

Digital Skills Courses for Claimants - very basic and basic level IT skills for everyday life

What need is this work addressing?

Increasing numbers of people in Fife are being adversely affected by not having access to the online skills they need to use the Internet in their everyday lives. This is disadvantaging them in terms of access to jobs (90 percent are now advertised online) and access to cheap goods and services. The estimated annual saving is £560 per year if you are able to buy goods and services online. The latest Fife Household Survey showed 29 percent of people in Fife are not regularly using the internet and those most likely to be in this group are those on low income, with a disability or in the over 55 year old age bracket. It is estimated that out of the 9000 job seekers in Fife 4000 will struggle with basic online skills.

This partnership between Fife College and Community Learning and Development in Fife Council seeks to address this by providing 1500 places for people across Fife to access and gain support to improve their digital skills to a level that allows them to competently use email and DWP online activity with some progressing to courses on job search and applying for jobs online. Delivery will take place between January and June 2014.

Purpose

The purpose of this partnership initiative is to :-

- Significantly increase the numbers of people with the online skills to use DWP universal job match and e-mail by providing 1500 Digital Skills course places
- Increase the chances of success of applying for jobs online by providing specific courses covering the skills needed as progression from the very basic Online skills

Approach

The courses will be delivered in learning centres across Fife in the neighbourhoods where people seeking work live, providing local and specific help to improve people's online skills. College campuses will also be used to provide additional resource to maximise the number of places being able to be offered. The target group are those affected by the recent Welfare Reform changes and who are now required to evidence regular use of universal job match and use e mail to communicate with employers and Job Centre advisers.

Volunteers

All learners will have no or very little experience of using computers. Learners will not all start at the same level and will not develop at the same speed once on the course. There will be a small bank of volunteer digital champions who will be trained in supporting others in key online tasks and basic IT which the tutors will be able to deploy to help them. A culture of peer support will be encouraged in the courses to help further.

where ever possible to enable learners to get maximum benefits for course attendance.

Delivery

The majority of courses will when possible be delivered twice a week for 2 hour sessions over a 6 week period to total 24 hours for a complete course.

What are 'Basic Online Skills'?

The following basic online skills have been developed by Go ON UK with the help of key academics from the London School of Economics, London Business School, Ofcom and the Oxford Internet Institute. They are being used as a basic standard of literacy for Go ON UK Partners. They mirror the skills we know claimants need to gain. They break down into key areas of:

Skills	Communicate	Search	Share information
Activities	Send and receive emails	Use search engine Browse the internet	Fill out an application form e.g. Job application Make a booking or purchase Access government services Register on social website
Keeping safe online	Identify and delete spam	Evaluate which websites to trust	Evaluate which websites to trust Set privacy settings

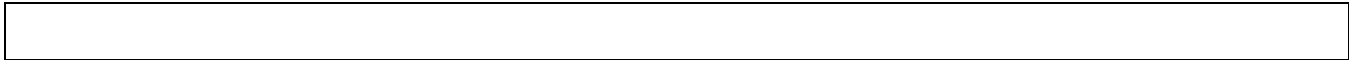
There are two levels of basic digital skills courses proposed. Level 1 is targeted at those who have no or little experience of using a computer and may have no key board and mouse skills. Level 2 is still at a basic level but will cover skills such as making online job applications.

Competencies for Very Basic Digital Skills Course – Level 1

This course is aimed at those with no or few computer skills who may have never used a computer, mouse or key board.

By the end of the course participants will be able to

- Use the keyboard and mouse to access the internet and email accounts from a computer screen
- Use search engines and find and open DWP Universal Job Match
- Use the features of DWP Universal Job Match
- Browse the Internet in order to undertake basic internet job searches
- Send and receive e mails
- Both add and open attachments to e mails
- Be aware of the basic rules for protection of personal privacy on the internet including identifying and deleting spam
- Know the basics of how to evaluate websites to trust



Competencies for Basic Digital Skills Course - Level 2

This course is designed for those with some experience of using a computer but who still need support to use new applications, DWP processes and to find and use digital information to support finding employment. Learners can enter directly at Level 2 or progress from a Level 1 course. For those progressing from Level 1 it will allow time to consolidate skills learnt in Level 1 as well as to expand these.

By the end of a Level 2 course participants will be able to :

- Browse the internet and be able to access a wide range of government services including DWP
- Access and find information needed by following hyperlinks on job sites
- Register on online job search sites
- Complete online job applications, understand basic screening techniques used by employers
- Apply netiquette and follow rules for protection of personal integrity
- Be able to filter and use relevant search tools and assess websites to trust

How to refer ?

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