



Digital Inclusion Series

Getting Started with Digital

Collection 1 — Offline Reference Pack

Six short, friendly videos to help you understand what digital means, get connected, find free training, go online safely, and build skills for work.

6 Short Videos	Subtitles Available	Beginner Friendly	Plain English
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Watch online: Search for "Access Group Digital Inclusion" on YouTube, or scan the QR code on the back page.

INTRO

Welcome to Collection 1

Meet your presenter and find out what this collection covers

If the word "digital" feels a bit confusing or even a little scary, that is completely okay. This collection of six short videos will guide you through the very basics — at a pace that works for you.

Each video is just one to three minutes long, uses plain English, and is designed for people who are just getting started. No experience needed, and no question is ever silly.

You can watch them in order or jump straight to the topic you need most. Take your time, pause whenever you like, and rewatch any time.

Who is this for? These videos are made for anyone who wants to feel more confident with technology — whether you are completely new to it or just want to brush up on the basics. They are especially designed for people accessing local authority, housing, or NHS services.

VIDEOS IN THIS COLLECTION

1

What Is Digital and Why Does It Matter?

Understanding what digital means and how it can help your everyday life

2

Devices and Internet Access

What devices are available and how to get connected

3

Finding Free Digital Skills Training Near You

Discover friendly, free classes and support in your local area

4

Getting Online Safely for the First Time

A step-by-step guide to connecting and browsing with confidence

5

Digital Skills for Work

How basic digital skills can help you find and succeed in a job

1

What Is Digital and Why Does It Matter?

Understanding what digital means and how it can help your everyday life

WHAT YOU WILL LEARN

What "Digital" Means

Using technology like computers, tablets, smartphones and the internet to do everyday tasks — from messaging friends to booking appointments.

Why It Matters

Digital saves time (no queues), saves money (better deals online), keeps you connected with family and friends, and opens doors to jobs and services.

It Is Okay to Feel Unsure

Everyone feels nervous at first. You do not need to learn everything at once. Start with just one thing that matters to you.

HELPFUL TIPS

You might already be using digital technology without realising it — using a bank card, sending a text, or watching online TV all count.

Start small: just try one thing that matters to you, like checking the weather or sending an email to a friend.

You are not alone. Libraries, local councils, housing associations and charities offer free, friendly help and classes.

Every small step counts. There is no rush — go at your own pace.

2

Devices and Internet Access

What devices are available and how to get connected

WHAT YOU WILL LEARN

Four Types of Device

Smartphones (touchscreen mobiles), tablets (larger screen, easy to hold), laptops (portable with keyboard), and desktops (stay in one place, found in libraries).

Getting Connected

Wi-Fi gives you wireless internet at home (broadband) or in public places. Mobile data comes with most smartphone plans and works on the go.

Help with Costs

Social tariff broadband packages for people on benefits start from around £10–15 per month. Check with your provider or the Ofcom website.

HELPFUL TIPS

You do not need to buy new. Council and housing association loan schemes, charities, and refurbished device programmes can help.

Libraries have computers you can use for free — no need to own a device to get started.

Ask your broadband provider about social tariffs — affordable packages specifically for people on certain benefits.

Ask at your local library or council about free internet access and device loan schemes.

3

Finding Free Digital Skills Training Near You

Discover friendly, free classes and support in your local area

WHAT YOU WILL LEARN

Where to Find Training

Local libraries, community centres, housing associations, and adult education centres all offer free beginner-friendly digital skills sessions.

National Programmes

The Good Things Foundation runs Online Centres across the UK. Visit their website or call to find a centre near you.

What to Expect

Small, informal groups or one-to-one support. Patient helpers who go at your speed. No need to bring a device — everything is provided.

THREE STEPS TO GET STARTED

Step 1: Ask at your local library or council — they will know what is available near you.

Step 2: Search online (or ask someone to help you search) for "free digital skills training" plus your town or postcode.

Step 3: Call a free national digital helpline for guidance and to find your nearest support centre.

You can return to sessions as many times as you like — there is no limit and no pressure.

4

Getting Online Safely for the First Time

A step-by-step guide to connecting and browsing with confidence

WHAT YOU WILL LEARN

Connecting to Wi-Fi

Go to your device's settings, look for "Wi-Fi" or the fan-shaped icon, choose your network, and enter the password if needed.

Using a Web Browser

Open Chrome, Safari, Edge, or Firefox. Type a website address or search words in the bar at the top. Press Enter or Go.

Staying Safe

Look for the padlock icon in the address bar for secure websites. Do not click unexpected pop-ups, and never share personal information on sites you do not trust.

HELPFUL TIPS

Take your time. There is no rush. You can close everything and start again — you will not break anything.

Try typing nhs.uk or bbc.co.uk as your first website — these are safe and easy to explore.

Look for the padlock icon next to the website address — it means the website is secure.

If you get stuck, ask for help at a library, community centre, or from someone you trust.

5

Digital Skills for Work

How basic digital skills can help you find and succeed in a job

WHAT YOU WILL LEARN

Common Skills for Work

Email, using a computer or tablet, word processing (typing documents), searching online, and video calls (Teams, Zoom, Google Meet).

Applying for Jobs Online

Most applications are now online. Use websites like Indeed or Find a Job. Save your CV on a computer and learn to attach it to emails or upload it.

You Do Not Need to Know Everything

Many employers are happy to help you learn on the job. Free courses are available through Jobcentre Plus, libraries, and adult education centres.

HELPFUL TIPS

The five most common digital skills employers look for are: email, computer use, word processing, online search, and video calls.

Ask at your local Jobcentre Plus about free digital skills for work courses.

Start with the basics and build from there — confidence grows with practice.

Where to Get More Help

Free resources and organisations that can support your digital journey.

Your Local Library

Free computer access, beginner classes, and friendly staff who can help you get started. Many run regular digital drop-in sessions.

Find yours at gov.uk/local-library-services

Good Things Foundation

A national network of Online Centres offering free digital skills support across the UK. Find your nearest centre on their website.

goodthingsfoundation.org

Social Tariff Broadband

Affordable broadband from around £10–15/month for people on certain benefits. Check the Ofcom website for a full list of providers.

ofcom.org.uk/social-tariffs

Jobcentre Plus

Free digital skills for work courses and support with online job applications. Ask your work coach about what is available.

Housing Associations

Many offer free digital support, device loans, or can connect you with local training sessions. Ask your landlord what is available.

Adult Education Centres

Free or low-cost courses for adults, including beginner digital skills. Search for your local adult education service.

WATCH THE VIDEOS ONLINE

Introduction	youtu.be/2WGsMpUUi1s
Video 1 — What Is Digital?	youtu.be/WcyH4dAMqg4
Video 2 — Devices and Internet	youtu.be/AhW4pXnTHLo
Video 3 — Free Training	youtu.be/M2G0VwMQEwg
Video 4 — Getting Online Safely	youtu.be/FDUiDyaa8f0
Video 5 — Skills for Work	youtu.be/S9wt9uCmPng

