofessional. Check the spelling and grammar and be wary if there is an unusual use of capital letters in a sentence.

## Identifying scams

### 1. Do you think this email is real or a scam?

 **GOV.UK**

 HM Revenue & Customs

---

GOV.UK restitution (2021) is on its way.

HM Revenue and Customs (HMRC) has sent you this notification as your eligibility have been checked. We owe you 725.95 GBP.

[\*\*GOV.UK HM Revenue and Customs Gateway Claims\*\*](#) →

Your reference is QBH-R2K6-DM9.

If we need any further details, we'll contact you by letter or phone. We may ask you to sign in to a service to provide more details but we won't ask for your personal details by email.

You will normally receive a response within 2 days.

Yours sincerely,

HM Revenue and Customs

## Identifying scams

### 2. Do you think this email is real or a scam?

**PayPal**

**Your access has been limited**

Dear Client,

Our technical support and customer department has recently suspected activities in your account.

Your Paypal account has been limited because we've noticed significant changes in your account activity. As Your payment processor, we need to understand these change better.

We're always concerned about our customers security so please help us recover your account by following the link below.

[Restore Payment To PayPal](#)



## Identifying scams

### 3. Do you think this email is real or a scam?



### ORDER CONFIRMED

HERE ARE YOUR COLLECTION DETAILS

Hi Salma - thanks for shopping with us



Just to say, your order is nearly there

1

Your item should be ready for you from...  
4:00pm on Thu 25 August

We'll let you know when it's arrived and ready for you to collect

Pop in by...  
9:00pm on Thu 1 September

We'll hold onto your item until then

2

Head to the dedicated Paid Online counter at...  
Chesterfield Argos in Sainsburys  
Rother Way  
Chesterfield  
S41 0UB

3

Bring these along with you...  
Order number

DF78451

Collection code

4116



961/0604  
Argos Home 3 x 32L Plastic  
Storage Folding Crates - Grey

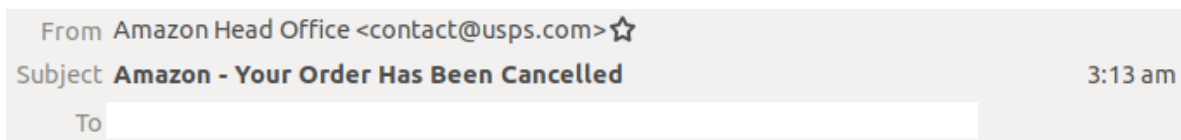
Quantity **£22.00**  
2

Subtotal: £22.00

**Total paid: £22.00**

## Identifying scams

### 4. Do you think this email is real or a scam?



Dear Amazon Customer

Your recent order on AMAZON.COM has been canceled due to fraudulent activity detected by our automatic systems. Your account has been suspended on a temporary basis.

You're requested to activate your account by verifying your email address.

Please visit [amazon.com/verify-my-account](https://amazon.com/verify-my-account)

Or

Please click on the button below

Verify Email

## Identifying scams

### 5. Do you think this email is real or a scam?

Dear Salma Singh

Thank you for making University of Illinois at Urbana-Champaign part of your learning experience on Coursera!

#### **Ready to Explore Online College Credit Programs at the University of Illinois?**

We are excited to feature the following fully online degree programs:

**Master of Arts in Translation and Interpreting** – *Preferred application deadline is March 15 for August 2017 start.* Offers language pair work in all official languages of the United Nations, and more. [Learn more about Translation and Interpreting now.](#)

**Master of Computer Science in Data Science (MCS-DS)** – *Taking Applications now for May 2017 and August 2017 start.* [Learn more about MCS-DS now.](#)

**Master of Education, Human Resource Development (EDM - HRD)** – *Apply now for May 15, 2017 start.* Four semesters, 8 courses, 32 credit hours. [Learn more about HRD now.](#)

Like Illinois Online on [Facebook](#) | Follow Illinois Online on [Twitter](#) | [Pinterest](#) | [Instagram](#)

  
ILLINOIS

## Identifying scams: Answer sheet

This page lists some pointers on each email that you can discuss with your tutor.

### 1. GOV.UK (Scam)

- No return email address.
- No greeting - not addressed to the recipient.
- Links in the email.

### 2. PayPal (Scam)

- Panic recipient, "Your Paypal account has been limited..."
- No greeting - not addressed to the recipient.
- Not written correctly, PayPal is written "Paypal in the second paragraph".
- Links in the email

### 3. Argos (Real)

- Contains the recipient's name.
- No links in the email.
- Doesn't request money or mention account details.
- Written in good English.

### 4. Amazon (Scam)

- Not sent from an official Amazon looking email address.
- Not addressed to the recipient.
- Panic recipient, "Your account has been suspended..."
- Links in the email (prompts to verify email).

### 5. University of Illinois (Real)

- Addressed to the recipient.
- Links in the email but doesn't mention money or account details.
- Links to social media pages (allowing the recipient to check if the sender is real).