



## Free IT courses

Simply scroll down to the region/nation and search for your group's name.

If your group's name isn't indicated, it could be we haven't found a course in your area. If you'd like for us to research courses available in your area or if any of the information provided below is out of date, please get in touch with us at [volunteertraining@mssociety.org.uk](mailto:volunteertraining@mssociety.org.uk)

You may also use the Online Centres Network to find other course providers:  
<https://www.onlinecentresnetwork.org/ournetwork/find-centre#/map>

Please see the section on Online Resources (pages 29-30) for details of websites which offer tutorials and guidance.

## North of England

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
<b>Barnsley</b>	<p>Barnsley Metropolitan Borough Council offers:</p> <ul style="list-style-type: none"> <li>• free digital sessions (informal chats) run by 'Digital Champions'</li> <li>• six week long courses</li> </ul> <p>Digital sessions cover:</p> <ul style="list-style-type: none"> <li>• setting up an email</li> <li>• using the internet</li> <li>• online safety</li> <li>• using council services online to pay for, apply for, or tell the Council about something</li> </ul> <p>The six week long courses cover:</p> <ul style="list-style-type: none"> <li>• Week 1 – Using a mouse and keyboard/using a touchscreen</li> <li>• Week 2 – Using the internet and search engines</li> <li>• Week 3 – Using online forms and internet safety</li> <li>• Week 4 – Email</li> <li>• Week 5 – Using public services</li> </ul>	<p>You have to be a Barnsley resident to register on a course or session.</p> <p><u>See the Council's website</u> for more information on the range of IT services offered.</p> <p>Support ranges from one-to-on to varying group sizes.</p> <p>Attendees are encouraged to bring their own device (if they have one). The training can be made relevant to what you're using at home.</p> <p>The Council can also provide laptops and tablets.</p> <p>The Digital Champions may also be to help your group getting online. <u>Read this case study.</u></p>	<p><u><a href="#">Listing of upcoming sessions</a></u></p> <p><u><a href="#">Listing of upcoming courses</a></u></p> <p>Call 01226 773555 to book a place on a course, a digital session or organise a visit by a Digital Champion.</p>

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	<p>online (including council services)</p> <ul style="list-style-type: none"> <li>• Week 6 – Online shopping</li> </ul>		
<b>Bolton</b>	<p>Bolton Library and Museum Services offer the following courses across many of their libraries:</p> <ul style="list-style-type: none"> <li>• Beginners' ICT classes in partnership with Bolton Community College. Classes run for three weeks (with 7.5 hours tuition in all).</li> <li>• One-on-one computer mentoring for an hour, covering internet, email, word packages, etc (focusing on what you would like to learn).</li> </ul> <p>Halliwell UCAN Centre offers help with beginners' computing. Drop in on Wednesday afternoons between 1-4pm</p> <p>Brightmet UCAN also offers a basic IT course.</p>	Ask at any library for more details and to book your place	<p>Bolton Library and Museum Services Le Mans Crescent Bolton BL1 1SE</p> <p><a href="http://www.boltonlams.co.uk/plan-your-visit">http://www.boltonlams.co.uk/plan-your-visit</a></p> <p>UCAN centres:</p> <p>Halliwell UCAN Centre Hatfield Road Bolton BL1 3BU 01204 335 407</p> <p>Brightmet UCAN New Lane Bolton BL2 5BN 01204 329 541</p>

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<b>Bridlington</b>	Bridlington Library's Adult learning service holds regular lessons and sessions at their centres. They also provide free self-paced online computer courses. Friendly Library staff can guide you through the basics of computing.	All static libraries have the facilities to get you started with the basics of computing; using a mouse, using a keyboard, internet basics, setting up an email account, creating documents and much more.	Bridlington Library 14 King Street Bridlington YO15 2DF  01262 677 500 <a href="mailto:learn.bridlington@eastriding.gov.uk">learn.bridlington@eastriding.gov.uk</a>
<b>Burnley</b>	A 6 week long course based on the <i>Learn My Way</i> software, covering basic skills and taught in groups.	Free courses offered at Burnley Library and Coal Clough Library.	Burnley Library Grimshaw Street Burnley BB11 2BD 0300 123 6703  Coal Clough Library Coal Clough Lane BURNLEY, BB11 4NW 0300 123 6703
<b>Chester</b>	Receive technical advice from the library's IT Buddy system.	Every Friday 3pm-5pm  Sessions must be booked in advance by contacting the library.	Ellesmere Port Library Civic Way Ellesmere Port CH65 0BG  0151 337 4684/5  <a href="mailto:libraries@cheshirewestandchester.gov.uk">libraries@cheshirewestandchester.gov.uk</a>

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<b>Copeland</b>	<p>Copeland library runs one-to-one sessions covering basic IT skills (how to use a keyboard/mouse and how to use the internet). Each session is an hour long and can be booked by members of the public.</p> <p>The library also provides online resources on its website: <a href="http://www.cumbria.gov.uk/libraries">www.cumbria.gov.uk/libraries</a> (free to library members). <i>Learn My Way, Universal Skills</i>, and <i>computer.net</i> resources provide users with basic computer tuition.</p>		<p>General County Council Enquiries: 01228 606 060 <a href="mailto:libraries@cumbria.gov.uk">libraries@cumbria.gov.uk</a></p>
<b>Doncaster</b>	<p>A <i>Learn My Way</i> course aimed at beginners. The course covers how to use a computer, browsing the internet, sending an email and finding work online.</p>	<p>Library members can have free Internet access for two hours a day, after which access costs £1.00 per hour or part thereafter.</p>	<p>Website: <a href="http://www.doncaster.gov.uk/libraries">www.doncaster.gov.uk/libraries</a></p> <p>Places that offer free IT courses in Doncaster: <a href="#">Computer Support Fact Sheet</a></p>
<b>Durham</b>	<p>Learn how to use a computer and the internet for work and everyday use.</p> <p>Courses range from 6-12 weeks</p>	<p>Please call the library before enrolling.</p>	<p>Durham Clayport Library Millennium Place Durham County Durham DH1 1WA</p>

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	and are available at multiple venues.		03000 265 524  Website: <a href="http://www.durham.gov.uk/article/9997/Courses">http://www.durham.gov.uk/article/9997/Courses</a>
<b>Liverpool</b>	Learn computer basics, such as: <ul style="list-style-type: none"> <li>• searching the Internet</li> <li>• using popular programs for word processing</li> <li>• creating spreadsheets and databases,</li> <li>• understanding operating systems</li> </ul>		Prescot Road Old Swan Liverpool L13 5XG  0151 233 3069  <a href="mailto:oldswan.library@liverpool.gov.uk">oldswan.library@liverpool.gov.uk</a>
<b>Sunderland</b>	Kayll Road Library		Kayll Road Sunderland SR4 7TW  0191 561 2760 email: <a href="mailto:kayllroad.library@sunderland.gov.uk">kayllroad.library@sunderland.gov.uk</a>
<b>Tyneside</b>	A drop-in class with a focus on basic online skills using email and the Internet. Staff will help learners on a one-to-one basis depending on their needs.	Learners should be above school age.  The sessions are 2 hours long - 10am to noon. As they are drop-ins	Shiremoor Library Shiremoor Service Centre Earsdon Road Shiremoor Newcastle upon Tyne

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	<p>Teaching staff will try to help answer additional questions on subjects such as downloading photos from a camera or resolving issues with anti-virus software where they can.</p>	<p>Sessions run once a week at:</p> <ul style="list-style-type: none"> <li>• Shiremoor Library (Mondays, for up to 10 learners).</li> <li>• The Linskill Centre, North Shields (Thursdays).</li> </ul> <p>WiFi is available, so people can bring their own equipment if they are able to.</p>	<p>NE28 9JQ</p> <p>Email: <a href="mailto:shiremoor.library@northtyneside.gov.uk">shiremoor.library@northtyneside.gov.uk</a></p> <p>0191 643 2036</p> <p>The Linskill Centre Linskill Terrace North Shields NE30 2AY 0191 257 8000</p>
<b>Wigan</b>	<p>Frequent IT courses, sessions and drop-ins operate at both Wigan and Leigh Libraries.</p> <p>Users will learn how to access the internet, use email, complete online forms and more.</p>	<p>Wigan Library: Wednesdays 10-11.30am</p> <p>Leigh Library: Tuesdays 10-11.30am</p> <p>Website: <a href="#">Get Online Wigan</a></p>	<p>Wigan Council Wigan New Town Hall, Library Street, Wigan WN1 1YN</p> <p>01942 828 368</p> <p><a href="mailto:leigh.library@wigan.gov.uk">leigh.library@wigan.gov.uk</a></p>

## South of England

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<b>Alton &amp; Petersfield</b>	<p>IT sessions covering basic computing and the internet.</p> <p>Sessions may cover:</p> <ul style="list-style-type: none"> <li>• basic use of your computer</li> <li>• using the Internet</li> <li>• setting up and using an email account</li> <li>• basic Word processing</li> </ul>	<p>The library offers IT courses, some of which are scheduled in advance.</p> <p>They may also look to create a specific course if there's a big demand for it. Sessions are usually three hours long.</p> <p>The course is aimed at people in receipt of JSA or ESA (proof is required).</p> <p>Booking is essential to guarantee a place. Please contact the library for more information.</p>	<p>Petersfield Library 27 The Square Petersfield GU32 3HH</p> <p>Telephone: 01730 267 806</p> <p>Email: <a href="mailto:learninginlibraries@hants.gov.uk">learninginlibraries@hants.gov.uk</a></p>
<b>Brighton &amp; Worthing</b>	<p>Free one-to-one, one hour sessions. Provided by friendly Library Connect Volunteers.</p> <p>Sessions cover:</p> <ul style="list-style-type: none"> <li>• internet and email usage</li> <li>• sending attachments</li> <li>• navigating online forms</li> <li>• printing and scanning</li> <li>• downloading apps</li> <li>• transferring photos from a digital camera onto a</li> </ul>	<p>See website for a list of free sessions at local libraries in the county.</p> <p>You can also ring to make enquiries and book your session.</p>	<p>More information on this page: <a href="#">Brighton and Hove City Council Libraries</a></p> <p>Telephone: 01273 290800</p>



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	<p>computer</p> <ul style="list-style-type: none"> <li>• accessing Council services online</li> </ul> <p>Sessions are tailored to your needs and interests.</p>		
<b>Colchester</b>	<p>The course starts with the basics: how to use a mouse and keyboard. As the learners' confidence increases they progress onto learning about email, how to do Internet searches, stay safe online etc.</p>	<p>Training is open to everybody.</p> <p>All learning is completely free. Learners are required to bring some form of ID, and any evidence of any benefits they might receive.</p> <p>Contact the centre to arrange a suitable time to attend.</p>	<p>Castle Green Community Centre, Gale Street, Dagenham, Essex, RM9 4UN</p> <p>Mardyke Community Centre, South Street, Rainham, Essex, RM13 8PJ</p> <p>Call for more information on:</p> <p>01708 524897 or 07591 789590</p> <p>Email: office@ictskillstraining.org.uk</p>
<b>Farnborough</b>	<p>The course covers basic word processing, use of the internet and email.</p> <p>Courses can cover 10-12 hours over 2, 5, or 6 weeks depending on where the course takes place.</p>	<p>Courses are open to those aged 19+ and is free in some areas if on JSA/ESA, Universal credit, Income support or if you have LLD. Other concessions are also available, otherwise the course is £50-£60.</p>	<p>Pinehurst Farnborough GU14 7JZ</p> <p>Telephone: 0300 555 1387</p>

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		<p>Most branches have disabled access, and library staff are used to working with those with a range of disabilities/cognitive issues. Some courses are more suited to the differently-abled than others, so please check ahead of booking.</p>	
<p><b>Hammersmith</b></p>	<p>These courses range from the very basics (how to use a mouse and keyboard etc.), then as the learners' confidence increases, they progress onto learning about email, how to do Internet searches, stay safe online etc.</p>	<p>Training is open to everybody and all learning is completely free. Learners are asked to bring some form of ID, and evidence of any benefits they might receive.</p> <p>Please contact the library to arrange a suitable time to attend the course.</p> <p>Course structure differs depending on location.</p> <p>Tuesday 10:15-12:15 at Betty Strathern Centre, Harold Hill Romford.</p> <p>Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham.</p> <p>Thursday 09:30-16:00 Castle Green community Centre, Dagenham (3 classes run on this day, varying in</p>	<p>Betty Strathern Community Centre 41 Myrtle Road Harold Hill Romford, Essex RM3 8XS</p> <p>Call more information on:</p> <p>01708 524897 or 07591 789590</p> <p>Email: <a href="mailto:office@ictskillstraining.org.uk">office@ictskillstraining.org.uk</a></p>

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		levels of expertise).	
<b>Haringey</b>	<p>The course covers basic computer functions, like keyboard and mouse skills, through the use of online tutors.</p> <p>Learn how to set up an email address, basic internet searching skills and how to write and send emails.</p>	The library also runs free, weekly computer sessions for absolute beginners in Haringey libraries, run by library staff.	<p>Coombes Croft Library Tottenham High Road London N17 8AG</p> <p>Telephone: 020 8489 4560</p>
<b>Hastings</b>	Runs a free <i>Learn My Way</i> course, with one-to-one mentoring.	<p>This centre is accessed by stairs. However an alternative, accessible venue is available.</p> <p>Also runs a specialist provision for Prader Willi Syndrome which is funded by the clients' care provider.</p>	<p>The b@sement 49 Cambridge Gardens Hastings East Sussex TN34 1EN</p> <p>01424 444691</p> <p>Email: <a href="mailto:etcoffice@btinternet.com">etcoffice@btinternet.com</a> Facebook: <a href="https://www.facebook.com/thebasement.etc">thebasement.etc</a> Website: <a href="http://thebasementetc.weebly.com/">http://thebasementetc.weebly.com/</a></p>
<b>Havering</b>	Course teaching the basics such as how to turn on a computer,	ICT Skills Training provide free basic computer courses to local adult	ICT Skills Training

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	<p>use a mouse and keyboard.</p> <p>As learners feel more confident, they will progress onto learning about email, how to do Internet searches, stay safe online.</p>	<p>communities in the areas of East London and Essex.</p> <p>Training is open to everyone. Learners need to bring some ID and proof of any benefits.</p> <p>Three locations to choose from:</p> <ul style="list-style-type: none"> <li>• Tuesday 10:15-12:15 at Betty Strathern Centre</li> <li>• Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham</li> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, varying in levels of expertise.</li> </ul>	<p>Telephone: 01708 524897 or 07591 789590</p> <p>office@ictskillstraining.org.uk</p> <p>Betty Strathern Centre 41 Myrtle Road Harold Hill Romford Essex RM3 8XS</p> <p>Castle Green Community Centre Gale Street Dagenham Essex RM9 4UN</p> <p>Mardyke Community Centre South Street Rainham Essex RM13 8PJ</p>
<p><b>Newham &amp; Towers Hamlets</b></p>	<p>From basics such as how to turn on a computer, use a mouse and keyboard.</p> <p>As learners feel more confident, they will progress onto learning about email, how to do Internet</p>	<p>ICT Skills Training provide free basic computer courses to local adult communities in the areas of East London and Essex.</p> <p>Training is open to everyone. Learners need to bring some ID and</p>	<p>Betty Strathern Community Centre, 41 Myrtle Road, Harold Hill, Romford, Essex, RM3 8XS</p> <p>Call for more information on:</p>

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	searches, stay safe online.	<p>proof of any benefits.</p> <p>All prospective clients need to be referred first, so please contact the centre to arrange suitable time to attend.</p> <p>Three locations to choose from:</p> <ul style="list-style-type: none"> <li>• Tuesday 10:15-12:15 at Betty Strathern Centre</li> <li>• Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham</li> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, teaching varying in levels of expertise.</li> </ul>	<p>01708 524897 or 07591 789590</p> <p>Email: office@ictskillstraining.org.uk</p> <p>Castle Green Community Centre Gale Street Dagenham Essex RM9 4UN</p> <p>Mardyke Community Centre South Street Rainham Essex RM13 8PJ</p>
<b>Portsmouth</b>	Portsmouth City Council frequently run 5 week long computing classes covering a variety of IT subjects. Courses including computing for absolute beginners, as well as introductions to Microsoft programs and the internet.	<p>You may be asked to provide your National Insurance number.</p> <p>Website: <u><a href="#">Courses: Computers &amp; the Internet</a></u></p>	<p>The Learning Place 6 Derby Road North End Portsmouth PO2 8HH</p> <p>023 9262 1860</p> <p>Email: TheLearningPlace@portsmout hcc.gov.uk</p>

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<b>Sheppey</b>	<p>Kent Adult Education runs a range of courses, including Computing for Absolute Beginners using Laptops - a Free Course at St Faiths Adult Education Centre, Maidstone.</p> <p>Other courses focus on learning how to use an iPad, social media, and using Microsoft programs. Follow the link for more courses: <a href="#">Kent Adult Education IT</a></p>	<p>You will need to bring your own fully charged laptop. A notepad and pen.</p> <p>Location: St Faiths Adult Education Centre, Maidstone</p>	<p>Canterbury Skills Plus Centre (Canterbury AEC) The Canterbury Campus Knight Avenue Canterbury Kent CT2 8QA</p> <p>03000 41 2222</p>
<b>South East Essex</b>	<p>From basics such as how to turn on a computer, use a mouse and keyboard.</p> <p>As learners feel more confident, they progress onto learning about email, how to do Internet searches, stay safe online.</p>	<p>ICT Skills Training provide free basic computer courses to local adult communities in the areas of East London and Essex.</p> <p>Training is open to everyone. Learners need to bring some ID and proof of any benefits.</p> <p>All prospective clients need to be referred first, so please contact the centre to arrange suitable time to attend.</p> <p>Three locations to choose from:</p> <ul style="list-style-type: none"> <li>• Tuesday 10:15-12:15 at Betty</li> </ul>	<p>Betty Strathern Community Centre, 41 Myrtle Road, Harold Hill, Romford, Essex, RM3 8XS</p> <p>Call for more information on: 01708 524897 or 07591 789590</p> <p><a href="mailto:office@ictskillstraining.org.uk">office@ictskillstraining.org.uk</a></p> <p>Castle Green Community Centre Gale Street Dagenham Essex RM9 4UN</p>

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		Strathern Centre <ul style="list-style-type: none"> <li>• Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham</li> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, teaching varying in levels of expertise.</li> </ul>	Mardyke Community Centre South Street Rainham Essex RM13 8PJ
<b>Stratford</b>	<p>From basics such as how to turn on a computer, use a mouse and keyboard.</p> <p>As learners feel more confident, they progress onto learning about email, how to do Internet searches, stay safe online.</p>	<p>ICT Skills Training provide free basic computer courses to local adult communities in the areas of East London and Essex.</p> <p>Training is open to everyone. Learners need to bring some ID and proof of any benefits.</p> <p>All prospective clients need to be referred first, so please contact the centre to arrange suitable time to attend.</p> <p>Three locations to choose from:</p> <ul style="list-style-type: none"> <li>• Tuesday 10:15-12:15 at Betty Strathern Centre</li> <li>• Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham</li> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, teaching</li> </ul>	<p>Betty Strathern Community Centre, 41 Myrtle Road, Harold Hill, Romford, Essex, RM3 8XS</p> <p>Call for more information on:</p> <p>01708 524897 or 07591 789590</p> <p>office@ictskillstraining.org.uk</p> <p>Castle Green Community Centre Gale Street Dagenham Essex RM9 4UN</p> <p>Mardyke Community Centre South Street Rainham Essex RM13 8PJ</p>

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		varying in levels of expertise.	
<b>Taunton &amp; District</b>	This course uses the <i>LearnMyWay</i> website, which teaches users how to use a mouse and keyboard, as well as how to use emails, finding online information, staying safe online, and using public services online.	Wednesday to Friday mornings: 9.30am to 11.30am Tuesday afternoons: 2.30pm to 4.30pm	Taunton Library Paul Street Taunton Somerset, TA1 3XZ  Phone: 0300 123 2224  Email: taulib@somerset.gov.uk
<b>Thurrock and Baslidon</b>	From basics such as how to turn on a computer, use a mouse and keyboard.  As learners feel more confident, they progress onto learning about email, how to do Internet searches, stay safe online.	ICT Skills Training provide free basic computer courses to local adult communities in the areas of East London and Essex.  Training is open to everyone. Learners will need to bring some ID and proof of any benefits.  All prospective clients need to be referred first, so please contact the centre to arrange suitable time to attend.  Three locations to choose from: • Tuesday 10:15-12:15 at Betty Strathern Centre • Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham	Betty Strathern Community Centre, 41 Myrtle Road, Harold Hill, Romford, Essex, RM3 8XS  Call for more information on: 01708 524897 or 07591 789590  Email: office@ictskillstraining.org.uk  Castle Green Community Centre Gale Street Dagenham Essex RM9 4UN  Mardyke Community Centre



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		<ul style="list-style-type: none"> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, teaching varying in levels of expertise.</li> </ul>	South Street Rainham Essex RM13 8PJ
<b>West Essex</b>	<p>From basics such as how to turn on a computer, use a mouse and keyboard.</p> <p>As learners feel more confident, they progress onto learning about email, how to do Internet searches, stay safe online.</p>	<p>ICT Skills Training provide free basic computer courses to local adult communities in the areas of East London and Essex.</p> <p>Training is open to everyone. Learners need to bring some ID and proof of any benefits.</p> <p>All prospective clients need to be referred first, so please contact the centre to arrange suitable time to attend.</p> <p>Three locations to choose from:</p> <ul style="list-style-type: none"> <li>• Tuesday 10:15-12:15 at Betty Strathern Centre</li> <li>• Tuesday 14:00-16:00 at Mardyke Community Centre, Rainham</li> <li>• Thursday 09:30-16:00 Castle Green community Centre - three classes run on this day, teaching varying in levels of expertise.</li> </ul>	<p>Betty Strathern Community Centre, 41 Myrtle Road, Harold Hill, Romford, Essex, RM3 8XS</p> <p>Call for more information on: 01708 524897 or 07591 789590</p> <p>Email: <a href="mailto:office@ictskillstraining.org.uk">office@ictskillstraining.org.uk</a></p> <p>Castle Green Community Centre            Gale Street            Dagenham            Essex RM9 4UN</p> <p>Mardyke Community Centre            South Street            Rainham            Essex RM13 8PJ</p>

## Central England

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<b>Amersham &amp; Chesham</b>	3 one-hour sessions, using the <a href="#"><i>Learn My Way</i></a> website.  Topics include: <ul style="list-style-type: none"> <li>• how to use a mouse and keyboard</li> <li>• setting up and using an email address</li> <li>• staying safe online</li> </ul>	The building has full disabled access. Computer settings can be adapted to accommodate some disabilities, including a large print keyboard.	Amersham Library Chilton Avenue Amersham HP6 5AH  0300 555 1387 or 0845 230 3232  Email: <a href="mailto:learninginlibraries@hants.gov.uk">learninginlibraries@hants.gov.uk</a>
<b>Bedford</b>	Free IT course, covering the basics. The course structure will depend on the location of the course.	Open to everybody.	Bedford IT Training Centre 88 High Street Bedford MK40 1RG 01234 291832 <a href="mailto:bedfordittrainingcentre@bedford.ac.uk">bedfordittrainingcentre@bedford.ac.uk</a>  Luton Training Centre 7-9 Castle Street (3rd Floor Sceptre House) Luton LU1 3AJ 01582 414178 <a href="mailto:lutontrainingcentre@bedford.ac.uk">lutontrainingcentre@bedford.ac.uk</a>

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<b>Boston &amp; South Holland</b>	Computer Classes with Age UK Initial session includes: <ul style="list-style-type: none"> <li>• how to use a keyboard and mouse</li> <li>• how to use emails and the Internet</li> </ul>	Monday to Friday - available between 9am and 3pm in the HUB or book an appointment with a volunteer: <ul style="list-style-type: none"> <li>• offered on a one to one basis</li> <li>• the first taster session is free</li> <li>• after taster session, one-hour sessions in return for a £5 donation. This includes use of the internet on a variety of computers.</li> </ul>	Age UK Boston & South Holland William Garfitt House 116 High Street Boston PE21 8TG 01205 364 161 <a href="mailto:admin@ageukbsh.org.uk">admin@ageukbsh.org.uk</a>
<b>Bury St Edmunds &amp; District</b>	Aldeburgh Library Internet training sessions for beginners:  The IT courses are an introduction to using computers and cover the absolute basics - keyboard, email, and internet.  They are run by volunteers on a pre-book, 1:1 basis and focus on what the student wants to learn.	Internet training sessions for beginners: <ul style="list-style-type: none"> <li>• Sunday 1-2pm</li> <li>• Sunday 2-3pm</li> </ul> Book in advance.	Accessibility: Each library has wheelchair access.
<b>Cannock</b>	Cannock Library IT courses typically cover between 10 to 24 hours of teaching time.	The charge is currently nominal at £10 per learner per course, but free concessions apply as per the library concessions website: <a href="http://www.staffordshire.gov.uk/leisure/librariesnew/check/Concessions.aspx">www.staffordshire.gov.uk/leisure/librariesnew/check/Concessions.aspx</a>	Cannock Library Manor Avenue, Cannock Staffordshire WS11 1AA  0300 111 8000

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		<p>Groups of MS Volunteers booking together may receive discounts, but the same does not apply for individuals.</p> <p>The library's IT equipment is accessible, with features like screen magnification. Teaching staff have more equipment available if needed, such as trackballs.</p> <p>The staff have plenty of experience working with learners of all abilities, and have worked alongside MS Society members before.</p>	cannock.library@staffordshire.gov.uk
<b>Cheltenham</b>	Cheltenham Library operates drop-in Computer Buddy sessions.	<p>Two drop-in sessions a week:</p> <ul style="list-style-type: none"> <li>• Thursday, 10am - 1pm</li> <li>• Saturday, 11.00am - 1.00pm</li> </ul> <p>Times may vary, please ring to confirm.</p>	<p>Cheltenham Library Clarence St Cheltenham GL50 3JT</p> <p>01242 532686</p> <p>cheltenhamlibrary@gloucestershire.gov.uk</p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
<b>Coventry</b>	<p>Gen2Gen is a scheme that pairs up learners with a reasonably tech-savvy Coventry University student.</p> <p>The course covers using the internet, emails, connecting with the community and basic computer skills.</p>	Sessions depend on number of volunteers. There are not always enough students so there is a waiting list for help.	<p>Central Library Smithford Way Coventry CV1 1FY</p> <p><a href="http://www.coventry.gov.uk/libraries">www.coventry.gov.uk/libraries</a></p> <p>Tel: 024 7683 2325 Fax: 024 7683 2440</p>
<b>Dudley</b>	<p>The course covers basic IT skills (how to use a keyboard/mouse and how to use the internet) in 1-2-1 sessions bookable by appointment. The <i>LearnMyWay</i> course takes learners step by step through using the internet.</p> <p>Customers looking for a more structured class may benefit from the Adult Community Learning courses, follow the link here: <a href="#">Adult Learning Courses</a></p> <p>The library also runs various free workshops introducing users to new types of technology (3D printing, BBC Microbits, Raspberry Pi tasters). Short tasters in using social media, managing person information online,</p>	The Adult Community Learning courses are fee based courses, although people on benefits receive 75% discount.	<p>Address: Dudley Library St James's Road Dudley West Midlands DY1 1HR</p> <p>Based in the centre of Dudley, close to Dudley Museum and Art Gallery, and Dudley Town Hall.</p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
	staying safe online, and cryptography are also on offer.		
<b>Gloucester &amp; Forest of Dean</b>	Bishops Cleeve Library and Children's Centre operates a computer buddy system run by volunteers who will help learners get to grips with computers.	<p>The buddy system runs at the following times:</p> <p>Monday 2pm - 4pm  Friday 10am - 12pm  Sunday 1pm - 2pm</p> <p>Website: <a href="#">Bishops Cleeve Library</a></p>	<p>Bishops Cleeve Library  Tobyfield Road  Bishops Cleeve  Cheltenham  GL52 8NN</p> <p>01452 425000</p> <p>Email: <a href="mailto:learn@gloucestershire.gov.uk">learn@gloucestershire.gov.uk</a></p>
<b>Grantham &amp; Sleaford</b>	Grantham Library runs free, bookable Computer Buddy sessions. These sessions are one-to-one for an hour, and cover basic computing, word processing, email and internet browsing.	Every Tuesday between 2pm-4pm.	<p>Grantham Library  Isaac Newton Centre  Grantham  Lincolnshire  NG31 6EE</p> <p>Tel : 01522 782010  Fax: 01476 592458</p> <p>Email: <a href="mailto:grantham.library@lincolnshire.gov.uk">grantham.library@lincolnshire.gov.uk</a></p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
<b>Great Yarmouth &amp; District</b>	<p>A beginners ICT course runs at regular intervals at Great Yarmouth Library, covering:</p> <ul style="list-style-type: none"> <li>• Keyboard and mouse skills</li> <li>• Emails</li> <li>• Using the internet</li> </ul>		<p>Great Yarmouth Library Tolhouse Street Great Yarmouth NR30 2SH</p> <p>Email: yarmouth.lib@norfolk.gov.uk</p>
<b>High Wycombe</b>	<p>The centre runs a course of 3 IT sessions between a member of staff and a library user.</p> <p>Staff member will introduce the user to a free website called <i>Learn My Way</i>, which covers computer basics from using a mouse and a keyboard, to shopping online and internet safety.</p> <p>A user can come in during opening hours and use the computers for <i>Learn My Way</i> for free as long as they speak to a member of staff first.</p>	<p>IT tutors are available:</p> <ul style="list-style-type: none"> <li>• Wednesdays 12 - 4pm</li> <li>• Saturdays 12.30 - 3.30pm</li> </ul> <p>Appointments can be booked on the second floor of the library. The number of sessions needed depends on the user's rate of learning.</p>	<p>High Wycombe Library 5 Eden Place High Wycombe Buckinghamshire HP11 2DH</p> <p>Tel: 0845 2303 232</p>
<b>King's Lynn and District</b>	<p>Free <i>Get Digital</i> courses are 2-4 hours long, broken into 2 hour sessions.</p> <p>The course includes: computers for absolute beginners; getting to grips with the internet; and getting started</p>	<p>Anyone can take part in the courses.</p> <p>Courses run for up to six people at any one time as a group.</p>	<p>Lynn Library – 01553 761 393 Gaywood Library – 01553 768 498 Dersingham Library – 01485 540181</p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
	<p>with email.</p> <p>Most libraries also have volunteers who do one-to-one sessions with people on topics such as using Windows 10 to family history research. Volunteers tend to be available during set times in the week.</p>	<p>All buildings are accessible – although only Gaywood, Dersingham and Downham Libraries have accessible toilets.</p> <p>Website: <a href="#">Get Digital</a></p>	<p>Hunstanton Library – 01485 532 280 Downham Library – 01366 383073</p>
<b>Leicester &amp; District</b>	<p>Learners will use the <i>Learn My Way</i> website which covers using the internet, filling in online forms, sending emails, using search engines, and internet safety.</p> <p>Sessions at most libraries are for 1-3 people, except at the central library, which can accommodate up to 6 people at a time. Learners have 1 hour sessions but can come as many times in a week as they wish (central library).</p>	<p>Sessions are offered weekly apart from at the central library, which offers daily sessions.</p> <p>Any library members over the age of 16 can attend the sessions.</p>	<p>Leicester Central Library Bishop St, Leicester LE1 6AA</p> <p>Tel: 0116 299 5401</p> <p>Follow the link for other libraries that offer courses: <a href="#">Computer skill for Beginners</a></p>
<b>Newbury</b>	<p>IT sessions on a 1-2-1 basis, lasting 45-60 mins long in Newbury Library. Sessions cover specific issues that users need help with.</p>	<p>Learners are encouraged to contact Rav Gopal with details of what they need help with, and sessions can be built around improving the learner's understanding. Sessions can be booked for slots between 10:30-14:00</p>	<p>Newbury Library The Wharf Newbury Berkshire RG14 5AU 01635 519900 newburylibrary@westberks.gov.uk</p>



Group name	How the course is organised/ what it covers	General information/criteria	Contact details
		The building has lift access and a disabled toilet. The tutor has experience working alongside learners with visual impairment and learning difficulties.	Rav Gopal Telephone 01635 519961 rav.gopal@westberks.gov.uk
<b>Northampton</b>	<p>Abington Centre of Education provides fee-based IT skills courses.</p> <p>Northamptonshire County Council run a range of fee-based Adult Learning courses, including IT skills at various levels and venues.</p> <p>Website: Adult Learning</p>	Discounts are available from both Abington Centre and Northhamphshire County Council if the learner is in receipt of certain benefits.	<p>Abington Centre of Education 149a Stimpson Avenue Abington Northampton NN1 4JN 01604 639807</p> <p>Northamptonshire Central Library Abington Street Northampton NN1 2BA Email: centlib@northamptonshire.gov.uk</p>
<b>Oxford &amp; District</b>	Headington Library run Computer Buddy sessions, teaching free computer basics with the help of volunteers.	<p>Computer Buddy sessions:</p> <ul style="list-style-type: none"> <li>• Tuesday 3 - 4pm</li> <li>• Wednesday 10 - 11am</li> </ul> <p>Please book in the library or by phone on 01865 762 867.</p>	Bury Knowle Park North Place Headington Oxford OX3 9HY 01865 762 867

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
			headington.library@oxfordshire.gov.uk
<b>South, Central and East Suffolk</b>	These IT courses are an introduction to using computers and cover the basics - using a keyboard, email and the Internet.	<p>A number of libraries offer IT courses or sessions. Full list available from: <a href="#">Get Online</a></p> <p>All libraries in the district have wheelchair access.</p> <p>Internet training sessions for beginners will need to be booked in advance.</p> <p>Session run on Sundays 1pm-2pm and 2pm-3pm</p>	<p><a href="mailto:help@suffolklibraries.co.uk">help@suffolklibraries.co.uk</a></p> <p>Aldeburgh Library Victoria Road Aldeburgh IP15 5EG 01728 452502</p> <p>Broomhill Library Sherrington Road Ipswich IP1 4HT 01473 749929</p> <p>Ipswich County Library Northgate Street Ipswich IP1 3DE 01473 263810</p> <p>Gainsborough Community Library Clapgate Lane Ipswich IP3 0RL</p> <p>Wickham Market Library</p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
			Resource Centre Chapel Lane Wickham Market IP13 0SD 01728 747216
<b>Tamworth &amp; Lichfield</b>	<p>The course covers:</p> <ul style="list-style-type: none"> <li>• Online basics</li> <li>• Laptop basics</li> <li>• iPad basics</li> <li>• Tablet basics</li> </ul> <p>Includes guidance on the basic use of a computer or their device, internet and e-mail.</p>	<p>These cost £10 each or are free if you are looking for work, or in receipt of an income related benefit or eligible for library concessions.</p>	<p>Tamworth Library Corporation Street Tamworth Staffordshire B79 7DN 0300 111 8000</p> <p>Email: tamworth.library@staffordshire.gov.uk</p>
<b>Wyre Forest</b>	<p>Kidderminster Library runs IT courses designed to meet the needs of the individual. Courses currently on offer include:</p> <ul style="list-style-type: none"> <li>• Absolute Beginners</li> <li>• Beginners</li> <li>• Improvers</li> <li>• An Introduction to Social Media</li> <li>• Excel Spreadsheet Course</li> </ul>	<p>Each course is charged at the hourly rate of £4.50, with most courses totalling 12 hours over a half term.</p> <p>Courses are discounted or free if users are in receipt of means-tested benefits.</p>	<p>Kidderminster Library Market Street Kidderminster Worcestershire DY10 1AB KidderminsterLib@worcestershire.gov.uk</p> <p>In association with Worcestershire County Council Adult Learner Tutor Hub-01905 822722</p>

## Scotland

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
<b>Edinburgh</b>	<p><i>Tap Into IT</i> computer clubs operate in three different locations in Edinburgh, and aim to get older people using technology confidently, although the clubs are open to all.</p> <p><i>Tap Into IT</i> also offers one hour long 1:1 training sessions that can be held in your own home. Group sessions can also be organised.</p>	<p>Website (times and locations): <a href="#">Computer Club</a></p> <p>Drop-in times: The Prentice Centre Tues 2-3pm</p> <p>Old Farm Court Thursdays 2.30-4pm</p> <p>Balfour House Wednesdays, 3-5pm</p> <p>Gillespie Lodge Fridays 10-11.45am</p>	<p>Contact Mike Ellis: 0131 228 5716</p> <p>Email: Mike.ellis@tap-into-it-co.uk</p> <p>Addresses: The Prentice Centre 1 Granton Mains Avenue, Edinburgh EH4 4GA</p> <p>Old Farm Court 303 Colinton Rd EH13 0NS</p> <p>Balfour House 10 Cameron Crescent Prestonfield, Edinburgh EH16 5LB</p> <p>Gillespie Lodge 47 Gillespie Crescent, EH10 4JB</p>

Group name	How the course is organised/ what it covers	General information/criteria	Contact details
<b>West Lothian</b>	If you are new to computers, Whitburn library's Volunteer IT Buddies can help. The Whitburn Community Development Trust provides IT help and support in the library and can help you with online job searching, setting up an email address, updating a CV etc.	Please book an appointment at the desk or phone 01501 678 050.	Whitburn Library Union Road Whitburn West Lothian EH47 0AR  01501 678050  whitburn.lib@westlothian.gov.uk

## Online resources

Website	What it covers	Further information
Learn my way: <a href="https://www.learnmyway.com">https://www.learnmyway.com</a>	<p>This website is for beginners, helping you develop and improve your IT skills. It's accessible for people with visual impairments.</p> <p>It gives instructions to complete different tasks. It's set up as a game, getting you to practise. It covers:</p> <ul style="list-style-type: none"> <li>• Using a computer</li> <li>• Sending an email</li> <li>• Browsing the web</li> <li>• Online safety</li> <li>• Improving your health online</li> <li>• Public services online</li> </ul>	The website requires you to register in order to access the courses. But you can have a try without registering to see if you like the way the website is organised.

	<ul style="list-style-type: none"> <li>Finding work online</li> </ul>	
<p>Barnsley Metropolitan County Council:  <a href="https://www.barnsley.gov.uk/services/get-online-with-us/video-help-guides/online-skills-videos/">https://www.barnsley.gov.uk/services/get-online-with-us/video-help-guides/online-skills-videos/</a></p>	<p>Barnsley Council has created step-by-step video help guides to show how to:</p> <ul style="list-style-type: none"> <li>create an email account</li> <li>send emails and attachments</li> </ul>	
<p>GCF learn free:  <a href="https://www.gcflearnfree.org/">https://www.gcflearnfree.org/</a></p>	<p>Video tutorials and step-by-step instructions for using social media, such as Facebook, Twitter, Instagram, WhatsApp and YouTube.</p>	
<p>Microsoft Word Training  <a href="https://support.office.com/en-GB/Word">https://support.office.com/en-GB/Word</a></p>	<p>A series of video tutorials and written guidance on using Word, Excel, Outlook, PowerPoint and so on.</p>	
<p>Digital Learn:  <a href="https://www.digitallearn.org/">https://www.digitallearn.org/</a></p>	<p>Videos, animations and activities on a range of topics – why use a computer, intro to an email, navigating a website, intro to Facebook and so on.</p>	