



Case study: The Access Foundation

Weronika (name changed), a 30-year-old from Poland, enrolled in a digital inclusion project to enhance her digital skills. Her goal was to gain confidence in navigating online platforms for essential services, including government portals for proving immigration status, online shopping, school meal ordering, and healthcare management. Ultimately, she aimed to become more independent and feel safe while using the internet for shopping and other daily tasks.

With guidance from a project worker, Weronika successfully navigated the government website to generate a right to work share code for herself and a right to reside share code for her son. She completed all the necessary steps independently, demonstrating her growing digital confidence.

During one of her sessions, Weronika logged into the school application and successfully placed an order for her son's school meals for the upcoming weekend. As a single mother, Weronika recognized the importance of online shopping. Project worker registered Weronika on the Learn My Way platform where she completed a dedicated training session on online shopping. Applying the knowledge gained, she logged into the Tesco app and successfully ordered groceries with home delivery for herself and her son. This was a significant milestone, as it was her first-ever independent online grocery purchase.

Weronika later participated in a short training module on the Learn My Way platform titled: Managing Your Health Online. She successfully navigated the NHS website and completed hands-on activities related to accessing healthcare information and services. Following the training, she expressed interest in using the NHS app for managing appointments and prescriptions.

In her final session, Weronika reviewed all the skills she had learned and completed an evaluation of her progress. She was also registered for IDEA for Learning and completed a module on online safety. She was guided on how to continue her learning independently on the platform. Weronika reported a noticeable improvement in her online confidence and expressed particular satisfaction with her ability to order groceries online.

Through support and hands-on practice, Weronika made remarkable progress in her digital skills. She gained confidence and achieved independence in navigating digital services.