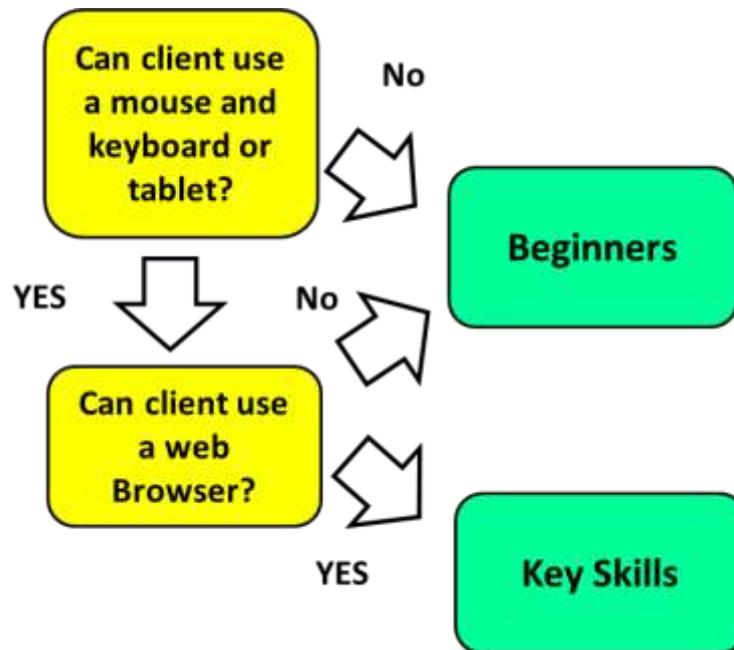


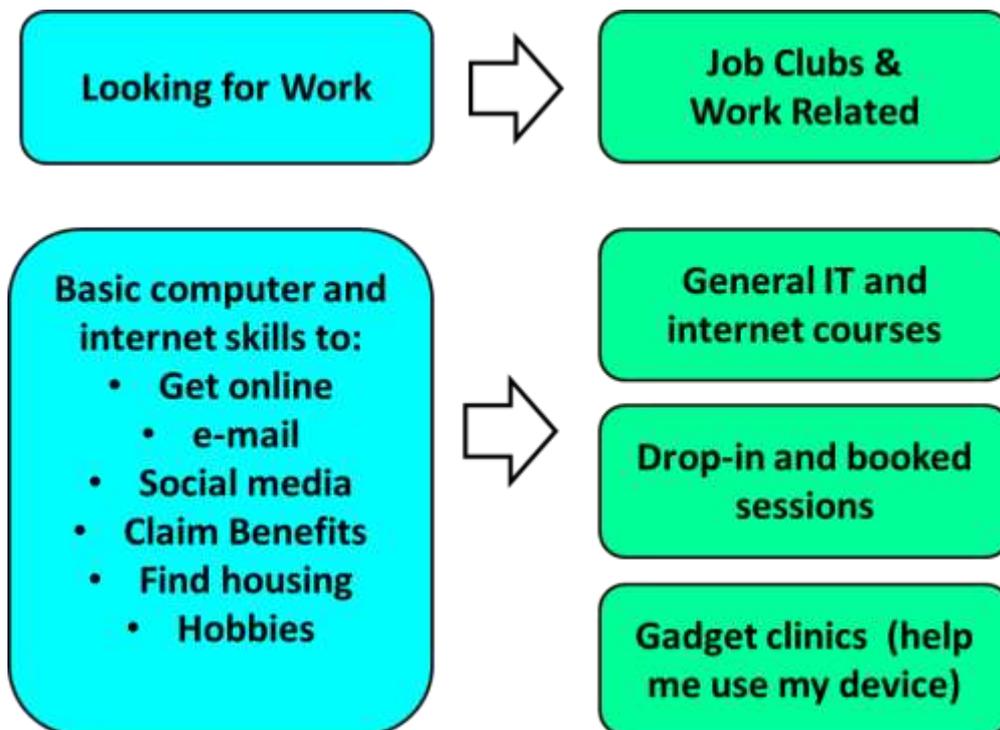
What is your client's current skills level?



- If your client has very low levels of skills or confidence it may be better to direct them to a **basics** session or course.
- However, if they are reasonably confident they may also want to consider **mixed ability** sessions.
- In the case of people **looking for work** it's probably best to refer people to a work club or specific job related session as they may also be able to help them with their client commitment.

What does your client want to achieve?

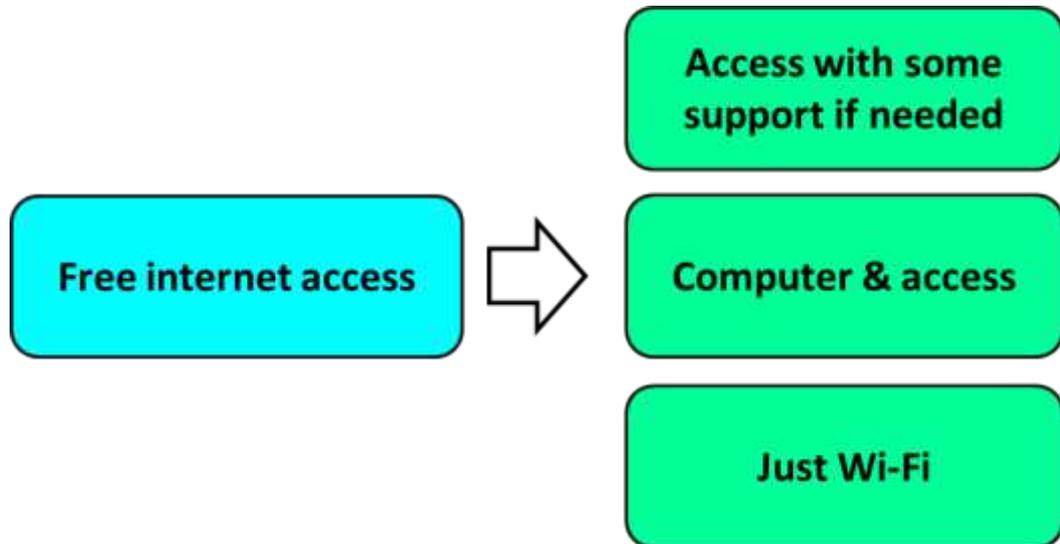
It's very important to focus on what the client wants or needs to do and not just on 'getting skills'. Always try to remember what a person wants to **do** even if you know they may need to approach it in a way that's a bit different from what they initially believed. For example 'just get me online' can require training and support not just access to a machine.



- If someone is claiming JSA and looking for work it will be best to direct them to sessions that focus on this as they can also get help meeting their client commitment and searching while they develop digital skills.
- For other people try and match the session to what the client wants to achieve particularly if it's something specific like accessing a benefit online or accessing housing services.
- If you believe the client will not be able to achieve something urgent and important by themselves try to direct them to somewhere they can get assisted digital support.

Internet Access

Accessing the internet is not always easy when people are just learning new skills. Public access points can have different computers, different browsers and different software to where a person first learned, it can help a lot to have some support there.



- When directing someone to a place where they can get online check whether they would benefit from some support being there.
- Also think about whether they will need to print things and how long they can spend online for free, this is very important for job seekers.
- Remember that many people with phones or tablets may not know how to connect them to WiFi so its checking they can do this before directing them to a free WiFi zone.