

# Digital Skills Training

We Are Digital working in partnership with South East Local Enterprise Partnership (SELEP)

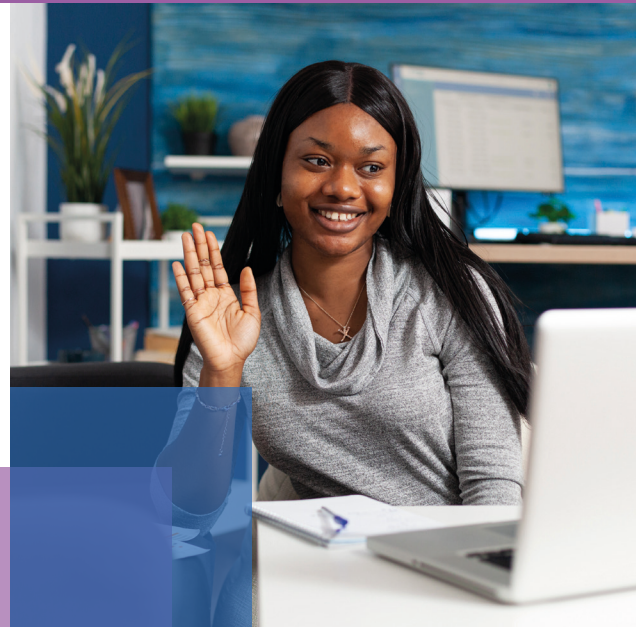
## FAQs





**SOUTH EAST**  
LOCAL ENTERPRISE  
PARTNERSHIP  
**COVID-19**  
**RECOVERY**  
**FUNDS**

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East Local Enterprise  
Partnership (SELEP)



## FAQs

### 1. Who are We Are Digital?

We Are Digital is one of the UK's leading digital skills and inclusion training providers to councils, housing associations, charities, corporates, and central government. Our trainers have first-hand experience in training people of all levels, both in-person and remotely. One of our key priorities is being able to provide help and support with digital skills, to help people get back into work.

### 2. What is being provided?

We are providing FREE basic digital skills to help people get back into work. This includes kit, connectivity and training to all individuals for whom this is a barrier to employment or training.

### 3. Is this project funded?

Yes, this training is funded by South East Local Enterprise Partnership (SELEP), to We Are Digital, so we can train people in digital skills, help people whose jobs have been affected by Covid-19 and get them back into work, also supporting with their careers.

### 4. Which area is this course being provided?

East Sussex, Medway, Kent, Essex, Southend-on-sea and Thurrock.

### 5. What is the criteria?

Individuals must be based in the SELEP geography and have a clear need for digital kit and / or connectivity that is preventing access to work and training. Individuals will be unemployed or economically inactive.

### 6. How many customers are you supporting?

1. 2,300 customers to be supported
2. 900 customers will require devices, data and some level of support
3. 1,400 customers will require Digital Inclusion training alone (currently this is only remote, and we are doing weekly webinars)

### 7. How can we refer customers?

1. You get them to call us on **0114 551 2551**
2. You get them to text **SKILLS** to **88440**
3. You can **click here to register one person**
4. You download our form and email it to us on **skills@we-are-digital.co.uk** if you have more than one person to refer.



# FAQs cont.

## 8. What is the process once someone has been referred or referred themselves?

Once the customer has signed up, we will call them within 48 hours and triage them to understand their eligibility, skills requirement and see if we need to provide tablets and/or data sim card and what training support they need.

## 9. What are the delivery options for the training?

**Option 1** – Free device (We Are Digital arrange delivery and the learner's setup)

**Option 2** – Light touch setup and 30 mins support

- We Are Digital arrange delivery of equipment and run through the initial setup over the phone with the learner

**Option 3** – 1:1 – Trainer session.

- If a learner is identified as needing a trainer session, We Are Digital will arrange either a 1 hour or 2 hours remote training session with our network of trainers.

**Option 4** – Webinars or group course

- Digital skills training support through our group webinar sessions on a weekly basis

If there is a big demand for face-to-face training I would need to confirm with the client and internally review costing models.

## 10. What equipment do you provide?

- 900 4G & Wi-Fi enabled tablets
- Data sim cards which can be used with the tablet

## 11. How will end users be identified?

Working with partners – Job Centre Plus, housing associations and local authorities, and direct organic promotion through social media and Facebook advertising campaigns.

## 12. Is there match funding?

Yes, we are also open to Match Funding, which will give you the opportunity to contribute to the success of this project, by helping the employability sector in getting people back into work.

