

# WebSafe



## Instructor Guide

### Dealing with digital disinformation

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#### Overview

The aim of the WebSafe course is to provide newcomers to Canada with knowledge about digital disinformation and to empower them to support family, friends, and community members in dealing with online scams, threats and misinformation.

The topics covered are based on consultations with newcomer communities and with newcomer service provider organizations. Topics include email scams, website disinformation and strategies to manage digital life. The course uses video, audio, and whiteboard animation to create an interactive and engaging set of learning tools. The materials have been developed for newcomers at CLB 4+ and are published as an open educational resource.



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# Outcomes

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Upon successfully completing **module one, unit one** learners will be able to

1. recognize what an email scam looks like and how an email scam is trying to steal money or information from you.
2. identify some of the most common types of email scams.
3. discuss email scams with their friends and family to help them stay safe.

Upon successfully completing **module one, unit two** learners will be able to

4. understand what a phishing scam is and the ways these scams attempt to defraud users of both money and/or personal information.
5. explain to family and friends how to recognize phishing scam emails.

Upon successfully completing **module one, unit three** learners will be able to

6. recognize some very common emails scams in Canada, including fake job scams, immigration scams, and CRA scams.
7. explain to friends and family how to recognize and avoid these kinds of scams.

Upon successfully completing **module two, unit one** learners will be able to

8. recognize some aspects of digital disinformation and social media.
9. demonstrate understanding of some of the hidden aspects of social media platforms
10. explain to family and friends how to recognize and avoid false news on social media.

Upon successfully completing **module two, unit two** learners will be able to

11. distinguish safe and dangerous websites for online shopping.
12. use safe practices for buying things online.

13. explain to friends and family how to choose purchasing websites wisely and protect yourself when buying items online.

Upon successfully completing **module two, unit three** learners will be able to

14. identify key strategies in applying for online jobs safely.
15. explain to friends and family how to spot scams in online job offers.

Upon successfully completing **module three, unit one** learners will be able to

16. take practical steps to stay safe when using a web browser.
17. identify the steps to maintain privacy online.
18. explain to friends and family how to create safe passwords and help them to understand the risks of using public wifi networks.

Upon successfully completing **module three, unit two** learners will be able to

19. recognize some of the most common scams online, including tech scams and romance scams.
20. take practical steps to determine if news encountered online is real or fake.
21. explain to friends and family the difference between real and false information online.

Upon successfully completing **module three, unit three** learners will be able to

22. recognize the legitimate processes for filing taxes in Canada.
23. recognize key aspects of communicating with the Government of Canada online.
24. identify the steps to report scams to authorities.
25. explain how disinformation can affect one's mental health to friends and family and how to access mental health resources.

# WebSafe: Course Organization

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WebSafe is a modular, online course for newcomer ELLs to support the development of their knowledge about digital disinformation and to empower them to support family, friends, and community members in dealing with online scams, threats and misinformation. The course is made up of three modules, with each module made up of three units. The topics for the modules are:

**Email scams** – When scammers contact individuals via email or messenger apps

**Website disinformation** – When being online leads to encountering digital disinformation and scams

**Your digital life** – Understanding how to safeguard activity online and recognizing how government processes in Canada work, to be able to distinguish between scams and legitimate government communications.

There are nine units in the WebSafe course, in total. The topics break down as follows:

Module One	Module Two	Module Three
<ul style="list-style-type: none"> <li>• Email scams</li> <li>• Phishing scams</li> <li>• Common scams in Canada</li> </ul>	<ul style="list-style-type: none"> <li>• Social media &amp; false news</li> <li>• Online shopping</li> <li>• Job Website scams</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguards online</li> <li>• Digging into disinformation</li> <li>• G.o.C processes</li> </ul>

It is expected that each unit could take 3-5 hours for a learner to complete. Of course, this depends on how the materials are used, the language levels of the learners and whether or not additional activities are integrated into a unit.

The units work best as part of a module. However, there is a great deal of flexibility on how units can be combined and used.

For example, a unit could be assigned as independent background asynchronous study material and a follow-up unit could be used for longer class consideration or assessment.

Units may also be interrelated when they are not found in the same module. For example, Module 2 Unit 1 is about social media and false news. This could be used in conjunction with Module 3 Unit 2, which includes a deeper analysis of false news and how to fact check. Similarly, Module 1, Unit 3 is about job scams sent by email (e.g., Mystery shopper job offer) and Module 2 Unit 3 is about scams on job websites like Indeed and LinkedIn.

To assist your planning, a list of every learning resource and accompanying activity is provided below.

## WebSafe: Learning Resources & Activities

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The following is a list of the learning activities that can be found in each unit of the WebSafe course for your reference.

The WebSafe course is set up such that you are able to teach individual units, individual modules or the course in its entirety in a face-to-face, online, or blended method. The materials have been created with the intention that a CLB 4 learner could complete the material independently in an asynchronous online setting. However, there are many different ways the course could be approached in a hybrid model, with some units being assigned as independent study and others explored during synchronous or face-to-face instructional time.

	<b>Learning Resource</b>	<b>Activity type</b>
<b>Module One Unit 1</b>	Uncle Ahmed is in trouble/ Video	Multiple choice questions (x2)
	Vocabulary list/audio Paragraph reading/ audio	Matching activity (x 10) Sentence completion (x5)
	What are email scams?/ Whiteboard animation video	Hotspot activity (x5) Hotspot activity (x4) Hotspot activity (x5)
	Who are email scammers?/slideshow with audio	Sorting activity (x7) Multiple choice questions (x2)
	Why do these scammers send us emails?/ slideshow with audio	Flip card activity (x3) Multiple choice questions (x4)

<b>Module One Unit 1 (cont'd)</b>	What happens when a scammer steals your personal information?/ slideshow with audio	Flip card activity (x6) Sorting activity (x6)
	Are email scams common in Canada?/ slideshow with audio	Multiple choice questions (x2)
	What are some common scams? ?/ slideshow with audio	Multiple choice questions (x3) Sorting activity (x14)
	Government of Canada Scam?/ slideshow with audio	Multiple choice questions (x5)
	Social media scam/ slideshow with audio	Matching activity (x5)
	Netflix account scam / slideshow with audio	Matching activity (x5)
	Bank websites & PayPal scams/ slideshow with audio	Matching activity ( x5)
	Job Offer Scam / slideshow with audio	Multiple choice questions (x2)
	Inheritance scams / slideshow with audio	Flip card activity (x3) Multiple choice questions (x2)
	Real-life situation: Video	Multiple choice questions (x2) Hotspot activity (x3) Short answer question + Flip card activity (x2)
Reflection activity/audio	Write 3 pieces of advice + Flip card activity	



	<b>Learning Resource</b>	<b>Activity Type</b>
<b>Module One Unit 2</b>	What is the best way to help Uncle Ahmed? / Video	Multiple choice (x2)
	Vocabulary list /audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)
	What is phishing? / whiteboard animation video	Flip card activity (x4) Multiple choice (x4) Sorting activity (x14)
	What is a lure? / slideshow with audio	Flip card activity (x3) Multiple choice (x1)
	Learn to spot the lure: the greeting / slide show with audio	Sorting activity (x7)
	Learn to spot the lure: the language / slide show with audio	Hot spot activity (x4)
	Learn to spot the lure: the emotions / slide show with audio	N/A
	Learn to spot the lure: time pressure / slide show with audio	Hot spot activity (x3)
	Learn to spot the lure: the sender / slide show with audio	Sorting activity (x10)
	Stay away from attachments! / slide show with audio	Multiple choice (x1)
	Hovering video + How to hover over a link / slide show with audio	Multiple choice (x3)
	Who is on the other side of an email / slide show with audio	Flip card (x2)
	Real-life situation / Video	Multiple choice (x2) Flip card (x3)
	Reflection / Audio /	Short answer (x1) Flip card (x4)

	<b>Learning Resource</b>	<b>Activity Type</b>
<b>Module One Unit 3</b>	What is the best way to help Uncle Ahmed? / Video	Short answer (x2) /Flip card activity (x2)
	Vocabulary list / audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)
	What is the CRA? / Video	
	Tax scams in Canada / slide show with audio	Multiple choice (x2)
	What happens with the CRA asks you for information? / slide show with audio	Hotspot activity (x4) /Hotspot activity (x3) /Hotspot activity (x2)/Hotspot activity (x3) Multiple choice (x2) Matching activity (x3)
	How do you spot a CRA scam? / slide show with audio	
	Learn to spot the lure: the emotions / slide show with audio	
	Immigration scams / slide show with audio	Multiple choice (x2)
	What will IRCC never do? / slide show with audio	Sorting activity (x5)
	What are some signs that it might be a scam? / audio	Short answer (x1) Flip card activity (x4)
	Job scams / slide show with audio	Multiple choice (x2)
	How can I avoid being scammed? / audio	Short answer (x1) Flip card activity (x4)
	Real-life situation / Video #1	Multiple choice (x2) Short answer (x1) Flip card (x2)
	Real-life situation / Video #2	Multiple choice (x3)
	Reflection / Video	Short answer (x3) Fill in the blank (x1) Flip card (x3)

	<b>Learning Resource</b>	<b>Activity type</b>
<b>Module Two Unit 1</b>	Pedro finds a new job / Video	Multiple choice questions (x2)
	Vocabulary list / audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)
	What is the Canada Revenue Agency or CRA? / Video & Audio	
	What are some social media basics? / white board animation video	Multiple choice (x3)
	What is sponsored content on social media? / slide show	Multiple choice (x1)
	Who are social media influencers? / slide show	Multiple choice (x2)
	What is clickbait? / slide show	Flip card activity (x2)
	How can I recognize clickbait? / slide show with audio	Sorting activity (x6)
	How can I see if an identity is confirmed on social media accounts? / slide show	Multiple choice (x1) Sorting activity (x6)
	What are bots on social media? / audio	Sorting activity (x5)
	What are filter bubbles? / slide show with audio	Matching activity (x3)
	What do I need to know about social media and the news? / White board animation video	Multiple choice (x2)
	What should you do before you share? / slide show with audio	Sorting activity (x8)
	Real-life situation	Knowledge check (x3) Short answer (x1) + Flip card (x2)
	Reflection / audio comprehension	Short answer (x2) + Flip card activity (x1) + Flip card activity (x1)

	<b>Learning Resource</b>	<b>Activity type</b>	
<b>Module Two Unit 2</b>	Pedro gets a cheque / Video	Multiple choice questions (x2)	
	Vocabulary list / audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)	
	How can you stay safe when you shop online? / Whiteboard animated video	Multiple choice (x2) Sorting activity (x6)	
	What are some tips to buy safely from a website? / slide show with audio	Multiple choice (x1) Hotspot activity (x4)	
	How do I know if the store website is safe or risky? / slide show with audio	Sorting activity (x8)	
	What is an online reseller? / slide show with audio	Multiple choice (x2)	
	What should I do if I accidentally buy from a scammer? / slide show with audio	Multiple choice (x2) Matching activity (x3)	
	What is an online classified ad? / slide show with audio	Multiple choice (x1)	
	What are some tips to buy and sell safely in person? / slide show with audio	Sorting activity (x9)	
	How do I know if the online classified ad is safe? /slide show	Hotspot activity (x5)	
	What are the biggest risks in online classified ads? / slide show with audio	Flip card activity (x3)	
	Real-life situation	Multiple choice (x1) Short answer (x1) + Flip card (x2)	
	Reflection / audio	Short answer (x2)+ Flip card activity (x3) + Hotspot activity (x3)	
		<b>Learning Resource</b>	<b>Activity type</b>

<b>Module Two Unit 3</b>	Pedro stops and checks / Video	Multiple choice questions (x2)
	Vocabulary list / audio Paragraph reading/ audio	Matching activity (x10) Sentence completion (x5)
	How does the Canadian Job Bank work? / white board animation video	Multiple choice (x3)
	What information should not be included in a resume? / slide show with audio	Sorting activity (x6) Hotspot activity (x3)
	Where can I look to find a job? / slide show with audio	Job application video Multiple choice (x3) Matching activity (x4) Flip card activity (x4)
	What is LinkedIn? / slide show with audio	Matching activity (x3)
	Social media for work / slide show with audio	Sorting activity (x6)
	Narrative video (George applies for a job)	Multiple choice (x2)
	Are there scams on professional social media websites? / slide show with audio	Hotspot activity (x4) Supporting documentation (1x)
	Real-life situation	Short answer question (1x) Hotspot activity (3x) Multiple choice (3x)
	Reflection / video	Short answer question (4x) Flip card activity (5x)

	<b>Learning Resource</b>	<b>Activity type</b>
<b>Module Three Unit 1</b>	Anson tries his best / Video	Multiple choice questions (x2)
	Vocabulary list / audio Paragraph reading/ audio	Matching activity (x10) Sentence completion (x5)
	What are some ways I can stay safe on the internet? / white board animation video	Multiple choice (x2)
	Stay safe with bookmarks / slide show with audio	Matching activity (x5)
	How can I help other people stay safe? / slide show with audio	Sorting activity (x5)
	Passwords / slide show with audio	Listening activity Government of Canada video Sorting activity (x10)
	What is two-step authentication? / slide show with audio	N/A
	Do you use Public WiFi networks? / accordion	Multiple choice (x1)
	What is privacy? / slide show with audio	Multiple choice (x1)
	Reflective audio (x2)	Multiple choice (x1)
	Real-life situation / video	Short answer question (2x) Multiple choice (2x)
	Reflection / audio	Short answer question (3x) Hot spot activity (3x)

	<b>Learning Resource</b>	<b>Activity type</b>
<b>Module 3</b> <b>Unit 2</b>	Anson stays safe online / Video	Multiple choice questions (x2)
	Vocabulary list / audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)
	Who falls for scams? / slide show with audio	Sorting activity (x5) Accordion activity (x4)
	What stops people from falling for scams? / slide show with audio	Matching activity (x4)
	Calgary cab driver video / narrative video	Short answer questions (x2) Flip card activity (x3) Flip card activity (x3) Supplemental news story
	What is a romance scam? / slide show with audio	Hotspot activity (x3)
	Watch how a romance scam works / narrative video	Multiple choice (x2) Supplementary news video
	Disinformation on social media / slide show with audio	N/A
	How can I protect myself from disinformation? / slide show with audio	Matching activity (x4) Flip card activity (x4) Hotspot activity (x3) Supplementary news article
	Scams and disinformation / slide show with audio	N/A
	Real-life situation / video	Short answer question (2x) Flip card activity (2x) Flip card activity (3x) Supplementary news video
	Reflection / audio	Short answer question (2x)

	<b>Learning Resource</b>	<b>Activity type</b>
<b>Module 3 Unit 3</b>	Anson stops and checks / Video	Multiple choice questions (x2)
	Vocabulary list / audio Paragraph reading / audio	Matching activity (x10) Sentence completion (x5)
	What is the Canada Revenue Agency? / slide show with audio	Matching activity (x5) Supporting Government of Canada video (x2) Sorting activity (7x) Multiple choice (2x)
	Mike and CRA account / Government of Canada video	Timeline activity (x5) Short answer question (x1) Flip card activity (x3)
	How do I file my taxes? / slide show with audio	Supporting Government of Canada video (2x) Accordion activity (2x)
	Different scams about the CRA / video set	Supporting Government of Canada videos (x3) Multiple choice (3x)
	What should I do if I am the victim of a scam? / slide show with audio	Narrative comprehension (x1) Sorting activity (x8) Short answer (x1)
	What should I do if I get scammed? / slide show with audio	Multiple choice (x1)
	Roger's mental health / narrative video	Accordion activity (x3) Supplemental video (x1) Matching activity (x5)
	Real-life situation / video	Multiple choice (2x)
	Reflection / audio	Short answer question (2x) Hotspot activity (3x)



## Language Extension Activities

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The learning resources and activities provided in the WebSafe course are intended primarily as a settlement resource, providing essential information for responding to digital disinformation. While opportunities to learn new vocabulary and practice listening skills are integral to the resources, there are no explicit language activities. In the accompanying guide, “WebSafe Language Extension Activities” sample extension activities that integrate language teaching and learning into the WebSafe resources are included.

There are nine language extension activities included in the Guide as samples of how the resources can be easily adapted for integration into the language classroom, whether in-person or virtual. The following language extension activities are included:

<b>CLB Level</b>	<b>Module/Unit</b>	<b>Language Focus</b>	<b>Skill area</b>
3	Module 1 Unit 1 <b>What happens when a scammer steals your private information?</b>	Modals/ possibility can	Listening & speaking
3	Module 1 Unit 2 <b>A real-life situation: An iPhone scam</b>	Identifies factual details & key words	Listening
4	Module 2 Unit 3 <b>Applying for a job through the employer’s website</b>	Modals/Advice	Writing
4/5	Module 3 Unit 1 <b>How many spam emails do Canadians get?</b>	Get information from formatted text (graphs)	Reading
4/5	Module 2 Unit 1 <b>Fact-checking</b>	Sequence markers	Writing
5	Module 1 Unit 1 <b>What happens when a scammer steals your private information?</b>	Asking and answering questions	Speaking & Listening

5/6	Module 3 Unit 2 <b>How does a romance scam work?</b>	Reported speech	Writing
7	Module 2 Unit 2 <b>Don't get duped by these online shopping scams</b>	Adjectives	Listening & writing
7	Module 1 Unit 1 <b>A real-life situation: Covid19 scam</b>	Conditionals	Listening 7 Writing

## Glossary (by module & Quizlet sets)

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There is an online glossary to accompany the course. In this glossary, we have included all of the featured vocabulary words from each unit, as well as other words that were considered challenging for the level. The first time a word appears in a module, it is highlighted and linked to the glossary. Additionally, a learner or teacher can access the glossary independently to look up technical or challenging words as they encounter them. The words in the glossary are listed in alphabetical order.

To support teacher planning, we are including in this Guide a list of words that appear in the glossary, organized by module. This will enable teachers to plan for the upcoming units more effectively.

Quizlet sets have been created for all of the terms and can be accessed at:

[WebSafe Quizlet sets](#)

## Module One Email Scams- Glossary Items

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Accidentally	Interview
Account	Junk (email)
Aggressive	Legitimate
Anxious	Link
Arrest	Login
Attachment	Logo
Avoid	Lure
Body (of an email)	Opinion
Canada Revenue Agency (CRA)	Paper clip
Checkout	Password
Confirm	Personal information
Contact	Phishing
Correspondence	Pressure
Curiosity	Pretend
Dangerous	Prizes
Delay	Protect
Deport	Recognize
Deposit	Refund
Details	Resume
Download	Rush
Emoji	Scam
Emotional	Scammer
Fake	Spot
Fall for	Subject (of an email)
Fee	Suspicious
Fishy	Symbol
Fraud	Tax rebate
Government grant	Taxes
Greeting (of an email)	Threat
Guarantee	Transfer
Hack	Trick
Hacker	Update
Hover	Urgent
Identity theft	User name
Impersonate	Virus
Inheritance	

## Module Two Website Disinformation - Glossary Items

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Advantage	Reviews
Alert	Risky
Bots	Search
Browsing	Search engine
Buyer beware	Select
Category	Shares
Classified ads	Shipping
Clickbait	Social networking
Common	Sponsored content
Confirm	Track
Connections	Trust
Content	Unfortunately
Contract	Unnecessary
Disadvantage	Upload
Employer	URL
Experience	Word of mouth
Expert	
False news	
Filter	
Filter bubble	
Fine print	
Follower	
Hidden	
In demand	
Influencer	
Inspect	
Item	
Job board	
Malicious	
Newsfeed	
Option	
Padlock	
Platform	
Policy	
Post	
Preference	
Professional	
Profile	
Public	
Rating	

## Module Three Your digital life – Glossary Items

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Address
Anti-fraud
Benefits
Blame yourself
Bookmark
Browser
Coach
Collect (taxes)
Decline
Delete
Direct deposit
Disinformation
Double check
Engage
Get in touch
Browsing History
Be In control
Legal
Maiden name
Mental health
One-time
Phrase
Pop-up message
Remote access
Report
Romantic
Security code
Tax refund
Tech support
Tips
To share a story
Trust
Victim

## YouTube video links

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All of the videos created as part of the WebSafe course are also published on YouTube to enable you to use them with learners with greater flexibility.

Note (0101) refers to Module One, Unit One.

WebSafe - Uncle Ahmed is in trouble (01narrative)

Alternate title: Impersonation Scam

<https://youtu.be/u4HfOA7vpI0>

WebSafe - Applying for a pandemic benefit (0101scenario)

Alternate title: Identity theft scam

<https://youtu.be/WnbmRsa8xNs>

WebSafe - A Brand new phone (0102scenario)

Alternate title: Phishing scam

<https://youtu.be/OJTNL00x5SY>

WebSafe - Welcome money (0103scenario1)

Alternate title: Government benefit scam

<https://youtu.be/bjGslzJRO3E>

WebSafe - Owing money to the Canada Revenue Agency (0103scenario2)

Alternate title: Canada Revenue Agency Tax Payment Scam

<https://youtu.be/FFsHAWBU0zo>

WebSafe - Pedro finds a job (02narrative)

Alternate title: Fake job scam

[https://youtu.be/54uk\\_IObMYA](https://youtu.be/54uk_IObMYA)

WebSafe - Facebook lottery (0201scenario)

Alternate title: Social media lottery scam

<https://youtu.be/ORX2ibh59Ls>

WebSafe - Buying a new dress online (0202scenario)

Alternate title: Online shopping scam

<https://youtu.be/F4kQN6NEYM0>

WebSafe - Finding a job in Canada Fake job scam (0203scenario)

Alternate title: Identity theft application scam

<https://youtu.be/xS00tkSrTnw>

WebSafe - Anson stays safe (03narrative)

Alternate title: Strategies to stay safe online

<https://youtu.be/cLqIaDeK9gU>

WebSafe - Using a trusted website (0301scenario)

<https://youtu.be/bPCPQtQfSew>

WebSafe - Starting a business online (0302scenario)

Alternate title: Start your own business scam

<https://youtu.be/TjPB-IAEf2E>

WebSafe - Filing a tax return (0303scenario)

<https://youtu.be/NNFXgON9pc4>



# Transcripts for all WebSafe videos posted on YouTube

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Please see below all of the transcripts to the videos from the WebSafe course. These are included to enable teachers to analyse language features and plan instruction more easily.

## Module 1

### Uncle Ahmed is in trouble

You'll never believe what happened. It was just a few weeks ago. I was out for a walk.

It was a beautiful day in the park. I found a great spot to relax.

I brought my tablet with me so I could read my book. I got a notification on my tablet. It was an email from my Uncle Ahmed.

The email said Uncle Ahmed was in trouble. I got worried.

He was asking for five thousand dollars right away.

Something seemed strange. Why would Uncle Ahmed need so much money? I was feeling very scared for Uncle Ahmed. The email said that his suitcase was stolen.

He had no money and he was stuck in Vancouver. Uncle Ahmed said he didn't have a place to stay.

He said he would pay me back. I didn't know Uncle Ahmed was going to Vancouver.

I thought he had a shift at the hospital that morning. Something seemed strange to me.

While I was reading the first email, I got a second email from Uncle Ahmed. This one looked fishy. It had a link for an E-Transfer right in the email.

I decided to STOP AND CHECK.

I checked the email address. It was from Uncle Ahmed. His email address is Ahmed Mohsen at gmail dot com.

I decided to STOP AND THINK.

Why would he include an ETransfer link with his email? That's when I knew something was fishy. I called Uncle Ahmed.

He told me that someone hacked into his email account. That explained everything! I was so happy to hear that Ahmed was safe.

But, I almost got tricked by a scammer! I'm glad I decided to stop and think.

If I would have sent that five thousand dollars, I would have been the victim of a scam.

## **Unit 1**

### **Real-Life Situation**

I have two places I call home. The first place is where I was born. That is my home country and it will always be my first home. My second home is in Canada. It is where my family lives now.

I love to visit my home country whenever I can. The samosas there are the best! I love to visit my friends especially when it's winter in Canada and warm there!

When I came back from my last trip, I had a hard time coming back to my job. Because of the pandemic, there were not many shifts available.

I talked to someone in human resources at the company. They said I should apply for the special emergency payments for people who had lost their jobs because of the pandemic.

I found the Service Canada website and applied online. It was easy. I had to enter some personal information. They told me I would hear back in about a week.

About four weeks later, my phone buzzed. It was from Service Canada. It said "A payment has been issued to help citizens and our economy fight against the pandemic."

There was a link inside of the email. I clicked it and it took me to my banking website. But wait. This doesn't look like my online bank! They're asking for more information! They're asking me for my SIN number. They're asking for my permanent resident card number.

So what did I do? I decided to stop. I thought about this. Hmm. I decided to go to the Service Canada website and see if I could learn more.

The Service Canada website said it will never ask me to submit my personal information from an email. That made me think – That email was a scam! I'm so happy I didn't make a mistake!

## Unit 2

### Real-Life Situation

A few weeks ago, I got a text message on my phone. The message said that I could get a brand-new iPhone for \$75.

I really need a new phone but they are so expensive. The camera is so much better on the newer phones as well.

I clicked on the link. It took me to a website. I was so excited. The brand new iPhone. Only \$75.

I was so happy thinking about getting a new iPhone. It's so much better than my old phone. I clicked on the BUY NOW button.

The website asked me for my credit card information. I entered the numbers from my card that they asked for.

The \$75 was charged to my credit card immediately, but the phone never arrived.

The credit card company called to ask about this charge. That's how I found out it was a scam. The credit card company was helpful. They gave me back my \$75.

I had to get a new credit card and a new credit card number. It was a big hassle! It took a long time to get everything fixed.

I learned my lesson. I will stop and think next time! If it sounds too good to be true, it probably is!

### **Unit 3**

#### **Real-Life Situation #1**

I just came to Canada. My phone rang. It was an unknown number. I picked it up. The person on the phone was very friendly. They asked "Did you just arrive to Canada?"

I said, "Yes!" The person said, "Good. I don't know if you know this, but you can get welcome money. Are you interested?" I said, "Yes, of course."

The person on the phone said it would be \$2000. Wow! That was great news!

The person said I had to fill out a form and then I would get the money. They were going to send a link to the form as a text message.

I got the text right after I hung up the phone. I just needed to fill out the information and the money would go directly to my account.

Before I could click on the link, my friend called me. I told her all about the welcome money.

She told me "Don't click on the link. Don't talk to that person again. It is a scam." I'm so glad that my friend called me and I didn't get tricked.

### **Unit 3**

#### **Real-Life Situation #2**

I was out for a walk in the park. It was a beautiful day. My phone rang. I picked it up. A person on the other side said they were calling from the CRA.

They said that I owed a lot of money. They said that if I didn't pay the CRA would take action. I got so scared.

They said that I needed to give them my credit card information at that moment. If not, I could go to jail.

I gave them my credit card number and all the other numbers on the card. I should NOT have done that.

That night, I couldn't sleep. I was so stressed. No one had ever called me like that. I was scared someone would come to arrest me.

The next day, I talked to my sister. She told me that it was a scam. She helped me to calm down. I am very lucky that I had someone I could call.

After I talked to my sister, I called the bank. They were helpful. I am working with the bank to find a good solution.

Being a victim of a scam is scary, but in the end I was OK.

## Module 2

### **Pedro finds a job**

It's so hard to find a job these days. I was looking for weeks. I applied to so many places. It seemed like no one was hiring.

Last week, something amazing happened. I got a message from someone I never met before on Facebook. They were looking to hire a mystery shopper.

A mystery shopper is someone who gives reviews of stores. They offered me the job right away.

I said, yes. I would love to be a mystery shopper. What a coincidence! I didn't even have to apply for the job.

The person asked me to send my address. They said they will send me a cheque in the mail. They wanted me to deposit the cheque and buy some office supplies.

I said, no problem. I was so excited about the new job.

I told my friend Lorena about my new job! She seemed nervous. She said that it was strange that I didn't have to apply for the job. She heard about people getting scammed with fake job offers.

I said you worry too much. This is great news! You need to look on the bright side.

I got a cheque in the mail from my new mystery shopper job. They were sending me money to buy office supplies.

My boss texted me to see the cheque arrived safely. My boss also sent a list of instructions. First, I had to go to the bank and deposit the cheque. I put the money in my account. It was easy.

I was feeling great. I have a new job. I was making good money. What more could I ask for? It felt too good to be true!

My boss sent me more instructions. I had to go to the electronics store. My boss asked me to buy a printer and spend the rest of the money on gift cards.

I said, "What do you need the gift cards for? He said, "Send the gift card numbers over after you buy them."

I saw my friend Lorena at the store. What a nice surprise! I told Lorena that I was working. I was buying a printer and gift cards for my mystery shopper job.

Lorena said, "Why do you need to buy gift cards?"

I said, "I got the instructions from my boss. I got a cheque from the company, I deposited it, and now supposed to buy a printer and gift cards. My boss asked me to send the gift card numbers to them."

Lorena said, "I think you should call your bank. I heard about this kind of thing on the news. Scammers send people a fake cheque and ask them to buy gift cards. The victims end up using their own money. It's a big problem."

I said, "Really? I don't think I'd fall for something like that. The cheque looked real to me."

Lorena said, "I think it's a good idea to stop and check. It will only take a minute to call the bank and ask them."



Good thing Lorena told me to call the bank. It was a fake cheque. The bank told me that this kind of scam is happening to lots of different people. They told me that I should report it to the police.

I'm glad my friend told me to stop and check.

## **Unit 1**

### **Real-Life Situation**

About a month ago, I was on Facebook looking at updates. I was scrolling through my news feed.

I saw a Facebook lottery post. I couldn't believe it - I could enter in the lottery for just three dollars! I had to enter.

They said if I won they would send me a check through Canada Post. I paid for my lottery ticket by using my credit card.

I gave them my credit card number and information. I got an immediate response that said "Congrats Winner!" I was so happy! They told me I won over a thousand dollars!

I told all my friends that I won. I checked my mail every day for the check.

I was so shocked when the next week I saw that they charged \$80 to my credit card. They never sent me the money. I lost \$80.

I was so disappointed. I learned that this Facebook Lottery does not exist. It was all a scam. I told all my friends that this is a scam.

## **Unit 2**

### **Real-Life Situation**

I was looking for a new dress for a party. I found a beautiful, black designer dress online. The only problem was it that the designer dress was very expensive.

I kept looking online to see if I could find a cheaper deal. I couldn't believe it when I found the same dress on sale at a different website. It was so much cheaper. I could actually afford it. I was so excited.

I got out my credit card and bought the dress. I couldn't wait for it to arrive. It was supposed to come in 5 to 7 business days. I checked the mail every day.

I waited and waited. After 7 business days, I still didn't have my dress. The company had taken the money out of my account, so I thought the dress would come soon. Maybe there was a shipping delay. It's very common for packages to be late.

After 8 days, I saw that the company had taken more money out of my account. I still didn't have the dress. I called the company, but nobody answered.

I did some research on the company and found out that the company was a scam. I was so disappointed. They had taken so much money out of my account and I didn't get the dress.

I called the police to tell them about the scam. I also called my credit card company to see if they could help me.

I wish I had stopped to check the company before giving them my credit card information. It's true what people say. Some deals are too good to be true.

## Unit 3

### Real-Life Situation

Before I could apply for a job in Canada, I had to do a lot of things.

I had to take language and settlement classes.

I had to fill out so many forms.

I volunteered in a local hospital to get the Canadian experience that I needed.

When I was finally ready to get a job, I went to a job search website. I searched for a job as a healthcare aide. I was trained as a nurse in my home country. I knew I would be a great health care aide. I sent in my application.

I got a call from someone named Brian saying he was from the home healthcare aide company. Brian wanted to schedule an interview with me for that Friday at 3pm. That was great news!

Brian asked me to bring copies of all my documents to the interview like my social insurance card, driver's license, passport, and phone bill. I made sure I had them all ready for the interview.

I went to the store to find some new clothes to wear to the interview. I was feeling excited.

I called the company to confirm my interview time. They said there was no interview scheduled with me. No one named Brian worked at the company.

It turns out Brian wanted to steal my information and steal my identity. I always think about that now when I apply for a job.

## Module 3

### **Anson stays safe online**

When my family first arrived in Canada, we didn't know how the banks or Canadian taxes worked.

We had to learn about how money works in Canada.

We had to sign up for many different accounts on lots of websites. There were so many things to remember. Passwords. User names. Security questions. It's hard to remember all the different pieces.

Sometimes, I would get fake phone calls. The calls sounded like a robot. The robot said you have to pay the Canada Revenue Agency.

Sometimes I would get fake emails or texts that said I had a refund from the government. It was hard to tell the difference between what was real and what was fake.

Sometimes this made me feel scared. I would get overwhelmed with all the details. My whole family felt stressed out!

I wanted to find better ways to know if something was real or something was fake. I like to check online when I have a question about something.

I found a great website from the Government of Canada. The website was called Internet, email, and telephone scams.

It listed the most common scams in Canada. The best part is it was up to date with the latest types of scams.

My sister is different from me. She likes to talk to people when she wants to learn something new.

She talked to her teacher about the best ways to tell what was real and what was fake.

Her teacher showed her phone numbers for different government agencies. My sister calls them if she has any questions.

My mom visited our local newcomer center. She likes to talk to people in person who give advice. They said she could visit one of their advisors if she has any questions.

We all have our different ways. I like the Internet. My sister likes to phone someone. My mom likes to talk with an advisor at the newcomer center.

My family found strategies to deal with false information online. Even though we can spot some scams, we still get stressed out.

I still get nervous when I see something about owing money to the Government.

There will always be new types of scams. It is normal to feel scared or nervous when I see a scam.

Life online can be complicated. So much of what my family does in Canada is online.

There's always a new website or a new app for my phone. It's hard to keep up.

The best thing I can do is stop and check. It gives me time to do research online and find out if something is true or not.

It gives my sister time to phone someone she can trust. It gives my mom time to talk to people that give advice at the newcomer center.

We all found our own way. That's the most important part about staying WebSafe.

## **Unit 1**

### **Real-Life Situation**

In Canada, I have to file a tax return every year. Even when I didn't have a job, I had to file a tax return.

Trying to get my taxes right was so confusing. I didn't know there were so many forms. I wanted to make sure I didn't make a mistake. I got scared that I might get in trouble.

There were so many things. We still had a house in our home country. I didn't know how to put that house on my Canadian taxes.

I got some emails that made me really worried. They looked like they really came from the government or from our bank.

One of the emails looked like it was from the Canada Revenue Agency. They asked for my banking password. They said I could sign up for direct deposit if I sent my password. I didn't know what to do.

I found that using the computer for my taxes was confusing. I like dealing with a real person when I can.

I went to a free tax clinic. It was at my local government building. I had to wait in line but it didn't take too long.

They were able to find someone who could speak my language too. That made it so much easier to understand what I needed to do.

Computers can be helpful. They can also be confusing. I like to pick what is best for me.

## **Unit 2**

### **Real-Life Situation**

I was looking online for a job. I saw a video on YouTube that talked about buying things and then selling them online. It looked very interesting, so I signed up in the program.

I paid for a coach to teach me how to do this. Everyone in my family was excited. We put a lot of money in the business.

The person in the video said that I would get money in three months, but after three months I didn't make any money. After six months I still didn't make any money.

The bad thing was that we lost all of our money. We couldn't get it back. My husband and I started fighting. We tried to email the coach, but didn't get an answer.

We couldn't sleep at night. We were so worried about our business. It wasn't working. We didn't know what to do!

We heard about an immigrant centre in our area that might be able to help us. We called them and asked if we could talk to someone.

We went to see the person the next week and they helped us understand that we fell for a scam. They explained that very few people make a money that way, but that most people don't.

They said it's kind of like winning the lottery. Most people don't win. The person helped us understand what happened. They also helped us plan for the future.

We still lost the money, but now we have hope.

### **Unit 3**

#### **Real-Life Situation**

My family is new to Canada. When we arrived, we asked our relatives about child benefits. We have three children under 18.

Our relatives said that we couldn't apply because we were privately sponsored refugees. We were so disappointed. We really needed that money.

I decided that I should look things up myself. My relatives know a lot about living in Canada, but they don't work at for the Government of Canada.



I went on the Government of Canada website and typed in “Child Benefits”.

I saw that we could apply! I was so happy! It’s so useful to have website we can trust!

## Additional resources and information about digital disinformation and online security

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Additional information about security when navigating the online world was provided by the NorQuest IT and privacy team. Although this input was very helpful, it was a little too advanced for CLB 4 learners and integration into the course directly. However, it is included here for your reference. It is particularly relevant for Module Three, Unit One.

**Bookmarking websites you trust.** It may be worth alerting earners that even though you may have a trusted page you have bookmarked, there have been instances where trusted sites were hosting malicious ads. For example, Yahoo.com had an issue at one point where they were not properly screening the ads that ran on the side of the page and as a result some of the ads were malicious. So, even though you had Yahoo.com stored as a website in your bookmarks, you could have been infected if you went there. We call this a “drive by” in the security space.

**Passwords and pass-phrases.** You can also refer to longer pass words as pass phrases. What you need to make a strong password is entropy. Length plays a major role in safe passwords and phrases, but to make it very challenging you need to take characters from different sets like: Upper case and lower case are different sets, or numbers or special characters. If you can add all of these then you create entropy. Don’t forget, spaces are a character! So, a great passphrase could be: “My cat Farley eats 3 treats a day!”. There is some guidance for the college on this at the following location: <https://theq.norquest.ca/Departments/Business-Technology-Services/Public-Documents/Guidelines.aspx>

It is a good idea to remind learners NOT to use any examples that you show them. It may be worth mentioning you the use of a password manager where level

appropriate. This is software that stores your password and actually generates secure passwords for you.

**History and cached files.** Just for clarity – to delete your “history” you only need to delete the first one. Cached files are the items the page downloads to your machine so they can be displayed. Cookies (and there are multiple types of cookies) store stateful data about a website you visited. When you delete all of the cookies, it will remove your user ID when you go to log into a favorite website.

**Password authentication.** When you need to complete password authentication, these steps are in fact called “factors” of authentication. Password is the first factor = something you know. The second “factor” is something you HAVE. That is your phone and the code is sent to it. The final factor is something you “ARE” – which is your fingerprint, retinal scan, facial recognition, keystroke cadence, etc.

**Public WIFI.** Sometimes scam wifi is set up with the name of the location to try to trick you that it is official and safe. The safest suggestion is to ask someone who works at the public location for the name of their public WIFI site. That way, you have a better chance of logging into the correct one.

### **Additional Website resources:**

#### **Canada Anti-Fraud Centre**

This website is helpful in giving information about scams in general, how to protect yourself, how to report scam and what to do if you are victim.

<https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

#### **The Little Black Book of Scams 2<sup>nd</sup> Edition**

This website has excellent visual resources, along with information about scams in various languages. It gives clear descriptions of the different types of scams a person might encounter.

<https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html>

### **IRCC - Protect yourself from fraud"**

This website has an up to date list of Internet, email and telephone scams that target newcomers and English Language Learners. Check the "Posters and tip sheets" for clear summaries of key issues.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html>

### **Online Safety 101: How to keep your kids safe online**

This website has a guide for parents to help their families stay safe online. Overview of the major issues facing parents and their children like cyber bullying, online predators, and descriptions of popular services.

<https://privacycanada.net/online-esafety-guide-for-kids/>

### **Stay Secure online**

This is a free safety course that was made by the Edmonton Public Police Service. Topics discussed include password security, protecting your computer, phishing and using public wifi. It would be more appropriate for higher level learners.

[http://www.edmontonpolice.ca/StaySecure/story\\_html5.html](http://www.edmontonpolice.ca/StaySecure/story_html5.html)

### **Government of Canada - Get Cyber Safe course**

This website has a collection of resources for online safety. Includes videos, infographics, downloads, glossary, and fact sheets.

<https://www.getcybersafe.gc.ca/en/resources>