



Case Study: Empowering Learners Through Daily Digital Skills at Tin Hat Centre

Tutor: Lee Brazier

The *Introduction to Daily Digital Skills* course at Tin Hat Centre was designed to help individuals build confidence and improve their digital skills for everyday life. Whether searching online, editing documents, or using mobile phones more effectively, this course provided a tailored learning experience based on the specific needs of attendees.

Learners were given the flexibility to attend as many sessions as they needed, ensuring they received the right level of support to meet their personal goals.

Unlike traditional courses with a fixed curriculum, the *Introduction to Daily Digital Skills* course was entirely shaped by the learners. Each session focused on the real-life challenges participants faced, making the learning process more relevant, engaging, and immediately useful.

Impact on Learners

Estella's Story: Gaining Confidence in Social Media Safety

"The sessions have been very informative, and Lee has been a very patient teacher. I would recommend ATTFE digital skills support to anyone. I have learned how to safely use my social media, and I would happily join any other courses Lee will be leading."

Estella's experience highlights the importance of digital safety and how personalized support can help learners navigate online spaces with confidence.

Dennis's Story: Overcoming Everyday Digital Frustrations

"I have been supported to learn the little things that people think are common knowledge, but that I wasn't aware of with my phone and laptop. Attending has made me feel more confident to use my phone and less frustrated with technology."

For Dennis, the course bridged the gap between assumed knowledge and actual understanding, providing him with the practical skills needed to interact with technology without frustration.





Morag's Story: Opening New Opportunities Through Email Skills

"I have enjoyed learning new things about my technology. I am starting to feel slightly more confident in writing and sending emails, and I am committed to carrying on practicing. I now have access to further information around jobs thanks to the sessions."

By improving her email-writing skills, Morag unlocked new opportunities, gaining access to job information and enhancing her digital independence.

Conclusion

The *Introduction to Daily Digital Skills* course at Tin Hat Centre has had a meaningful impact on its learners, equipping them with essential skills for modern life. By focusing on individual needs and offering a supportive learning environment, the course has helped participants gain confidence, reduce frustration, and open new opportunities.

With such positive outcomes, ATTFE College remains committed to providing digital skills support to more individuals, ensuring that no one feels left behind in the digital world.

