Facilitator Guide

Plan your travel online

Key information

Overview

This lesson on Plan Your Travel Online is a part of the Using Online Services training programme, designed to give learners practical tips and information to help them access and use a range of online services. This lesson may be delivered together as part of a programme or used as a standalone resource. Learners who have at least participated in lessons 1-3 of the main Essential Digital Skills (EDS) programme (or who have an equivalent level of confidence in the foundation skills covered in these lessons) will get the most out of this content. The goal of this session is for learners to use online tools to plan and manage travel.

Duration

20-30 minutes

Resources you will need

- 1 PowerPoint session deck – EDS Lesson – Plan your travel online
- Access to a screen or device to share slide content with the learners (not required for one-to-one learning)
- Optional: Your personal device or an additional device

Resources the learner may need

- Paper/notebooks pens
- A device of their choice
- Wi-Fi access is helpful to share resources and use the links that are included in the session. If Wi-Fi is available, make this information (i.e., network name and password) available / visible to the learners, at the start of the lesson

This lesson will help your learners to:

- View and manage travel details online, discovering the convenience and savings
- Access and use travel planning tools for various aspects of their journey
- Use online tools to improve their travel experience

Important:

- Check if the area you are training in is covered by the apps shared in this lesson
- Show learners what these apps look like (and do this as you talk about the relevant type of tool)
- If there are requests to explore certain types of apps, choose the one you're most comfortable with and walk through a step-by-step / follow-me demo
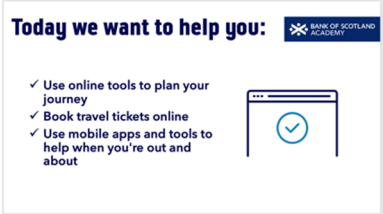
Lesson plan

This lesson plan gives an overview of the content, approach and estimated timings for the lesson. The PowerPoint deck reflects the content included here. These notes are here to help you prepare for the session with extra detail and help to go alongside the PowerPoint deck.

In both the PowerPoint deck and the facilitator guide italics indicates suggested script. This script is there to help you. You can adjust it to what feels comfortable for you. The rest of the guidance below are there for you as the trainer to help you support your learners.
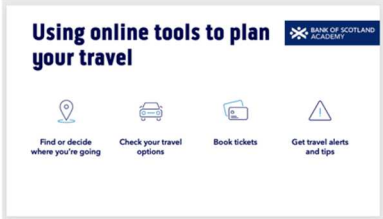
Please note that the times listed alongside the content are estimates. You can change them to work for your learners and the length of the session. If you have a learner who already knows or can do a step or activity, you could suggest they help other learners.

Topic	Suggested format	Script / trainer notes	Slides and resources	Time
Holding slide	While you're waiting for people to come into the session and settle, we suggest having this slide on screen.	• Check what Wi-Fi network is available, its name and any password required; write up / make available to the learners • Welcome people into the room • Introduce yourself • Make sure everyone is comfortable • Go to the next slide when you're ready to start the lesson	Plan your travel online	N/A
Pre-session survey	Self-assessment survey of learners' skills at the start of a session	TRAINER NOTE – Encourage learners to scan the QR code here and complete our short pre-session survey around levels of confidence in the session's topics today, plus what they would like to get out of the session.	Pre-session survey	5 mins

Welcome	This slide will be the start of the lesson once everyone is settled and everything is set up.	TRAINER NOTES –		3 mins
		• If this lesson marks the start of a programme, welcome people to the programme		
		• If it is not, then welcome people to the lesson		
		• *Welcome to today's lesson on planning your travel online*		
		• *I'm [Your Name], and I'm here to guide you through planning your travel online*		
		• *We're thrilled to explore how you can use online tools to make your travel experiences smoother and more efficient*		
		• *Today, we want to make the learning practical, relatable, and, most importantly, helpful to you*		
		• *In the virtual room, we also have [Any Co-Presenter's Name] here to assist you during this session*		
		TRAINER NOTE – For small groups / virtual sessions, learners could introduce themselves at this point		
		• *Throughout this session, we'll explore various aspects of online travel planning, from finding information to using helpful apps*		
		• *If you have your device with you, fantastic! We'll guide you through the steps. If not, no worries; you can still learn valuable tips for your next trip*		
		• *Feel free to ask questions and let us know if you need anything, we'll go at your pace as much as possible*		

		• *If there's anything we can't cover today, rest assured we'll help you find the information you need.*		
		• *Let us know if we're going too fast, too slow, or if you need a break. Your learning experience is our priority.*		

Today we want to help you:	This slide will be used to explain what they will learn today.	• *Today, our goal is to help you:*
		   o *Use online tools to plan your journey*
		   o *Book (travel) tickets online*
		   o *Use mobile apps and tools to help when you're out and about*
		• *Keep in mind that every device is slightly different, so we'll share general steps, tips, and what to look for*
		• *If you need more guidance on specific steps for your device, just let us know during the session*
			Today we want to help you:
			✓ Use online tools to plan your journey
			✓ Book travel tickets online
			✓ Use mobile apps and tools to help when you're out and about
				2 mins

What online tools can help your travels?	This is a discussion/chat-based activity where participants share their thoughts on what travel plans that they can manage online.	• *Let's have a chat – what tools can help our travels?* • *Feel free to share your ideas and experiences* TRAINER NOTE – Run a short discussion/chat-based activity. Allow participants to share their thoughts. Encourage participation and acknowledge responses positively. Examples: • Online maps (e.g., Google Maps, Waze, AA) • Ticket booking (e.g., National Rail Enquiries, Trainline, etc.)	What online tools can help your travels?	4 mins

	The slide encourages engagement and interaction.	• Bus apps		
Some examples	This slide follows the discussion activity and presents a list of travel-related services available to access online.	• *Let's explore some examples of travel-related services you can access online. Remember, the world of online travel planning offers a variety of tools and services. Here are some examples:* • *Book and manage your flights, check itineraries, and receive e-tickets through airline websites or travel platforms* • *You could use bus, train, and tram apps, on the go, to check the time of the next train/bus, find out where the nearest stop is (for the bus you want to take), check for any cancellations or disruptions to service, or look up alternative options.* • *You can buy passes or tickets for public transport through their websites and apps* • *Explore and buy travel insurance online to ensure a worry-free journey* • *Use online maps and navigation apps to plan your routes, look up attractions and find your way around unfamiliar places* • *Having parking apps on your phone means you never need to look for the right change or a working pay and display machine again. You can even pre-book your parking space with some of these*		2 mins

		TRAINER NOTES – • Ask learners which of these travel-related services they'd like to access online, using their answers to illustrate the range of possibilities • Note that later in the lesson, we'll explain how to access these services online • Encourage participants to ask questions if they have specific things or certain travel-related services		
Using online tools to plan your travel	This slide identifies examples of travel planning websites and apps.	• *Now, let's look at how to go about using these tools to plan your travel* 1. *Find or decide where (and when) you're going – Websites and apps can show you information based on where you want to go. Use sites like* TripAdvisor, Trivago *or Google for researching accommodation, restaurants, and attractions. All these give reviews and ratings from others, so you can start to get an idea of where to go. They also sometimes give you useful tips.* Google Maps *has a useful 'street view' option which can show you the area and helps you spot useful landmarks that might come in handy when trying to find your destination.* 2. *Check your travel options – Use the platform to explore various travel options, including routes and modes of transport. Sites like National Highways and route planning apps like*	Using online tools to plan your travel Find or decide where you're going Check your travel options Book tickets Get travel alerts and tips	3 mins

CityMapper help you decide your best travel options. National Highways (they have Highways England, Highways Scotland and Highways Wales pages) can show planned roadworks on key roads as well as expected congestion areas and real-time Matrix signs. CityMapper can show you at-a-glance the costs and timings for alternative transport options so you can compare a shorter taxi or train journey with a longer but cheaper bus route – and see if it's quicker to walk! Trainline will show you options for a particular route as well as highlighting the cheapest option. If you're planning bigger journeys, both Skyscanner and Kayak are useful tools to help you compare flights, hotels and car rentals

3. *Book tickets Many airlines, bus and train companies have sites or apps where you can book tickets in advance. You may be able to book specific options like quiet carriages or a window seat. You may be able to save money by booking tickets or season passes in advance. Some of the travel comparison sites also link to sites where you can book tickets, too.*

4. *Check travel alerts and tips – You can get useful travel alerts from public transport and road user sites – like Transport for London (or your own local public transport hub), National Highways, the AA etc. Many SatNav apps do this too – like Waze and TomTom. Using these before you set off could save you time and stress.*
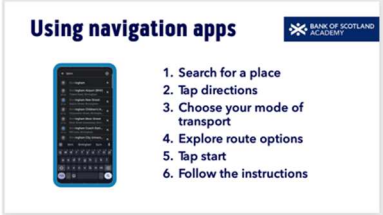
		TRAINER NOTE – Encourage participants to apply these steps when using any travel planning website or app		

Booking travel online	This slide visually guides you through the steps of booking travel online.	TRAINER NOTES –
		Guide participants through each step, ensuring they understand the process of booking travel online
		
		• *Booking your travel online can save time you might otherwise spend queueing for tickets and it might even save you money if you spot online-only or early-bird offers. With digital tickets on your phone, you also don't have to worry about forgetting to take or pack your tickets with you on your trips*
		• *Now let's look at the steps to book your travel online. Most of these steps apply to all different types of travel, but you may find you don't need all of them, depending on the app you're using and what you're using it for:*
		  1. *Search – Start by using a travel planning tool (like Skyscanner , Trainline or CityMapper to look for flights, trains, coaches, buses, ferries or other transport options. These tools show you what's available so you can decide how you want to travel. Maybe you know how you're going to travel – for example, you're taking a train. If that's the case, what you'll be searching for here is what trains are available on the day you want to travel*
		  2. *Compare – Next, look at your options. Think about costs, times, availability and what's included. Most platforms allow you to filter and compare providers, routes and times. For*
			Booking travel online
			
			Search → Compare → Select → Details and payment → Confirm → Manage
				3 mins

example, a direct train might be faster but one with changes or at an earlier / later time might be cheaper

3. *Select – You may be starting at this step – like if you know how you're going to travel and the operator you'll be using. Pick the option that works best for you. You might even be able to choose a specific seat or other preferences like a quiet carriage or window seat.*

4. *Details and payment – You'll need to fill in some details about you, any other passengers you're booking for, plus payment details. Make sure the platform's security features are in place*

5. *Confirm – Once you've provided these details, you'll get the chance to review what you're booking before you hit that confirm button. So it's a good idea to double-check dates, times and other key info at this point. Once you've paid, you'll receive a confirmation email with details of your booking, including your tickets. Some tools will let you easily pop these tickets into your device's wallet, so you can find them when you need them. If you don't get this option, think about how you want to store your tickets. Can you save them onto your phone so you can access them offline? Or do you need to print them?*

6. *Manage bookings – Many platforms offer tools to manage your bookings. This includes checking in for flights,*

		accessing digital tickets for trains or buses, and changing your bookings.		
Using online tools to help while you're travelling	This slide discusses different types of online tools learners can use to help them while they're travelling.	TRAINER NOTE – Check if the area you are training in is covered by the apps you're discussing. As you talk through the relevant type of tool, you might want to show learners what these apps look like. On the next slide, there's a more in-depth demo • *Using online tools when you're on the move can help to get you to where you need to go, provide live updates on public transport, and up-to-date information and help while you're travelling* *Examples include:* • *Journey planning and navigation – Apps like Citymapper give real-time public transport info, including the least crowded train carriages and walking time to the nearest bus stop. Citymapper also tells you how many calories you use if walking / cycling, the name/number of the bus stop and can suggest taxi apps/firms* • *Other route planning / navigation tools include the satnav apps TomTom and Waze . Check out the National Highways site (search for 'Traffic England' / 'Traffic Scotland' or 'Traffic Wales') to see live traffic info on motorways and A-roads, current and planned roadworks, closures etc – it even shows you what's on the motorway matrix signs!* • *Public transport sites are great for on-the-move as well as when you're planning and pre-booking your travel. Most let you check live departure times, and receive travel alerts about changes that might affect your journey. Examples include: National Rail Enquiries, National Express and Traveline. There are often area-*	**Using online tools to help while you're travelling** • Journey planning and navigation • Public transport info • Taxi apps • Maps and location sites • Parking apps	3 mins

specific options too (e.g. _TfL - Transport for London_, _TfGM - Transport for Greater Manchester_) etc. Look for apps from your local bus company, too

- _Taxi apps – Apps like Uber or Bolt let you book a taxi for quick, convenient travel. Check what's available in your area – there may be other local taxi apps too_
- _Maps – Some of these apps are better for specific things, so think about how you want to use them. Google Maps can show you the whole journey as well as the step-by-step directions you get from satnav apps. Some, like Apple Maps are for specific devices. MapMyWalk lets you plan a walking, cycling or running route. And What3Words, which gives very precise location information, can be useful for meeting friends as well as being used by the emergency services (e.g. if you find yourself lost and in difficulties in a rural location). Social apps like WhatsApp and Facebook Messenger have handy 'share my live location' options which can help if you're meeting friends –Google Maps and the Apple 'Find my friend' feature does this, too._
- _Parking apps – If you're driving, your journey might end in a car park. Knowing the available payment options in advance can make things a lot quicker and easier. As more and more car park providers are switching to app-only payments, it's good to check which app they use, and make sure you have it on your phone before you set off. Popular apps include RingGo, and PayByPhone. Others, like JustPark and YourParkingSpace even let you pre-book parking. When you first download the app, it will ask you for your car reg number and payment details. Then when you arrive at the car park, open the app, pick or confirm the car park you're in (usually there's a sign with a car park number to identify it), confirm the car and say how long you_

		want to park for. Then pay using your saved details. These apps often remind you when your parking is about to run out, and give you the option to extend your parking time from the app, too. TRAINER NOTES – • The next slide will demo Google Maps • If there is time (after this), demo apps like What3Words or Citymapper, and encourage learners to follow along		
Using navigation apps	This slide takes the learners step-by-step through the process of using a typical navigation app	*Now that we've talked about some apps that can help you while you're on the move, let's dive a bit deeper into one example – the navigation app. One popular app for this purpose is Google Maps. There are other apps like Citymapper (for all modes of transport) and walking-related examples like Plotaroute /MapMyWalk, you could use too.* TRAINER NOTES – • Load Google Maps (and encourage participants to open Google Maps on their devices) • Ask if anyone has used a navigation app before and if they have specific questions • Mention real-life situations where these tools really help – such as meeting friends in a café you haven't been to before, finding alternative routes due to traffic issues or road closures, etc. • *Now, let's get hands-on with Google Maps. Here's how you can plan a journey:* TRAINER NOTE – Show how to enter a destination	**Using navigation apps** 1. Search for a place 2. Tap directions 3. Choose your mode of transport 4. Explore route options 5. Tap start 6. Follow the instructions	3 mins

1. Search for a place
   o On your device, open Google Maps
   o Tap the search bar at the top
   o Type in the place you want to go
2. Tap directions
3. Choose your mode of transport
4. Look at the map. It shows you various routes. Explore your route options. Want to see more options? Swipe through them

TRAINER NOTES –
- Demonstrate the different route options available
- Explain how to start turn-by-turn navigation

5. *See a route you like? Tap 'start' As you travel, Google Maps gives you turn-by-turn directions*
6. *Follow the on-screen instructions*

- *There's lots of times where these apps can help. Like when you need to get to a job interview tomorrow at 9am in a part of town you don't know. You'll need to know not just how to get there but when to leave and how long it will take. Maybe you're visiting family in an area you've not been to before. Taking your friend to a hospital appointment. Looking for a car park close to the beach. Or you just want to find somewhere local to eat – maybe a restaurant that you can walk back from.*

- *Imagine you're planning a trip using public transport. Tools like Citymapper and Google Maps can guide you through the entire*

		journey, including which bus or train to catch and where to get off. It's like having a personal navigator in your pocket. TRAINER NOTE – If there is time and interest from the group, demo apps like <u>What3Words</u> or Citymapper and encourage learners to follow along • *Feel free to try this out on your own device. If you encounter any bumps along the way or have questions, let us know*		
Today you've seen how to:	This slide is used to recap.	• *Fantastic! We've covered a lot today. Let's take a moment to reflect on today's journey* • *You've gained skills to plan and manage your travels online* • *Whether it's booking transportation (trains, buses, etc.) or using travel apps, you now know how* • *Time to put your skills into action. Try what you've learned, and remember, we're here for any questions or feedback. If you want to explore more, our Academy site has a range of resources. Specifically, check out our '<u>Introduction to online services</u>' lesson. Dive in and keep mastering your digital skills!* TRAINER NOTE – Remind them of the practicality of applying these skills to their upcoming travels (getting home or to work after this lesson)	**Today you've seen how to:** BANK OF SCOTLAND ACADEMY ✓ Use online tools to plan your journey ✓ Book travel tickets online ✓ Use mobile apps and tools to help when you're out and about	2 mins

		• Now try it for real - see what <u>Google Maps</u> or <u>Citymapper</u> say about how to get back home from here – how long it will take, and what options are available to you MODERATOR NOTE – Share in chat: https://www.bankofscotlandacademy.co.uk/learn-for-life-new/get-started-online/introduction-to-online-services/		
Any questions?	Take this as a chance to answer any questions and make sure the learners feel like they can comfortably do the learning outcomes.	TRAINER NOTE – Prompt for any questions or feedback. Check their level of confidence in doing these in future, ask what they found most useful, anything they'd like to know more about (or to go through again before the lesson ends) and where they think they'll need more practice	Any questions?	
Post-session survey	Self-assessment survey of learners' skills at the end of the session	TRAINER NOTE – Encourage learners to scan the QR code here and complete our short post-session survey around levels of confidence now they have completed the training, plus any other comments or feedback about the session	Post-session survey	5 mins

| What's next | This slide is to help signpost the Academy website or any future sessions where applicable. | • *Thank you all for your active participation today. I hope you feel more confident about planning your travels online. Now, let's explore further:*
• *We have plenty of online resources to help you as you continue learning*
• *To find these resources, you can visit our website www.bankofscotlandacademy.co.uk/learn-for-life/get-started-online*

TRAINER NOTE – If appropriate, do a 'follow-me' demo to search for the Academy page and save as a favourite

• *You search for "Bank of Scotland get started online" in your browser, or if you're using a smartphone, use the camera to scan the QR code on the screen. It's like a digital shortcut that takes you straight to the webpage*
• *Don't forget to save our website as a favourite, so you can easily find it in the future*
• *If you ever need one-to-one support, remember that we have a Digital Helpline ready to help you*
• *Don't forget to check out the different sites and apps we've mentioned here - and happy travels* | What's next? Get started online | 2 mins |