



SC RECDATE



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TOGETHER, THE DIGITAL COUNSELLOR + SKILLBOT CREATE A SUPPORTIVE EXPERIENCE THAT FEELS PRACTICAL, RESPECTFUL AND ADULT-ORIENTED.

SUPPORT, ORIENTATION AND MOTIVATION. RIGHT WHEN IT'S NEEDED.



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INTRA DIGITAL COUNSELOR

HUMAN-CENTRED GUIDANCE FOR CONFIDENT, SELF-PACED DIGITAL LEARNING.

The INTRA Digital Counsellor supports adult learners throughout the online pathway—helping them orient, stay engaged, and translate learning into real-life action. It combines guidance principles with digital tools and a supportive conversational assistant (Skillbot).

WHAT IS THE DIGITAL COUNSELLOR?

The Digital Counsellor is a guidance-oriented support role embedded in the INTRA learning ecosystem. It helps adult learners navigate learning goals, sustain motivation, and use the platform effectively—especially during transitions, high workload periods, or moments of low confidence. In INTRA, guidance is treated as a competence: adults strengthen their ability to read their own needs, make informed choices, and turn intentions into manageable steps.

Who benefits?

- Adult learners who want structure, clarity and practical progress
- Adult education providers seeking higher engagement and completion
- Trainers and facilitators who need a replicable support framework
- Organisations working with adults in transition, upskilling or reskilling

Why it matters in adult learning

Adult learners value flexibility, yet they also benefit from light, timely support that:

- reduces entry friction (first access, first module)
- reinforces persistence during the pathway
- strengthens the transfer from learning to everyday routines

WHAT THE DIGITAL COUNSELLOR DOES (IN PRACTICE)

The Digital Counsellor supports the learner across three dimensions:

1) Orientation and learning direction

- clarifies goals and expectations
- supports self-assessment and reflection
- helps learners connect modules with real-life needs (work/life balance, stress, priorities)

2) Engagement and learning persistence

- encourages micro-goals and sustainable pacing
- helps manage motivation dips
- supports consistency through reminders, check-ins and planning prompts

3) Effective use of the digital environment

- helps learners navigate the platform smoothly
- guides progress monitoring and quiz use as consolidation
- promotes confident, autonomous online learning habits

Skillbot

INTRA integrates Skillbot, a conversational assistant designed to provide:

- quick help with navigation and learning flow
- guidance prompts linked to modules and activities
- motivational nudges and study strategies
- user-friendly clarifications when learners feel stuck

