

Penceil Literature Review

Principal Findings



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Policy Perspectives:

- Redefining 'Access' and 'Use'
- The importance of Broadband
- Understanding digital exclusion
- The importance of 'Motivation' and 'Relevance'
- The 'compelling proposition'
- Trust
- The global citizen



The new characteristics of digital exclusion

- Comparing digital exclusion and social exclusion
- Age
- Low motivation
- Lack of perceived relevance
- Lack of meaningful access



Understanding digital engagement

- Sending e-messages
- Access, consume and produce multimedia
- Carry out transactions

(Cabinet Office, 2004)



Good Practice in Basic IT delivery

- Very little practical detail available
- Establish need through consultation
- Appropriate, purposeful use of technology
- Tailoring delivery to cultural needs
- Use of non-textual representation
- Courses offered in small increments
- Certificates and celebration



Learner Motivations:

- Production of documents
- Learning to use a computer (both self-directed and taught)
- Communicating with family members/friends
- Research in support of hobbies/interests
- Benefit realisation model (2004)