



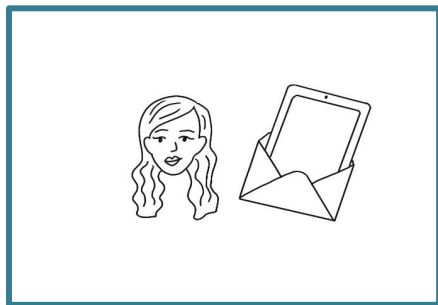
This section gives information on the support that AbilityNet can provide during the Digital Lifeline project.

AbilityNet -AbilityNet will support delivery of the project via a range of accessibility and tech support services. These include:

- conducting a needs assessment for individual learners
- providing tech support for you or your learner
- holding training sessions for your project delivery team
- holding training sessions on accessibility for your online centre/ community partners
- general tech Q&A

To access AbilityNet support at any point during the Digital Lifeline project:

- Call the free helpline on 0800 048 7642 quoting 'Digital Lifeline'
- Request a service or support from AbilityNet via the web form: www.abilitynet.org.uk/digital-lifeline



This section gives information on the support that AbilityNet can provide with assessing extra accessibility requirements.

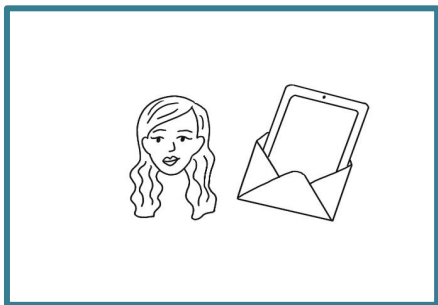
AbilityNet - Needs Assessment

AbilityNet has trained staff who carry out accessibility assessments remotely. They will help to assess accessibility barriers and give recommendations for adjustments for any individual learner.

You may choose to contact AbilityNet to conduct a needs assessment. You should consider requesting an assessment if:

- the person you are supporting has severe learning disabilities, or multiple or complex impairments
- you think the person you are supporting will need some extra kit or other adjustments, so they can access the internet easily
- you or your organisation would value help from AbilityNet specialists to help you assess and support people better

The AbilityNet assessor can be flexible in how they do an assessment. For example, making 'three-way' phone calls, or organising Teams meetings. They will also follow up to check that support is working well.



This section gives information on the process for accessing AbilityNet support. This [video](#) demonstrates the booking system.

AbilityNet - Process for Assessments

When you've entered registration information on CaptureIT, you'll see a reminder that you can book an AbilityNet assessment.

Gather the details you need to make the appointment: learner and support person's contact phone/ email details and the details of the person who needs to receive the report.

Use this [link](#) (also in CaptureIT) to view the online calendar. Book an assessment time that suits all involved parties.

A calendar invite will be sent to all participants with options of how to join the meeting.

The assessment will be completed and recommendations made including equipment, accessibility settings and apps.

Results will be shared via password protected emails. The centre will decide how best to share the results with the learner e.g print out