

Appendix 1 – How to access our current offer

Adult Skills & Education Service – free online digital skills courses

1. The Adult Skills & Education Service is offering residents free online digital skills courses and ESOL classes during 2021. Courses can be booked by emailing adultlearning@cityoflondon.gov.uk or calling **07702 821 650** or **07864 965 540**. A list of courses and their dates are listed below
 - **First steps into computing** – 13:30-15:30 – every Tuesday between 05/01/2021 – 30/03/2021
 - **Information Technology: Word and Excel** – 10:00-12:00 – every Monday between 04/01/2021 – 29/03/2021
 - **ESOL Pre-Entry** – 10:00-12:00 – every Tuesday between 03/11/2020 – 06/07/2021
 - **ESOL Entry 1 and 2** – 17:00-19:00 – every Tuesday between 14/01/2020 – 06/07/2021

Library IT Training

2. To book an appointment or to refer a resident for help in accessing Microsoft products, how to use Zoom and assistance with mobile phones and more, contact BarbicanLib@Cityoflondon.gov.uk to set up an appointment or telephone 020 7638 0569.

AbilityNet

3. AbilityNet's free support can assist residents with new and existing devices. This includes laptops, tablets, smartphones and desktop computers of all types.
4. As well as tech advice, AbilityNet's volunteers also provide specialist advice for those living with vision, hearing, cognitive or motor impairments
5. Support is available online or by phone
6. Freephone 0800 048 7642 or email enquiries@abilitynet.org.uk. Further free resources are available at <https://abilitynet.org.uk>

Mer-IT

7. Mer-IT is looking to locate low income and vulnerable City residents who do not currently have access to a computer or laptop but would benefit from one.
8. If you believe that a resident could benefit being referred to this service then please contact Scott.Myers@cityoflondon.gov.uk who can share the referral process.