

CHILD ONLINE PROTECTION FOR CHILD HELPLINES – FREQUENTLY ASKED QUESTIONS



Who is this module for?

This course is for counsellors and volunteers who work in one of our full and associate child helpline members. If you are interested in becoming a member of our network, you can contact membership@childhelplineinternational.org

Does it cost anything?

No. The course is free for our member child helplines.

What is the course about?

It's about child online protection for child helplines. Child online protection is similar to child protection, but specifically for issues children are facing online. In this course, you will learn about cyberbullying, inappropriate and illegal content and child online sexual abuse through case studies which are based on the daily practices of a child helpline counsellor. You will learn how to recognise different forms of child online protection issues, how to identify high risk and some helpful communication skills. In addition, there is a chapter on advocacy and prevention which will introduce you to international legislation, digital skills, terminology and how to use data collection for advocacy purposes.

How long does it take?

Completing the course takes between 30 to 45 minutes. However, if you have more time it is good to take a look at the library which has a range of different research, guidelines and practical guides which might be of interest to you. In that case, it could take a bit longer. Luckily, learning is time well spent!

Who has created this course?

We have worked directly with child helplines, #Youth and Telenor Group to create this course. A winning partnership! The course is based on the latest research, policy and terminology from renowned sources such as UNICEF, UNODC, ECPAT, #WeProtect Global Alliance, ICMEC, CEOP, GSMA, Telenor Group, Facebook, Google, ITU, Internet Watch Foundation, International Working Group. The course has also received input from renowned child online safety expert John Carr and Professor Sonia Livingstone.

What do I need to take the course?

A computer or tablet, a pair of headphones or speakers and an internet speed of above 0,512 mbps. In more simple terms, if you can stream videos on YouTube, you have enough internet speed to complete the course. You can use most browsers, but make sure they are the latest version. You also need to go through our sign up process, which will be described below.



How do I sign up?

Our member child helplines can send an email to elarning@childhelplineinternational.org and we will send you a sign up form. After you have filled in the form with first name, surname, email and country you send the form back to us on the same email address. After a few days, you will receive an email with your login details to the email you have provided on the form. Super easy!

Should my team members have separate eLearning accounts?

Yes. When you sign up, make sure you write down all the names and email addresses for your team. Each person needs to have their own login.

The module is not working for me, what can I do?

Firstly, you can try and open the module in a different browser. If this does not solve the problem, you can check that you have the latest version of your browser downloaded. This is needed to make sure the interactions in the course work properly. If none of this works, send an email to elarning@childhelplineinternational.org and we will take a look. Be aware that the module does not work on smartphones.

What happens after I have completed the module?

It is really important for us that our resources for child helplines makes a difference in your daily work. Therefore we will send you a short questionnaire after about 2 months with some follow up questions. We do this because we want to hear your views about how you and your team have made use of the knowledge from the module, and what you would like to learn more about in the future.

Why is the course available in English only?

We are working on getting the course translated to Arabic, French and Spanish. We will make sure we keep you informed as soon as that happens!

Questions or problems?

We have created a designated email for our eLearning Centre. You can easily reach us on elarning@childhelplineinternational.org if you have any questions. We're here to help!

HAPPY LEARNING!