

## Universal Credit Support

### 1-2-1 Sessions

If you need help applying for Universal Credit, or help with making a change to your claim, we offer 45 minute, bookable sessions to help guide you through your Universal Credit application.

Please ring to book your appointment and ensure to bring all required documentation with you on the day (contact details below).

Monday	City Central Library
Tuesday	Longton Library
Wednesday	City Central Library
Thursday	Stoke Library
Friday	Tunstall Library

## 121 Employability Support Sessions and Literacy Support

Designed for people who need extra support in finding a new job. We can help you:

- Set up an email account
- Learn how to apply for jobs online
- Search for job opportunities
- Compile a cover letter and update your CV
- Register for a free UK Online IT course
- Learn basic literacy skills

Contact your local library to book up to 4, 45 minute sessions

### Contact us

For any further information, enquiries or to book 121 sessions, please contact your local library or send an email to:

[Library.ICTMentorTeam@stoke.gov.uk](mailto:Library.ICTMentorTeam@stoke.gov.uk)

Bentilee Library	01782 231315
City Central Library	01782 238455
Longton Library	01782 238424
Meir Library	01782 237559
Stoke Library	01782 238446
Tunstall Library	01782 238471

## Online Learning Courses

Partnership with Virtual College



- Online learning courses
- Courses are suitable for anyone wishing to update their CV with a current qualification
- Register now and start learning today

Many courses are available, such as:



### Introduction to COSHH

(Control of Substances Hazardous to Health)

Provides you with an introduction to what employers need to do to comply with COSHH regulations



### First Aid - The Primary Survey

Gives you the underpinning knowledge of how to act in the event of an incident requiring first aid assistance

Please see a member of staff for details



City & Guilds

VIRTUAL COLLEGE

## Stoke-on-Trent Libraries Digital Support

Universal Credit Support

Work Clubs

121 Employability Support Sessions

121 IT Buddy Sessions

Online Learning Opportunities

City & Guilds

Online Basics Awards

(ITQ Entry Level 3)

November 2017

V.32



[stoke.gov.uk/libraries](http://stoke.gov.uk/libraries)

# Work Clubs

Providing Information, Support & Guidance

## No need to book - Just drop in

IT skills are now a vital tool in helping people back into a new job and we can show you how to:

- Set up an email account
- Learn how to apply for jobs online
- Search for job opportunities
- Compile a cover letter and update your CV
- Register for a free UK Online IT course

## Monday

Longton Library	09.30 - 11.00
Open Door - St Marks Church	10.00 - 11.30
City Central Library	13.00 - 14.30

## Tuesday

Meir Library	09.30 - 11.00
Stoke Library	12.30 - 14.00
Blurton Community Hub	12.30 - 14.30

## Wednesday

City Central Library	09.30 - 11.00
Abbey Hulton Community Centre	13.00 - 14.30
Swan Bank Church (Foodbank, Burslem)	14.00 - 15.00

## Thursday

Wesley Hall Methodist Church (Foodbank, Sneyd Green)	10.00 - 12.00
Temple Street Methodist Church (Foodbank, Fenton)	10.00 - 12.00
<i>(Wesley Hall &amp; Temple Street run on alternate Thursdays)</i>	
Tunstall Library	11.30 - 13.00

## Friday

Bentilee Library	09.30 - 11.00
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# IT Buddies

Book your free 121 IT support session with one of

## Bookable sessions ONLY

Contact the library for further information

Each customer can book up to 8 free sessions with our IT buddies

## Tuesday

Bentilee Library	13.00 - 15.45
<b>01782 231315</b>	

## Wednesday

Tunstall Library	10.00 - 12.45
<b>01782 238471</b>	

## Thursday

City Central Library	11.30 - 14.15
<b>01782 238455</b>	

## Friday

Longton Library	10.00 - 13.00
<b>01782 238424</b>	



Register today for a range of courses

This is the place to take your first steps online. You can find out all about the mouse, the keyboard, the internet and get ready to chat to friends with your own email account.

## Courses include:

- Using your computer or device
- Online basics
- More internet skills
- Online safety
- Finding a job online
- Improving your health online
- Managing your money online

[www.learnmyway.com](http://www.learnmyway.com)



**City & Guilds**  
Online Basics Award



Free City & Guilds accredited training with  
Stoke-on-Trent Libraries

Completing the one hour assessment will give you an award in Online Basics  
(1 Credit at Entry Level 3 on the ITQ)



To complete the online assessment, you'll need to show you have three of the key skills that are important when using the internet:

- Communication using email
- Searching the internet
- Using the internet safely

You can learn all the skills needed to pass the assessment by registering with  
**Stoke-on-Trent Libraries**

You must do the online assessment in a Stoke-on-Trent Library which is also a City & Guilds assessment centre.