



# Digital Learning Programmes 2022/23

Digital Learning Team

[www.glasgowlife.org.uk/libraries/learning-opportunities/digital-matters-for-everyone](http://www.glasgowlife.org.uk/libraries/learning-opportunities/digital-matters-for-everyone)



# Digital Support Freephone Helpline

## Digital Support Helpline



**CALL FREE ON  
0800 158 3974**

Mon – Wed: 9:30am – 4:30pm  
Thu: 12.30pm – 7:30pm  
Fri: 9.30am – 4:30pm

Please note this service is restricted to offer digital support and we will not be able to help with other types of enquires.

**Glasgowlife**

The need for digital skills has never been greater than now!

If you have a computer device with internet access and need help and support with key digital skills, we can help.

Digital skills for work, keeping in touch with family or friends, staying safe online, using online services or maybe learning something new.

What digital skills do you need help with? Give us a call!

**Please note this service is specifically intended for people seeking access to digital support and / or digital learning opportunities only.**

**The helpline is not manned out of hours and voice messages will not be picked up, so please do call back if you do not get through.**



# Getting Started

## Course description:

This is a free tutor-led class which runs for 4 weeks.

Topics include:

- Getting started with *Computers*
- Getting started with *the Internet*
- Getting started with *Online Safety & Shopping*
- Getting started with *Email*

From switching on a computer to using a mouse and exploring the basics of word processing, to searching the Internet and sending Emails – this is a fun and informal introduction to computers and tablets. It's all done at an easy pace – ideal for anyone with little or no computer experience and even for those who might be a little scared of computers.

The sessions are run by experienced staff who will guide you through the course in the relaxed and friendly environment of our libraries.

## Entry requirements:

No previous experience is necessary

## Qualifications:

Non-certificated

## Attendance details:

The course start dates and times are flexible, with classes running during the day and evenings

## Individual Training Account approved:

Not applicable



# Intro to iPad/Tablets

## Course description:

This is a free tutor-led class which runs for 4 weeks. Topics covered include:

- Getting started with *iPads/Tablets*
- Getting started with *the Internet*
- Getting started with *E-books*
- Getting started with *Basic Photo editing & E-mailing*

From switching on an iPad/Tablet, to downloading apps, using the Internet and exploring the online collection of E-books available through Glasgow Libraries, basic photo editing concepts and E-mailing.

The class is run by experienced staff who will guide you through the course in the relaxed and friendly environment of our Library Learning Centres.

## Why not bring your own device and learn on that!

### Entry requirements:

No previous experience is necessary

### Qualifications:

Non-certificated

### Attendance details:

The course start dates and times are flexible, with classes running during the day and evenings

### Individual Training Account approved:

Not applicable



# Bring Your Own Device

## **Service description:**

A free drop-in service where you can get help with simple tasks on your own device.

Whether you need help to use your iPad / Tablet or Laptop, bring it along and we'll do our best to guide you.

Scheduled events will take place at specific venues in the city. Please note this service does not include any type of maintenance or repair of a device.

## **Entry requirements:**

None

## **Qualifications:**

None

## **Attendance details:**

Drop-in to a scheduled event – Details available from the Digital Learning Team [dlt@glasgowlife.org.uk](mailto:dlt@glasgowlife.org.uk)

## **Individual Training Account approved:**

Not applicable



Learn  
My Way

# Learn My Way

## Course description:

Learn My Way offers free online learning units which can be studied anywhere with internet access. Support can be provided by one of our tutors.

Topics include:

- Using a computer
- Online Basics
- Online Safety
- Finding a job online
- Managing your money online
- Improving your health online
- And lots more...

These courses are designed to be studied online and at a pace that suits the learner – ideal for anyone with some computer experience, who would like to more information and skills.

## Entry requirements:

No previous experience is necessary

## Qualifications:

Non-certificated

## Attendance details:

These courses are online and can be studied anytime. Tutor support is available to get you started.

## Individual Training Account approved:

Not applicable



# Learning Bytes

## Course description:

A series of free, short individual learning sessions delivered remotely on Microsoft Teams. Sign up for one or as many as you like.

## Topics include:

- Introduction to The Internet
- Using Internet Search Engines
- Creating A Document in Word
- Creating an Outlook Account
- Setting up a Facebook Account
- Downloading Apps on iPad/Tablet
- Using Comparison Websites
- Intro to iPads/Tablets
- “Freegal” – A Free Music Service for Tablet/ iPad
- Video Calling for beginners
- How to spot a fake website
- Using an iPad Camera

## Entry requirements:

Learners need to have some computer skills and an E-mail address as these sessions are delivered remotely using the Microsoft Teams platform.

## Qualifications:

Non-certificated

## Attendance details:

Session start dates, and times are flexible and generally last approx. 45mins. Participant numbers may be restricted.

## Individual Training Account approved:

Not applicable



# Digital Skills Workshops

## Course description:

A series of learning sessions which may be tutor led or remotely on Microsoft Teams. Sign up for one or as many as you like.

- Social Media
- Keeping Safe Online
- Using Ebay
- Money Saving Online
- Using the Cloud
- Online Job Search
- Intro to Word

## Entry requirements:

Learners need to have some computer skills and an E-mail address if they are participating in any remote sessions using the Microsoft Teams platform.

## Qualifications:

Non-certificated

## Attendance details:

Session start dates and times are flexible and generally last approx. 2hrs  
Participant numbers may be restricted.

## Individual Training Account approved:

Not applicable





# PC Passport:

## Level 4

### Course description:

The NPA PC Passport at SCQF levels 4 provides learners with up-to-date knowledge and skills in a range of popular IT software, such as Office 365. Learners will improve skills in key areas such as word processing, spreadsheets and presentation software, preparing them for employment and further study.

- Web Apps: Word Processing
- Web Apps: Presentations
- Web Apps: Spreadsheets

### Eligibility Criteria:

Candidates should be 16+, unemployed / underemployed or at risk of falling into unemployment, and/ or facing barriers to work. Candidates should also live in Glasgow or one of the surrounding local authorities.

### Entry requirements:

Candidates need to have at least basic computer skills as this course combines online learning with drop-in support sessions.

### Qualifications:

PC Passport

SCQF Level 4

### Attendance details:

The course start dates, and times are programmed throughout the year.

### Individual Training Account approved:

Not applicable

### How to register:

E-mail [glasgowcodelearning@glasgowlife.org.uk](mailto:glasgowcodelearning@glasgowlife.org.uk)



# ICDL:

## International Certificate of Digital Literacy

### Course description:

Certificated by the British Computer Society, the International Certificate of Digital Literacy is an internationally recognised qualification in core IT skills.

The course is made up of 7 units allowing the learner to work at their own pace and in any order.

### Topics include:

- IT Security for Users
- IT User Fundamentals
- Word Processing
- Spreadsheets
- Database
- PowerPoint Presentation
- Online Essentials -Using the Internet & E-mail

### Entry requirements:

Candidates need to have some computer skills as this course combines online learning with drop-in support sessions.

### Qualifications:

ICDL

SCQF Level 5

### Attendance details:

The course start dates, and times are flexible throughout the year

### Individual Training Account approved:

Yes

### How to register:

E-mail [dlt.ecdl@glasgowlife.org.uk](mailto:dlt.ecdl@glasgowlife.org.uk)

### Individual Units:

Please contact us for more information.



ICDL

# List of Charges

Course Name	Cost	ITA
Getting Started	Free	No
Intro to iPad/Tablets	Free	No
Bring your own device	Free	No
Learn my way	Free	No
Learning Bytes	Free	No
Digital SkillsWorkshops	Free	No
<b>Accredited Courses</b>		
PC Passport*	Free	No
ICDL	£200	Yes

\*Eligibility Criteria Applies



To apply for ITA funding visit-



<https://www.myworldofwork.co.uk/learn-and-train/sds-individual-training-accounts-ita>



# Referrals

Referring clients to our classes is easy. There is two ways to do this:

1. Email: [dlt.glasgowlife.org.uk](mailto:dlt.glasgowlife.org.uk)
2. Register online by completing our learner registration form at [www.glasgowlife.org.uk/forms/learning-registration](http://www.glasgowlife.org.uk/forms/learning-registration)

**Your Details**

Fields marked with \* must be completed.

Title

First name \*

Last Name \*

Address Line 1\*

Address Line 2

City \*

Postcode \*

Landline

Mobile Number

Email Address

How did you hear about us?

Referring Agency

Choose a Class

Preferred Time

Area/Location

Add any additional information that may be helpful

For your peace of mind, the details you send to us using this form will be securely encrypted. Please read our Fair Processing Notice below.

**Fair Processing Notice**

**Who May Process Your Personal Data?**

The information which you provide on this online form will be processed by Culture and Sport Glasgow™, which is a data controller of this information for the purposes of the Data Protection Act 1998.

**For What Purposes Will Your Personal Data Be Used?**

Information you provide on this online form will be used by Culture and Sport Glasgow™ to process your application for learning.

**ABOUT OUR CERTIFICATES**

Please complete all sections of the form including "Referring Agency"

