

MEDIA FACTSHEET ON PUBLIC EDUCATION EFFORTS

INFOCOMM MEDIA DEVELOPMENT AUTHORITY - SILVER INFOCOMM JUNCTIONS

The Silver Infocomm Junctions (SIJs) are senior-friendly infocomm learning hubs appointed by the Infocomm Media Development Authority (IMDA). SIJs are operated by Voluntary Welfare Organisations, PA's Grassroots' Organisations and/or Non-profit Organisations.

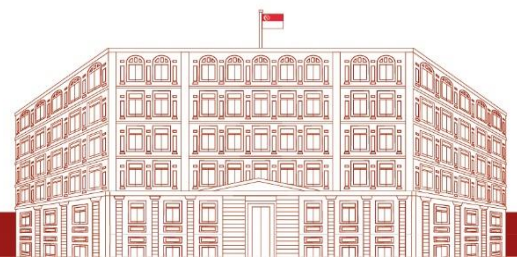
With 34 SIJs located island-wide, these SIJs offer accessible and affordable infocomm training for seniors through a customised curriculum. The senior-friendly approach provides step-by-step guidance, and seniors can choose to attend classes conducted in English, Chinese, Malay or Tamil. The customised curriculum taught at SIJs is divided into 3 tracks for seniors to pick up infocomm and digital lifestyle skills:

- iBegin for Connected Citizen: Getting seniors to understand tech and devices and getting them started, e.g. how to use a computer, surf the internet, stay safe online.
- iLive for Empowered Citizen: Intermediate digital lifestyle skills aimed at users who already have basic digital skills. Examples of topics are Social Networking, Digital Photo Editing, e-Entertainment.
- iDiscover for Smart Citizen: Advanced skills that use tech to enrich lives through creation of works for self-expression, such as Introduction to Coding, Creating a Website, and Digital Video Studio.

Since 2018, IMDA has worked closely with Media Literacy Council and Cyber Security Agency of Singapore (CSA) to infuse relevant messages on cybersecurity, fact checking, and incorporate content on discerning online falsehoods and cybersecurity into each learning topic, as well as introduce relevant courses such as 'Staying Safe Online' to teach citizens to stay safe in a digital world. The entire series covers a variety of over 20 topics with step-by-step guidance.

To equip citizens, especially seniors, with the skills and confidence to use and reap the benefits of technology in their everyday lives, a Basic Digital Skills (BDS) curriculum has been designed to include the following areas:

- Managing Information and Communications (How to surf the internet and communicate via email / chatting apps);
- Transacting Digitally (Get familiar with online shopping, banking apps and e-Payments);
- Accessing Government Services (insights on Government digital services and applications);
and



- Staying Safe online (tips on cybersecurity and staying vigilant while navigating online space)

The SkillsFuture for Digital Community (SFDC) was offered in 2018 as an introductory course using the BDS curriculum, to help everyone, especially seniors to be equipped with basic digital skills and to use mobile devices to participate meaningfully in a digital society. The 6-hour SFDC course is offered at selected SIJs. Those interested to take BDS-related courses in shorter modules may also do so. To sign up for SFDC or BDS-related courses, interested seniors can register directly with the selected SIJs. For details on the course outline and locations of the 12 SIJs across Singapore, please visit www.imda.gov.sg/SIJ.

To ensure public officers are also equipped with BDS, IMDA partners with the Public Service Division and Civil Service College to offer BDS classroom training, as well as digital training and resources to public officers.

NATIONAL LIBRARY BOARD – S.U.R.E PROGRAMME

The National Library Board's (NLB) Source, Understand, Research, Evaluate (S.U.R.E.) programme promotes information literacy and raises awareness of the dangers of fake news and how to recognise it. The upgraded S.U.R.E. 2.0 has three main thrusts targeting students, working adults and the general public, which includes groups like senior citizens.

S.U.R.E. for School imparts information literacy and critical thinking skills through programmes for students and teaching resources for educators. Teachers and parents can teach children to distinguish genuine news from false information using infographics and videos on the S.U.R.E. website. They can also read about how the S.U.R.E. steps can help develop critical thinking skills from articles on MOE's Schoolbag website (<https://www.schoolbag.sg/story/are-you-sure-this-is-real>).

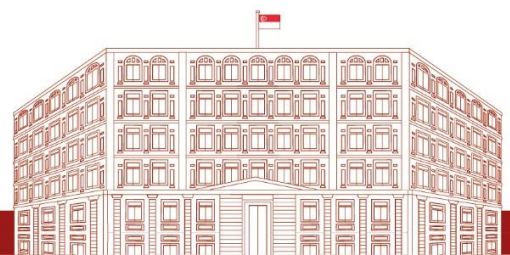
S.U.R.E. for Work helps adults pick up trusted techniques to sieve out reliable sources of information at work. For the working adults, there are handy tips to get smarter at identifying false stories that appear as news on online platform. As trainers play important roles in upgrading the skills of the workforce, NLB also conducts train-the-trainer workshops and provides instructor led training materials on information literacy in the digital age.

S.U.R.E. for Life educates the general public on the threats that deliberate online falsehoods pose to the peace and stability of society, and the losses resulting from scams.

S.U.R.E.'s workshops are designed for mobile users and are highly interactive.

Recognising that many Singaporeans are heavy users of mobile devices, NLB's courseware highlights fake news and online falsehoods that can circulate via chat apps like WhatsApp, WeChat and Line, as well as on social media like Facebook and Twitter.

NLB has developed hands-on activities at workshops to help participants use their mobile devices to pick up fact-checking skills and take quizzes to test their ability to spot fake news. For example, to see if a photograph is telling the truth, participants are taught how to use Google reverse image search to check the source of an image and its possible variations. When reading



news articles, participants are also taught to open a second, empty tab on their browser to look up claims, author's credentials and organisations that they come across in the article.

S.U.R.E adopts a game-based approach to learning about fake news.

NLB launched the "Real or Fake" game on the Google Assistant platform. It can be accessed at: <https://assistant.google.com/services/a/uid/000000beda000027>. Using voice commands or text inputs, players can guess if the featured news headlines are real or fake.

Apart from these, NLB has also developed similar quizzes on platforms like Kahoot!, Mentimeter, Google, and Instagram, for the public to learn about fake news.

Upcoming Programmes

NLB has been conducting talks and workshops on tools and strategies to tackle fake news. This year, the public can look forward to attending "pop up" information sharing sessions and seminars on information literacy at the National Library.

NLB is working with partners such as the Ministry of Culture, Community and Youth, Mindef and People's Association on content to equip Singaporeans with skills to discern information and spot fake news.

School teachers and students can also attend SURE workshops on how to assess and evaluate information sources effectively and critically.

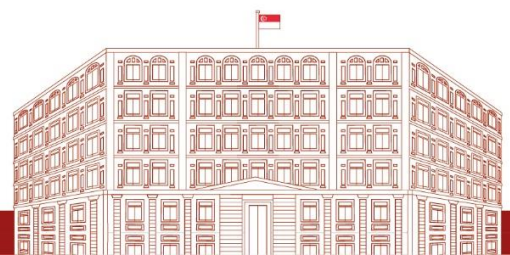
MEDIA LITERACY COUNCIL – BETTER INTERNET CAMPAIGN

Better Internet Campaign

The Better Internet Campaign (BIC), spearheaded by the Media Literacy Council (MLC) since 2014, is the MLC's flagship initiative to champion media literacy in Singapore and bring it into the national consciousness. The objective of the campaign is to raise public awareness and education for three broad areas of "Be Safe, Be Smart and Be Kind", covering the critical areas of cyber safety and security, critical thinking and discernment of false online information, and cyber-bullying.

Better Internet Campaign 2019

For 2019, the campaign launched on 11 March 2019 with an inaugural Better Internet Conference at the Singapore Institute of Technology and reached out to over 300 parents, educators and the general public. International and local content experts shared their expertise on media literacy topics such as cyber safety and security, fact-checking and discernment of online falsehoods, as well as cyber bullying and raising resilient digital natives.



With the theme #1ClickAway, BIC 2019 will run in two phases – from March to May 2019, and later from September to November 2019 – and will reach out to all segments of the public. A broad-based approach has been adopted to reach out to a mass audience, complemented with targeted messaging and resources for specific stakeholder groups - students, youths, parents, adults and seniors.

Fact-Checking Resources

With the launch of BIC 2019, two new fact-checking resources were launched for students, educators and members of the public, as part of the campaign's focus on discernment of online falsehoods. These include

- The **Get Smart with Sherlock** fact-checking Starter Kit, aimed at members of the public, which provides easy-to-understand information to understand the issue of online falsehoods and advice to mitigate its growth; and
- the **News and Media Literacy Toolkit**, developed as a collaborative effort with Common Sense Education¹ for educators and school communities to help youth build their media literacy skills. A suite of fact-checking resources will be gradually rolled out during the 2019 campaign to the community.

Better Internet x Youth Call-For-Proposals (CFP)

The Better Internet x Youth Call-for-Proposals (CFP) was launched by then-Minister Yaacob Ibrahim, on 13 April 2017, and empowers youths to initiate ground-up projects to promote digital literacy to the community.

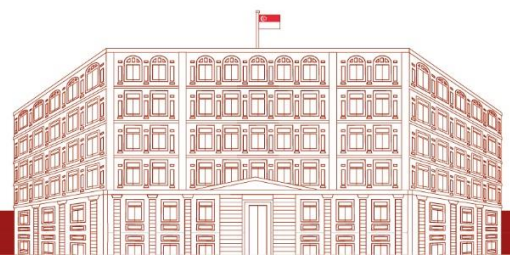
In its first year, the CFP attracted 51 applications, with five projects supported. These five youth-led community initiatives has reached over 200,000 Singaporeans and have been featured on local news, radio and in the MLC's Better Internet Campaign.

The 2nd Better Internet x Youth Call-for-Proposals (CFP) was launched on 14 September 2018. Youths were encouraged to submit projects that cover the following Digital Literacy Issues:

- Developing critical thinking and fact-checking skills to discern online content
- Raise social awareness and public education on issues of cyber safety and security
- Provide resources or platforms to empower parents to raise safe and smart digital citizens.

The 2nd CFP attracted 27 applications, with seven projects supported. These seven youth-led community initiatives were announced by Minister S Iswaran, Minister of Communications & Information, at the MLC's Better Internet Conference on 11 March 2019, and will be implemented in 2019.

¹ Common Sense Education is a leading US-based organisation that provides high-quality digital citizenship resources to educators and school communities.



Better Internet Campaign 2018

The MLC launched the Better Internet Campaign 2018 on 6 February 2018 with five mini-campaigns that ran till 31 December 2018. The campaign promoted safe and responsible use of digital technology among Singaporeans, with resources tailored for youths, parents, and seniors. Online falsehoods were covered in two mini-campaigns this year that ran from April to June 2018, and from November to December 2018.

April to June Mini Campaign on Discernment of False Information

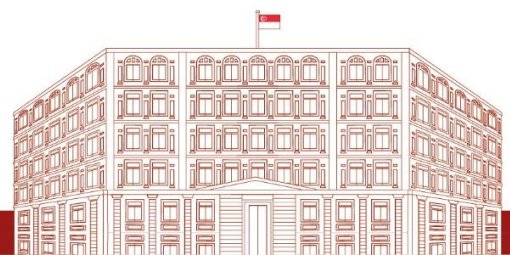
Discernment of false online information was covered in the first mini campaign held in April to June 2018 across digital and offline platforms. An instructional online video produced for the campaign was well-received, garnering close to 1.8 million video views to-date. Tip sheets that reinforce the easy-to-understand tips in the video were developed in English and vernacular languages, covering topics such as ways of spotting fake news and the consequences of the spread of fake news, with one curated specially for parents to help children understand fake news. Close to 4,000 copies have been distributed in the community through the Council's partners, such as Housing and Development Board, Cyber Security Agency of Singapore and Ministry of Education schools. In addition, a fact-checking module and a train-the-trainer module were developed for mature adults and seniors, conducted through IMDA's Silver Infocomm Curriculum and BDS programme. A social media campaign was also mounted to systematically raise the public's ability to identify fake news and to develop a healthy scepticism of online content.

November to December Mini Campaign on Discernment of False Information

The MLC launched its second mini campaign on false online information at ITE College East's Service Learning Day on Friday, 2 November. ITE's Media Smart Club ambassadors conducted basic fact-checking training for 150 senior residents in the South East District, such as St Hilda's Community Service, Kampong Chai Chee Senior Activity Centre, and Bedok Radiance Centre. The MLC also launched a second instructional video and additional tip sheets that provided more in depth tips to understand the types of fake news, e.g. satire, clickbait, false context, how they are created and tell-tale signs to spot fake news. More than 2,000 tipsheets in the vernacular languages were distributed to elderly Malay residents at Geylang West Community Centre, as part of a breakfast talk series on the topic of online falsehoods and information literacy on 4 November 2018. The session was facilitated by MLC member Assistant Professor Elmie Nekmat, and spearheaded by the People Association's Malay Activity Executive Committee Council.

DIGITAL DEFENCE AS THE SIXTH PILLAR OF TOTAL DEFENCE

Digital Defence was added as the new sixth pillar of Total Defence on 15 Feb 2019, Total Defence Day. The heightened awareness of defence in the digital domain is critical for Singapore and Singaporeans in view of the increasing pace of global digitalisation. Digital Defence – **Be Secure, Alert, and Responsible Online** – is a whole-of-nation effort to protect and defend ourselves and our nation online. It requires Singaporeans to:



- practise good cybersecurity habits,
- guard against fake news and disinformation, and
- consider the impact of our actions on the community

Be Secure – Practise Good Cybersecurity Habits

In the fight against threats from the digital domain, prevention is key and everyone has a part to play. Singaporeans should keep a lookout for and proactively protect themselves from threats such as phishing and attempted intrusions. They should be aware of ongoing cybersecurity issues and learn how to take personal actions to counter these threats. For example, use strong passwords and ensure that their passwords and user IDs are not based on personally identifiable information such as names and birthdates; upgrade their antivirus software regularly, and; do not put personal financial information in the online public space. They should also practise good cybersecurity habits such as exercising caution and checking for signs of phishing before clicking on unknown links or attachments in suspicious emails, as well as enable automatic software updates and Two-Factor Authentication (2FA) for online transactions.

Be Alert – Guard Against Fake News and Disinformation

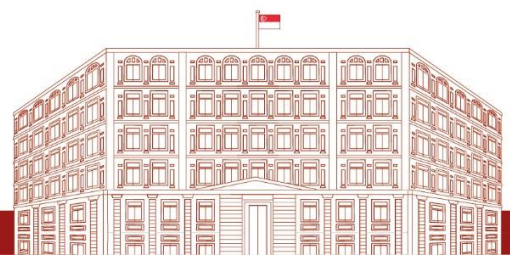
Singaporeans can learn to discern hallmarks of fake or sensationalised reports by checking against credible sources of information such as those of government agencies and official sources. They can also make use of available resources such as Factually (<https://www.gov.sg/factually>) to verify news. It is important to develop an understanding of how and why fake news is created and spread, and to report fake news to stop it from spreading.

Be Responsible - Consider Impact of Our Actions on the Community

Singaporeans should recognise that our individual actions have an impact on others in the community. We need to build our digital literacy as individuals and as a community. We can also help friends and family members who need further help to learn to use technology safely and confidently. Singaporeans can also actively participate in digital literacy resources and activities, encourage friends and family to use digital literacy resources, and share with their families and friends how to use technology safely and responsibly.

Public Education in Support of Digital Defence

Public education initiatives in support of this latest effort include a collaboration between NLB and Nexus, MINDEF on a Digital Defence themed “Prove It!” Contest, where secondary school students would apply information discernment, research and critical thinking skills to various challenges. Since 2016, more than 1,000 secondary students have participated in NLB’s “Prove It!” Contest. This year, close to 200 students had taken part in the preliminary round of the Digital Defence themed “Prove It!” Contest 2019. The top 10 teams proceeded to the finals, which was held on 25 March 2019 at the National Library Building.



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