

**Name:** Hazel **Age:** 25-39

**“The way I looked at the Bourne Digital project was to think ‘what’s the worst that could happen, and what’s the best that could happen?’ The worst thing I felt could be that the course would be a waste of time like the others I had tried, but the best thing [that happened to me] would be that you would gain an understanding of how to use a computer, which opens up a whole new world for you and can lead to you finding employment far more easily. You’ve not got a lot to lose, but much to gain. It’s already really benefitted me and I’m grateful I had the opportunity.”**

### **Challenge:**

Hazel described herself as lacking digital skills and having a mindset of fear and avoidance when operating a computer. She wanted to be able to find a job using a computer, rather than having to rely on friends and family to search, apply and complete application forms or digital CVs for her; “I always felt like I was asking favours from others and it made me feel awkward. I didn’t feel independent. I knew others could do digital tasks quickly, whereas if I did manage, it would usually take me all day”.

### **Solution:**

Hazel first heard about the Bourne Digital project through the Ignite Programme at BCHA, after having struggled to take part on two other digital courses. “I suffer with anxiety and I worry about meeting new people, so the fact I could do the [Digital Confidence Building] course from home took so much stress away for me”.

“Having a Digital Champion [mentor] was one of the most appealing features of the programme for me. I initially felt nervous meeting a new person online, but quickly realised this support was the best thing for me. My Digital Champion would start each weekly session by asking ‘what would you like to learn today?’ so I got to choose the direction of the programme to suit my digital needs and meet my learning goals, and that was invaluable, to have this one-to-one support for free.”

### **Results:**

After completing the 12-week Digital Confidence Building course, Hazel reported the following results:

- A personal sense of accomplishment – the first digital course successfully completed after two previous attempts on other programmes
- Completion of a digital CV and a new ability to now use the internet to search for job opportunities and apply independently online, moving from an initial score of 3/5 to 5/5 confidence in communication with others online, and from 4/5 to 5/5 confidence in conducting video calls, searching for opportunities online, and using email
- Continued to sign up for a National Careers Service appointment for further support in work, learning and training, aiming to continue onto another digital course to progress her new skills to the next level
- Widened career prospects: “With my back condition I will need to do a job that involves no or little physical work, so this course has helped me to completely open up my job prospects.”

**Name:** Kim **Age:** 25-39

**“I’m so pleased that I’ve done the Digital Confidence Building course. To anyone who is thinking about signing up for the course, but hasn’t yet done so, I would say 100% do it! You’ve got to! I would do it all again.”**

### **Challenge:**

Kim described herself as lacking in confidence and knowledge with computers; “my digital skills were very low. I was familiar with my work computer, but any digital tasks outside of this I found difficult to do.” Kim was keen to increase her digital skills in order to change career; “The main motivator for me learning new digital skills is because I’m looking to change career after years working in Pharmacy. I needed to massively increase my digital skills if I was going to succeed in finding a new role, as I know so many jobs require digital skills today”. Kim was particularly keen to work on her typing confidence, describing herself as “very slow and would often hold colleagues up because of not being quick enough online.”

### **Solution:**

Kim first heard about the Bourne Digital project through a Facebook advertisement by Skills and Learning, whilst being signed up to a course with them at the time. “I ultimately wanted to build up my confidence with using a keyboard; knowing my way around it and typing faster and felt Bourne Digital could really support me with this. The most appealing feature of the course was that I could be loaned a computer for the duration of the course, as I didn’t have my own.” Kim described the sign up for Bourne Digital as “very organised and everyone was so friendly”.

“[My mentor] Andy has been amazing support. Initially, I had a few issues with using my computer. When I messaged him to let him know he rang me back straight away and gave me the exact answer I needed. The support I’ve received on the course has been consistent, so patient and none of my digital questions phase anyone. My Digital Champion Mike has really helped me to progress with meeting my learning goals – I feel like I’ve come so far.”

“I’ve found it really helpful to access online talks also from Dorset Police about Cyber Crime Awareness and to have a session about digital CVs. Soon I will need to complete a new CV, so it’s been really beneficial for me to know what to do next.”

### **Results:**

After completing the 12-week Digital Confidence Building course, Kim reported the following results:

- Less anxiety around computers and a newfound confidence - “The tipping point for me was during the first lockdown. I had to help my daughter access online learning for school, which was giving me panic attacks as I just didn’t have enough digital skills at the time. Whereas, if the same thing ever happened again, I’d now find it a breeze. It would be a totally different situation with my new confidence and knowledge. Now I can support my daughter confidently with online school learning in periods where she’s had to isolate – there’s no more stress involved. It’s shocked me how good I’ve got at a variety of new digital skills now, particularly my typing, emails, Teams and knowing my way around a computer... I feel so much more confident now!”

- Now feels able to achieve her goal of changing career, moving from 2/5 to 5/5 confidence in searching for work online, filling in digital application forms and uploading a CV to job search websites and email, saying: "I have achieved my goal in becoming more IT savvy. I have also been using the loaned laptop to complete a Maths and English college courses with Skills & Learning, at the same time as completing the Digital Confidence Building course! Doing my other courses alongside Bourne Digital has been good in giving me lots of digital practice. Once all my courses are done, I will definitely be using my new digital skills to put together a CV so I can apply to new job roles."
- Continued to sign up for a National Careers Service appointment for further support in applying to work.

**Name:** Mark **Age:** 40-60

**“The top thing I’m most happy about is being able to look for work and volunteering opportunities now. I wouldn’t have been able to do this before. I really do feel comfortable around a computer now, which I wasn’t before starting [the Digital Confidence Building course]. I’ve gained confidence and a higher self-esteem as a result. Give it a try. Just do it. It’ll change your life. I’m so glad I did it.”**

### **Challenge:**

Describing himself as having non-existent digital skills, Mark started to really notice his struggle with technology when the pandemic started and everything went digital; “I didn’t really know how to use a computer at all; even the basics such as emails I was struggling with. I couldn’t communicate online for work purposes or social purposes either.” Mark said he started to find his lack of digital skills particularly challenging when he realised he was unable to meet his work goals; “When the pandemic started, I was trying to search and apply for voluntary work to begin my journey back into work, but everything around me started to go more digital. Even just receiving emails and trying to reply to them was a challenge. I couldn’t put together a digital CV. I felt so left behind. Everything just seemed impossible. So when the opportunity to sign up to Bourne Digital came along, I took it!”

### **Solution:**

Mark first heard about the Bourne Digital’s ‘Digital Confidence Building’ course through a local job centre whilst searching for new employment. Mark was attracted to the simplicity of enrolling on the course and the friendliness of the staff; from meeting with one of the Bourne Digital team at Bournemouth Library to discuss how he could be supported on the programme, to the ease of being loaned the laptop and data to complete the course. “I was impressed with the way it’s run – so professionally, but also really friendly.”

“The digital learning sessions and having a 1:1 Digital Champion were two of the biggest highlights for me on the course. I found it so useful to have a laptop to keep at home to keep practicing my new digital skills between sessions.”

Mark worked with his Digital Champion to focus on learning how to communicate online, writing emails, putting together a digital CV and discovering how to job search online. “Andy was so friendly and helpful, going at a steady and slow pace so I could keep up. All the different topics we learnt each week, and the digital professionals I heard speak, were so useful and relevant to me.”

### **Results:**

After completing the 12-week Digital Confidence Building course, Mark achieved the following results:

- Completion of his main personal learning goal to understand how to search and apply for work and volunteering opportunities online, including creating a digital CV; “I now feel confident to job hunt and send my CV out”.

- Mark described how he now felt having new digital skills, saying he was “more than happy, much more confident, and feels assured.”
- New confidence to communicate with others online: “Socially I now use Zoom and feel more connected to others as a result, whereas before I felt very on my own. I can also send and receive emails with ease.”
- Now keen to continue onto an additional course and looking for opportunities online: “I would love to do a further course online. I was previously interested in signing up to a Care course, when the job centre suggested it to me, but as it was online, I just couldn't do it. But now I feel confident to. I'm now aiming to find employment, start an Animal Care course, and apply online to volunteer at Stour Park.”
- Continued to sign up for a National Careers Service appointment for further support in work, learning and training
- Digital confidence boost from:
  - 2/5 to 5/5 in online safety awareness and protecting personal data
  - 2/5 to 5/5 in using email, including all its features
  - 1/5 to 5/5 in confidence connecting to WIFI and using computer controls
  - 1/5 to 5/5 in learning new skills through the internet, uploading a CV to job searching websites, emailing employers and searching for job vacancies.

**Name:** Martin    **Age:** 40-60

**“Going through the course, my Digital Champion has given me the confidence to believe in myself, patiently answering any digital questions I have – and there’s been quite a few. He’s even identified positive traits in me that will be beneficial when I apply to my next job. Now, I feel worthy.”**

### **Challenge:**

Describing himself as having low digital confidence, Martin said he had always struggled with computers and had only recently invested in a smart phone to try to increase his technology skills. Martin wanted to use a computer like a natural and to be confident in what he was doing online. The thought of going to work with no digital skills and being unable to apply to any jobs without a digital CV, compelled Martin to seek a long-term solution to increase his digital skills. “[My lack of digital skills] was causing me a lot of anxiety, with little support on offer. When I was in a situation where I needed to sign up to benefits online, and regularly log into a digital account to check upcoming appointments with a work coach, I just couldn’t do it. It used to fill me with dread.”

### **Solution:**

Martin was impressed by the Bourne Digital team when he met two members to help him get set up online to smoothly begin the 12-week Digital Confidence Building course. “At the beginning, Sarah took time out to help set me up with WIFI and Andrew met me during a lunchtime drop in at the local library, giving the sign-up process a more personal touch.”

“The loan of a laptop and mobile data to help me complete the [Digital Confidence Building] course was a huge bonus, as I didn’t have suitable technology available at home. If this wasn’t an option, I wouldn’t have been able to do the course, or any other digital course, right now.”

Martin worked closely with his Digital Champion to focus on his goal of increasing digital confidence, job searching skills and writing a digital CV. “I recognised my needs and what really sold me to sign up to the Bourne Digital project was knowing I needed extra support to learn to use specific computer programmes to apply for work, which my Digital Champion patiently helped me with.”

### **Results:**

After completing the 12-week Digital Confidence Building course, Martin achieved the following results:

- Completion of his personal learning goals, which were the creation of a digital CV, with a new ability to now use the internet to search for job opportunities and apply independently online. Including additional skills learnt in turning a computer on, signing into applications, browsing the internet, emailing and video chat.

- Digital confidence boost from:
  - 2/5 to 5/5 in online safety awareness and protecting personal data
  - 1/5 to 5/5 in confidence working a computer
  - 2/5 to 5/5 in confidence connecting to WIFI
  - 1/5 to 4/5 in uploading a CV to job searching websites, emailing employers and searching for job vacancies
- Presented at an online 'digital' event to promote the Bourne Digital project, putting into practice new video conference skills
- Continued to sign up for a National Careers Service appointment for further support in work, learning and training
- Incorporated using a computer into his everyday routine, saying "I feel like I'm now on my way to fitting into modern day society, which is massive for me. I'm no longer digitally isolated or getting left behind."

**Name:** Michelle **Age:** 40-60

**“It [the Digital Confidence Building course] has been brilliant for me, as now I know how to apply for jobs and now I know how to send my CV to recruitment agencies. Before, I just didn't know how to do it.”**

### Challenge:

Michelle described herself as previously having no digital skills. She had worked for years in London in a job role that required no experience with technology, so didn't feel compelled to learn. With a recent move to Bournemouth, Michelle was becoming increasingly aware of her lack of digital knowledge, saying “I couldn't apply for any new jobs without having digital skills because they're all advertised online now.”

### Solution:

Michelle was first recommended that she signed up to Bourne Digital's 12-week Digital Confidence Building course through her Job Centre work coach. She felt motivated to sign up to the course as she needed digital skills to reach her goal of finding new employment, now she had relocated to Bournemouth. Learning to write a digital CV and understanding how to apply to job opportunities online were Michelle's priority, saying “the main thing I really needed was the confidence using digital technology to apply for a new job”.

“Once signed up to the course, I enjoyed learning a wide range of digital topics. My Digital Champion would repeat the different topics with me a few times so I could get more practice, which really worked for me.” Michelle went on to say that it was the 1:1 learning support she received from her Digital Champion that really benefitted her most in upskilling her digital knowledge throughout the course; “they really encourage you and help you to achieve your digital goals.”

Throughout the course, Michelle focused on learning how to communicate online (video calls, email and social media), how to search for job opportunities, and putting together her first digital CV; including listening to a talk on keeping personal data safe online by Dorset Police which was new information to Michelle.

### Results:

After completing the 12-week Digital Confidence Building course, Michelle reported the following results:

- Completion of her personal learning goals in writing a new digital CV and understanding how to apply to job opportunities and recruitment agencies online.
- Now feels prepared to reach her overall goal of securing a new job role; “I've already started sending my CV to recruitment agents, but I'm now able to continue applying for jobs on my own too.”
- Digital confidence boost from:
  - 1/5 to 5/5 in online safety awareness and protecting personal data
  - 1/5 to 5/5 in online job searching and confidence to upload a CV
  - 1/5 to 5/5 in online communication, including video calls, emailing and use of social media.

**Name:** Soraya **Age:** 40-60

**“I highly recommend the course. I felt so comfortable throughout, from the friendly welcome, support throughout, and being able to say ‘I’m clueless’ about certain digital topics, allowing my mentor to know how to help me. I’m considering moving to London, which feels more possible now that I can search for London based jobs online.”**

### **Challenge:**

Soraya had a very basic level of computer knowledge and was increasingly becoming frustrated with her low ability to access online services, such as shopping and more recently job searching. “I was struggling with all the basics of searching for work online, creating a CV and applying to jobs”. She described herself as being nervous online and having low confidence when asked about her digital skills. “I just wanted better knowledge and understanding of how to use technology in my everyday life”.

### **Solution:**

“Having a laptop to keep throughout the [Digital Confidence Building] course, with weekly one-to-one sessions, was so beneficial for me. There were no other courses available like this, that offered the one-to-one support throughout.”

“Learning the basics of typing, with the support of my Digital Champion on the Bourne Digital project, opened up a lot of new online opportunities for me. I also learnt about who I was as a person too: who I am, what I like, what type of work I’m looking for, and the skills I have. This helped form a really great working relationship with my Digital Champion, and gave me great content to be added onto my new digital CV.”

“I really benefited from the combination of a one-to-one Digital Champion, the digital topics we learnt, particularly the Dorset Police talk on Cyber Security and Online Safety, the supportive atmosphere, and that we had the main course session on Monday, followed by going through the learning process with my mentor the following day. This was brilliant at helping me to learn and achieve my goals.”

### **Results:**

After completing the 12-week Digital Confidence Building course, Soraya reported the following results:

- Completion of her personal learning goals in gaining confidence to search for and use a range of online services, exclaiming “Now I find it easy to access services online. I feel very proud I can now do this. I’ve also completed a CV and uploaded it to job searching websites. I’m already starting to get responses from recruiters and gaining interest from my CV, which is great.”
- Digital confidence boost from:
  - 1/5 to 4/5 in online safety awareness and protecting personal data
  - 1/5 to 4/5 in confidence working a computer
  - 1/5 to 5/5 in confidence connecting to WIFI
  - 2/5 to 5/5 in applying for services online
  - 3/5 to 5/5 in communicating with others over email and video call.