







A key priority for Sunderland's Smart City team is ensuring that everyone has the ability to use the internet and online services. We want to help everyone develop the digital skills for everyday life, education, employment, and personal growth.

In this document we share some of the many existing tools accessible free of charge, to support you on your journey into the digital world.

Access free online courses to develop digital skills

	<p><u>Soft Skills Learning Pathway</u>: Skills you'll learn include: decision making; teamwork; persuading others; communication and listening skills. It will take up to two days to complete.</p>
	<p><u>Digital Literacy</u>: Skills you'll learn include: working with devices (computers, tablets and mobile phones); using the internet; digital security; getting started with Microsoft 365. It will take up to half a day to complete.</p>
	<p><u>Entrepreneurship Learning Pathway</u>: Skills you'll learn include: testing your business idea; creating a business plan; finance essentials. It will take up to one day to complete.</p>
	<p><u>Admin Professional</u>: Skills you'll learn include: communication; writing; time management and must have software skills. It will take up to two days to complete.</p>
	<p><u>Business Analysis</u>: Skills you'll learn include: agile principles; requirements; techniques; modelling; managing projects. It will take up to three days to complete.</p>
	<p><u>Data Analysis</u>: Skills you'll learn include: data gathering and cleaning; queries; data sets and accurate visualisations. It will take up to two days to complete.</p>

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Generative Artificial Intelligence: Skills you'll learn include: AI models; ethics and exploring the impact. It will take up to half a day to complete.



Project Manager: Skills you'll learn include: budgets; communication; risk and stakeholders. It will take up to three days to complete.






Software Development: Skills you'll learn include: programming concepts; collections; external code and fixing bugs. It will take up to one day to complete.






System Administration: Skills you'll learn include: operating systems; servers; basic networking; cloud administration; backup; recovery and security. It will take up to one day to complete






First Steps to Go Online for Residents





	<p><u>iDEA for Learners iDEA</u>: iDEA (Inspiring Digital Enterprise Award) is an international, award-winning programme that helps people develop and demonstrate vital digital, enterprise and employability skills for free.</p>
	<p><u>Learn My Way Develop Your Digital Skills</u>: This free online learning tool is perfect for beginners, helping you develop digital skills to make the most of the online world.</p>
	<p><u>Digital learning - your way Digital Wings (uk.barclays)</u>: If you're new to the digital world, it can be difficult to know where to start. Barclays' Digital Wings resource can help you with many aspects of getting online, from choosing a device to getting connected. The site offers several courses including digital foundation skills, communicating, skills for work, how to shop and make payments online, problem solving and handling personal information.</p>
	<p><u>Learn digital skills for life Lloyds Bank Academy</u>: Learn new skills and use online tools to be more productive at work and gain essential life skills. This site provides the essentials to going online, along with support to secure a job and develop work skills.</p>
	<p><u>Find a course - Sunderland City Council</u>: Explore relevant courses to build your confidence and develop your skills. The team at Sunderland City Council works with local training providers to deliver a range of courses suitable for all needs. To be eligible for the courses, learners need to be 19 or above. Free courses apply to those who are unemployed or on low incomes.</p>

First Steps to Go Online for Organisations

	<p><u>iDEA for Organisers</u> iDEA: iDEA (Inspiring Digital Enterprise Award) is an international, award-winning programme that helps people develop and demonstrate vital digital, enterprise and employability skills for free.</p> <p>You can use iDEA with a group of learners by registering as an Organiser, which will allow you set up virtual classrooms to co-ordinate and deliver sessions supporting the learners' experience.</p>
	<p><u>A Champion approach to digital inclusion and skills</u> Digital Unite: Digital Unite helps organisations run digital inclusion programmes by providing access to 400+ how to guides, which cover a host of digital topics written by subject matter experts.</p> <p>Easy Read Guides: <u>Easy read technology guides</u> Digital Unite</p>
	<p><u>Learn digital skills for business</u> Lloyds Bank Academy: The Lloyds Bank Academy Business Hub helps businesses learn new skills and use technology to improve productivity, increase turnover and understand customers: for example, learn how to design your website and digital channels, tell your story online, manage finances digitally and keep your business safe and secure on the web.</p> <p><u>Learn digital skills for charity</u> Lloyds Bank Academy: The Charity Hub helps your charity learn new skills and use technology to improve efficiency, increase turnover and drive more support.</p>

First Steps to Go Online for Individuals' Career Development

	<p><u>Discover Your Career in Digital Tech Talent Engine</u>: Find a tech job in the North East, unlock your career potential and make a difference in today's digital world.</p>
	<p><u>Tech Startup Sunderland</u>: Start your tech business in Sunderland. Tap into experts, networks and resources to give your tech business the best possible start.</p>
	<p><u>The University of Sunderland</u>: If you're looking to upskill, you can study an online distance learning course at the University of Sunderland from anywhere in the world.</p>
	<p><u>AWS Skill Builder</u>: This training and certification hub delivered by Amazon provides a learning centre to build in-demand cloud skills, covering a mixture of free digital training, and training only available with a subscription.</p>
	<p><u>Training Microsoft Learn</u>: Through training delivered by Microsoft, you can use step-by-step guides to learn about Microsoft applications such as Office and Teams. You can search courses by 'Roles' and by skills levels.</p> <p><u>Explore Career Paths on Microsoft Learn Microsoft Learn</u>: Searching for the right digital career for you? Use this link to explore training, certifications and job listings.</p>

 <p>National Careers Service Helping you take the next step</p>	<p><u>The Skills Toolkit National Careers Service:</u> The National Careers Service has developed 'The Skills Toolkit'. which provides people with access to free courses to assist learning new skills or changing jobs. Click the link to learn more about the courses available.</p>
	<p><u>Learn Digital Skills with Free Training - Google Digital Garage:</u> Delivered by Google's Digital Garage provides access to online digital skills courses: in everything from marketing to coding.</p>
	<p><u>iDEA for Learners iDEA:</u> iDEA (Inspiring Digital Enterprise Award) is an international, award-winning programme that helps people develop and demonstrate vital digital, enterprise and employability skills for free. You can complete short interactive online modules, created in consultation with industry experts that are accessible for free.</p>
	<p><u>Sunderland College:</u> If you are over the age of 19 and looking for a brand-new career you can take your digital skills to the next level at Sunderland College. Courses last six weeks, and training is free to those working, recently unemployed within the last 12 months or looking for work in the UK. You don't need to be an expert in the subject, but you do need to have a good level of digital skills already.</p>