

Welcome to the Online Centres Network

Good Things Foundation is committed to helping digitally and socially excluded people all across the UK. This is achieved through the outstanding partnerships we have with the local community organisations and businesses that make up the Online Centres Network.

The network is a movement for social change - thousands of member organisations, all working to support digitally excluded people in their communities so that they are happier, healthier and better off.



e: hello@goodthingsfoundation.org | t: 0114 349 1666 | www.onlinecentresnetwork.org

Your commitment

To be a member of the Online Centres Network you must:

- Offer free or low cost internet access along with the help and support people need to use it
- Be able to provide a friendly welcome, guidance on how to access public services online and advice on what to do next
- Help at least 3 people each month to get online either using our online resource on Learn My Way or other resources you have found useful - you can capture this learning with our CaptureIT tool

What the Network has to offer

A dedicated
Network
Specialist



Access to
Learn My Way



Regular updates
from the Network
Team



Funding
opportunities



Participation in
local & national
campaigns



Advocacy with
a national voice



Bespoke data
management
tools



Training,
resources
& events



Inclusion on
our UK-wide
map



Now you're a centre

Your Centre ID

It's really important that you remember this and ask all of your learners to use it when they're signing up on Learn My Way. Using your Centre ID means we can track all the learning done by your learners and are able to provide you with detailed reports on your Learn My Way activity, as well as recognising your contribution to getting people online.

You can edit your centre details and let us know your bank account details (if you receive funding from us) and most importantly you can add/amend your pen portrait/centre description. This will appear on our centre search map so that learners can find you when searching for a suitable centre near to them.

Your centre description

Your centre description is the chance to tell us a bit more about your centre. This will appear on our centre search so is your opportunity to promote your centres to learners who want to know more about Online Centres in their local area.

Quarterly feedback survey

Here at Good Things Foundation there's nothing more important than your feedback when it comes to making sure we're providing you with the best possible services and products.

That's why we have a quarterly feedback survey every few months for you to fill in.

We understand that you may support learners to develop basic digital skills completely outside of Learn My Way. To capture these activities, we have the short, simple Basic Digital Skills Survey that asks you each month how many learners you have helped.

Specialist networks

Our specialist networks are made up of centres who work with some of the hardest to reach and most deeply excluded target audiences such as employability, housing, homeless and ESOL.

If you're interested in joining one of these specialist networks, let us know and we'll see how we can work together.

Regardless of whether you have signed up to one of our specialist networks or not, everyone has access to our specialist resources so you will feel confident that you can best support all the people who visit your centre.

Our online platforms: Learn My Way

Learn My Way

Learn My Way is a website of free online course for beginners, helping people develop digital skills to make the most of their online world.

There are 32 free courses on Learn My Way ranging from using a keyboard to support with claiming Universal Credit.

Learn My Way for learners

Get your learners signed up on Learn My Way with your Centre ID to give them free access to lots of bite sized courses and to help them get the most out of the internet.

The site itself is mobile optimised so can be used on tablets and mobile phones. The platform is also accessible and has audio choice for learners with low literacy skills.

Learn My Way for tutors

If you and your colleagues act as a tutor to the learners in your centre you should sign up to be a tutor.

First, you will need to have a Learn My Way account. Then contact your Network Specialist on 0114 346 1666 or email the team on hello@goodthings-foundation.org. Once you have one tutor set up, you'll be able to add your colleagues as tutors aswell.

Learner Management and CaptureIT

Capture IT is a data collection tool and all tutors in the Online Centres Network are now able to complete a 'CaptureIT online tutor return' if they wish to support learners to gain new Basic Digital Skills without using Learn My Way. This will be relevant to you if you support learners using resources like the BBC website, Digital Unite Tools or worksheets you've created yourself. Under the tutor admin area you will also have access to our Learning & Development section which is there to help you and your staff to be as effective as possible. These resources are all free, so make the most of the learning materials on offer.

Unique Learner Numbers (ULN)

ULNs are assigned by the Learning Records Service within the Education and Skills Funding Agency and allow an individual's learning to be registered against a Personal Learning Record.

A ULN tool has been built into the Learner Management area of the Learn My Way website for tutors to use. Check out our [step by step guide](#) to set one up.

Our online platforms: Online Centres Network

Dashboard

Once you have logged in you will see your centre dashboard giving you key information about your centre.

News and activity

Keep up to date with our network news, stories, campaigns, funding alerts, and much more. See how your feedback can shape the network, view upcoming events and watch our video guides and tips on a wide range of learning topics. We also have a closed group just for our members which you can join on Facebook by searching Online Centres Network, and a Twitter account for you to follow which is located at [@Online_Centres](#).

Management Information

Our convenient Management Information tool (commonly referred to as the MI) allows you to monitor the performance at your centre, e.g. how many users are signing up to Learn My Way, how many have completed certain courses, and even how many learners have been logged though the CaptureIT tool!

What's great about the MI is that it's really simple to manipulate the data to show exactly what you need, whether it is finding a certain user, or filtering by course or picking a date range. To support you in using this tool we have one of our handy courses in the tutor area of Learn My Way; just log in, click through to the Learning & Development menu and look out for the CaptureIT and MI course.

Newsletters

It's important for us to keep the Online Centres Network informed of all the support we can provide to help you support the people that need it most. Our weekly newsletter includes information on funding, training offers, campaigns like Get Online Week and events like our annual Digital Evolution conference.

Each month we also send out a short newsletter to tutors highlight key industry news, best practice, useful resources and Learn My Way updates. It doesn't matter if you're a volunteer or a paid team member, if you work directly with learners in your centre then this newsletter is for you.

Our other platforms



Our pre-entry level ESOL course is ideal for those in your centre with little to no grasp of the English language. There are two ways to use English My Way - either by dipping in and choosing the topics learners will find most beneficial, or by engaging learners in a structured 24 week blended learning course, designed to improve your learners' speaking skills to prepare them to easily integrate into their local communities.



Good Things Foundation

Last but not least is the [Good Things Foundation website](#), this is not only where you will find out more about us as an organisation, but it is also where you will find our 5-year strategy,

blogs and research and more about the projects and partnerships that we are involved in. It is always worth checking from time to time.

Keep in touch and stay in the know



The Online Centres Network Facebook group is your own online community for connecting with other Online Centres Network staff and volunteers like yourself. The group is completely private, so only other members of the group (which we approve) can see what you post and talk about, and Online Centres Network chat won't fill up your own feed or wall.

We want the group to be an open space where you can share your concerns and seek out advice from people working in centres like yours across the country, so while Good Things Foundation provides a level of moderation, we won't bombard you with requests or news about us. We'll also provide more information about how to make the most of the Facebook group and how to manage your privacy settings.



You can also follow us on Twitter [@Online_Centres](#) for regular network updates, as well as the Good Things Foundation feed [@GoodThingsFdn](#) to stay up to date with the latest news about our work and projects.

Contact us

If you need any help, have forgotten your login details, or if you have any feedback, please do not hesitate to get in touch.

You can email your dedicated Network Specialist (who will be the member of our team that did your induction call) or the team at hello@goodthingsfoundation.org, or call our direct line on 0114 349 1666. If you have a grant specific enquiry email our grants team at grants@goodthingsfoundation.org.