



# Digital Skills Project Case Study

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The gentleman attended three sessions with me as he didn't feel confident using Indeed for job applications.

In the first session, we discussed the issues he was facing. Although he was applying for roles he believed matched his skills and experience, he wasn't receiving many responses. We reviewed his profile, and after some discussion, he made changes to support his applications.

In the second session, we used Microsoft Word to update his CV, incorporating the new content into his Indeed profile. He also ended up with an updated CV that could be printed.

In the last session, we ensured he had downloaded the app to his phone and addressed any changes or potential issues he might have in using the technology.

After the three sessions, he felt confident and was happy to end the support.

The other gentleman I assisted had recently left prison and was living in sheltered housing. He didn't know how to create a CV, so we looked at his previous experience and produced an up-to-date resume.

He admitted that his digital skills were poor, and although he only attended one session, he was very pleased with what he'd learned. I also signposted him to our digital skills courses.

