

Digital skills resources for refugees: A get started guide

*Created in partnership with arcenciel, Habitat Association,
and NetHope's No Lost Generation Tech Task Force.*



Why digital skills?

Gaining digital skills can play a critical role in helping the world's most vulnerable people recover and rebuild their lives and their communities. Nowhere is this more evident than with refugees.

About this guide

This guide is for nonprofit organizations considering teaching digital skills to refugee communities as part of their organization's work or in partnership with other organizations. This guide will help you assess, evaluate, select, plan, and implement digital skills resources for refugees.

How to begin

First, we recommend evaluating your organization's adaptive capacity to provide digital skills education. If your nonprofit currently provides education services or programmatic training, you may already know your capacity for adding this work stream as a sustainable part of your organization. If you determine that you do not have capacity, consider a partnership with an organization already engaged in digital skills work such as arcenciel, Habitat Association, or the NetHope No Lost Generation Tech Task Force.

Steps to getting started

1. Assess needs

The purpose of a needs assessment is to determine the digital skills your beneficiaries have and what they need. The assessment should cover the community's current knowledge, areas of interest, and their existing familiarity with and use of technology. The assessment can also help you understand the existing resources available within a community. A sample needs assessment is included on the following page.

2. Determine criteria

Use the feedback you receive from the needs assessment to determine criteria for your community. For example, you might find from your needs assessment that your beneficiaries need basic skills in Arabic that can be accessed online.

3. Select resources

Once you have created your criteria, select resources to best meet them. For example, you might find that your beneficiaries are under 16 years old, speak Arabic, have access to the internet, and do not know how to code. Selecting any of the online or offline fundamental computer science resources would benefit your beneficiaries. Resources are available at microsoft.com/refugees.

4. Plan implementation

After you have selected your resources, determine how you will go about educating your beneficiaries. Are you able to deliver training directly to refugees, should you work with a partner, or would a train the trainer model work best? Determine your plan of action including the program design, method of implementation, and how you will evaluate your results.

5. Adjust and improve

Once you have determined your approach, begin implementing your program. Continue to evaluate the appropriateness and success of your selections. As your community changes, you may want to select different content and resources moving forward.

Sample needs assessment

Organization name:

Sad El Bouchreih youth department

1. Do the beneficiaries of your organization need basic skills in computer and digital literacy?
Yes
2. Do the beneficiaries of your organization need basic coding skills?
Two of the five would benefit from a basic coding course
3. Do your beneficiaries want professional and entrepreneurship training as part of the digital skills training?
Yes
4. Can your trained beneficiaries conduct sessions for other beneficiaries after they have completed sessions?
Yes
5. Will the training provided be useful for employment?
Yes
6. Do the beneficiaries have computers at home?
Two out of six do
7. Do the beneficiaries have smart phones?
Yes, all of them
8. Do the beneficiaries have daily internet access?
No, they only have access at the center
9. Will the beneficiaries be available for the duration of sessions?
(For example, three afternoons per week for two weeks)
Yes

Additional resources

Microsoft Philanthropies refugee resources:

microsoft.com/refugees

arcenciel:

<http://www.arcenciel.org>

Habitat Association:

<http://habitatdernegi.org>

No Lost Generation:

<http://nolostgeneration.org>

NetHope No Lost Generation Tech Task Force:

<http://solutionscenter.nethope.org/communities/nethope-tech-task-force-for-refugee-education>