How to get online and improve your digital skills

Digital Inclusion in the Royal Borough of Kingston upon Thames

Do you want to get online and confidently use new technologies, but you're not sure where to begin?

Do you have questions or worries about the costs, safety and skills needed to use internet and smart devices?

Find out what kind of support and resources we offer in the Kingston Borough!

Are you motivated and confident enough about going online?
Suggested tasks or resources:
- Ask friends & family what their most useful or enjoyable three things are that they do on their phone?
- Experiment in apps with low financial risk: e.g. Google maps, Apple maps

Do you have a suitable device that is safe, capable & fast enough?
Suggested tasks or resources:
- Could you afford one? - good entry level smartphones & chromebooks can be purchased for under £200
- Seven Libraries across the borough with free Wi-Fi and access to computers bit.ly/RBKLibraries

Do you have enough data to do what you need to do online?
Suggested tasks or resources:
- Access to free data via community organisations for those experiencing data poverty
- Home broadband users on some benefits can apply for cheaper long term social tariffs (bit.ly/SocialTariffsRBK, bit.ly/OfcSocialTariffs)

Do you know how to do certain tasks? Can you use tools like Google search or Youtube to learn how?
Suggested tasks or resources:
- Learn My Way is a fantastic free website by the Good Things Foundation. It has a range of free self-learning courses that you can dip into and it saves your progress too. learnmyway.com
- Online safety is a big topic and there are some great resources available. Learn My Way has a course on it. Other great websites are: National Cyber Security Centre (bit.ly/NCSCTopTips), and there are some very good sites focused on keeping families & children safe: UK Safer Internet Centre (saferinternet.org.uk), Internet Matters (internetmatters.org).
- Tutor led courses: Kingston Adult Education (KAE) offer a number of digital courses (free, eligibility criteria apply) bit.ly/KAEprospect
  - Digital Skills: Using Computers and Smartphones to Get By: Stage 1 & Stage 2
  - Essential Digital Skills for Work and Life Qualification
  - Computers for Adults with Learning Difficulties (Paid)
- Barclays Digital Wings offers a range of free courses like Essential Digital Skills bit.ly/DigitWings

Who can you turn to when you need help or answers?
Suggested tasks or resources:
- Practice searching for answers yourself. It is very unlikely you are the first person to experience an issue. Well crafted search sentences on a search engine e.g. Google, or Youtube work well.
- Free helplines for anyone, not just for their customers (bit.ly/WAGbanking):
  - Digital Helpline 0345 222 0333 (We Are Group & Lloyds)
  - Digital Skills Helpline 0800 987 4110 (We Are Group & Vodafone).
- Community support: libraries and a number of local organisations offer digital support. Connected Kingston has a helpful collection to help people online. bit.ly/KingstonOnline

Are you looking for a new job? Or training for your current job?
Suggested tasks or resources:
- Kingston Cost of Living - Employment and skills support bit.ly/KingstonCoL
- KAE Employment Support & Job search programme bit.ly/KingstonJobSupport
- Connected Kingston - Employment & Skills support bit.ly/CKingstonSkills
- Kingston Launchpad - Join our free programme and explore moving into a job in the Green Economy (eligibility criteria apply). bit.ly/RBKGreenJobs
- Open Door to Success - The Department for Work & Pensions has partnered with The Open University to offer free training tools designed to help people find a job, advance their career or grow their business. open.edu/openlearn/dwp
- The Skills Toolkit (National Careers Service) - links to free courses. bit.ly/NCSkillsToolkit

Do you need extra help to get more confident with your digital skills? Would you like to speak or learn directly from a person rather than online materials?
Suggested tasks or resources:
- KAE free Digital Drop-in Sessions - come along to one of the digital drop-in sessions where a friendly adviser will answer your digital questions. bit.ly/KAEDigitalDropin
- KAE free Digital Clinics - small group sessions tailored to your areas of interest and allowing you to learn at your own pace. bit.ly/KAEDigitalClinic