

A Different Kind of Digital

Works for Us and Citizens Advice Milton Keynes provides a different kind of digital skills support which focuses on the challenges our clients face. We have experience in collaborating with hundreds of clients to understand what motivates them in reaching out to us for help so we can offer the right support.

Many of us take emails for granted. However, health and wellbeing can be negatively affected for people who are unable to communicate digitally with potential employers, councils, landlords or GPs.

Gaya's flat was full of mould and it affected her children's health. She constantly phoned her landlord who refused to resolve the problem. Clearly, a formal course covering word processing and spreadsheets was not going to address Gaya's issue and stress would have prevented her from finding the time to attend.

John was struggling to pay his rent and put food on the table for his family. He knew he needed to find a job, but he didn't know how to use his phone to communicate by email, create a CV, or search and apply for jobs online. The last thing he had time for was a formal course covering word processing and spreadsheets.

**works
for us**

Part of Citizens Advice Milton Keynes

John and Gaya are 'digitally excluded' and need a client-centred, digital skills approach that focuses on:

1. What do you need to do?
2. How can we help you do it?

These two essential questions form the basis of your first Digital Skills meeting where we work together to support you, understand your needs and create an Individual Learning Plan (ILP) that guides you towards your goals.



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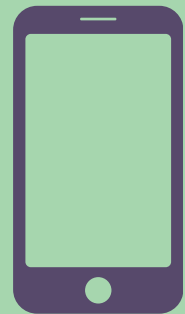
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Our brand new, fully equipped Skills Centre enables our clients to enter a safe, relaxed and supportive environment where they can get online, learn the skills that are relevant to them and have access to the help they need.

Helping our clients to grow in both confidence and skills very often means, our clients return to us motivated and keen to develop their new digital skills.

You can learn the following skills:

How to use your computer, tablet or smartphone



How to set up and use emails



How to use search engines



How to stay safe online



How to find a job online



How to create, save and attach documents



If you would like to know more about how we can offer digital support in the community, please contact us on:

Email: info@worksforus.org.uk
Phone: 07852 963744





Digital Skills

Maximising Your Learning: A Guide to Success from our Courses

We are thrilled that you are considering joining our courses and realise this is a big step forward in enhancing your knowledge in a field that is becoming more essential in our everyday lives. We want to ensure that you feel supported and confident throughout your learning process, without any undue pressure to meet any deadlines. Your comfort and progress are paramount and we're here to guide you every step of the way.

Throughout our courses try to keep in mind that learning about digital technology and computers is an ongoing journey. Embrace the learning process and with time and practice, slowly but surely, you'll develop valuable skills and insights. We encourage hands-on learning, so don't hesitate to dive in and experiment. Be assured that you won't break anything or cause systems to collapse! Mistakes are a natural part of the learning process, and through trial and error you'll gain valuable experience.

It's also important for you to consider that each individual's learning experience is unique. Avoid comparing yourself to others in the class, as their goals and experiences are different. What truly matters is your growth and progress, no matter the pace. We've also got an array of support options available to help you.

- **Revisit Course:** Feel free to come back and repeat the course. Repetition is a key component of learning, and this is available to you if you would like.
- **Personalised 1-2-1 appointments:** To help you go over or clarify any areas you may find particularly challenging or are more relevant to you.
- **External Resources:** There's a treasure trove of resources at your disposal to enhance your learning. These materials are designed to help you reinforce your understanding in the comfort of your own home. You have the flexibility to access these resources at your own pace.
- **Further learning:** Hopefully our courses will help unlock your potential and encourage to want to take your learning even further. If that's the case, feel free to ask about how best to take your learning forward.

Remember, practice is the bedrock of effective learning. Continue regular practice with the resources to get the most value from your classes. Overtime you'll find yourself growing more skilled and confident. We're excited to be part of your learning journey and are committed to helping you succeed. With a focus on progress over comparison, hands on learning, and a wealth of support options, this course is designed to empower you.

Now, enough talk... Let's get started!

Contact information:

Email: info@worksforus.org.uk

Works for Us phone: 07852 963744

Tutor email: stuart.jacobs@mkcab.org.uk

