DIGITAL INCLUSION AT Framework

Welcome to Framework

Volunteer Digital Skills Resource Pack

Everything you need to get started with digital skills — at your own pace

Welcome! 👋

We're really glad to have you volunteering with Framework. While you're here you'll have to use IT to work and communicate with other members of staff. We know that everyone comes with different levels of digital experience — and that's completely fine. This pack is here to help you build your confidence with the digital tools we use day-to-day, at a pace that works for you.

You don't need to learn everything at once. Just start with what feels most relevant and come back to the rest when you're ready.

> 💡 **Remember: We're here to support you!**
> As long as you're volunteering with Framework, our digital inclusion team is on hand to help. You're never on your own with this.

How to Use This Pack

This pack is designed to inform you of the IT skills you will need to have to work effectively at Framework and to direct you to resources that will help you learn these skills. The document is split into different sections, each covering a different digital skill area you will need to know.

For each section, we've listed websites where you can learn and practise at your own pace. You can of course find your own learning online, if these courses don't match your learning style. YouTube will have thousands of course's and tutorials available or searching on google will give you other alternatives.

Learn My Way

Learn My Way is the preferred online training solution from the Digital Inclusion team at Framework. Learn My Way is a website of free online learning for beginners, helping you develop digital skills to make the most of the online world.
You need to register to access their content and once you do you can complete any course they offer free of charge.

You will need either an email address or a mobile number to register with Learn My Way. When you register, you will be ask to select who you are being supported by, choose **'Being**

supported by an online centre'. It will then ask for the details of the online centre which is **"Framework Housing Association"** or you can enter the centre number which is **8008918**.

Click here to go to Learn My Way

You can also watch a YouTube video how to register by clicking the link below

Click here to watch a video on how to register

Our Digital Skills Hub: f-di.org

Loads of learning resources for volunteers and staff, plus a contact form so you can send us any questions about digital skills whenever you need to.

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Section 1: The Basics — Typing, Browsing & Passwords

If you're fairly new to computers, this is the best place to start. These are the foundations that everything else builds on.

In this section you'll learn how to:

- Type on a keyboard with confidence
- Use a mouse or touchpad
- Open and use a web browser (like Google Chrome or Microsoft Edge)
- Search for things online
- Create and manage passwords safely
- Stay safe online

Website	What it covers	Link
Learn My Way	A brilliant free site with simple, step-by-step lessons for absolute beginners. Covers typing, browsing, email and more.	Visit site
AbilityNet – My Computer My Way	Helps you adjust your device settings to make them easier to use. Great if you find screens or keyboards tricky.	Visit site
LearnFree	Learn Free has lots of videos on computer skills that you can access.	Visit site

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Section 2: Using Email (Microsoft Outlook)

At Framework, we use Microsoft Outlook for email. Don't worry if you've not used it before — it's very similar to other email services you may have come across.

In this section you'll learn how to:

- Open and read emails
- Write and send an email
- Reply to and forward emails
- Add an attachment (like a document or photo)
- Organise your inbox with folders

Website	What it covers	Link
Learn My Way – Email	Easy lessons on using email for the first time, including sending, receiving and organising messages.	Visit site
Microsoft Support – Outlook	Official guidance from Microsoft on using Outlook, including video tutorials.	Visit site

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Section 3: Microsoft Word

Microsoft Word is used for writing documents — things like letters, notes, reports or forms. You'll likely use it regularly as a volunteer.

In this section you'll learn how to:

- Open, create and save documents
- Type and edit text
- Change the appearance of text (font, size, bold etc.)
- Print a document
- Use spell check

Website	What it covers	Link
Learn My Way – Word Processing	Simple step-by-step lessons on creating documents for beginners.	Visit site
Microsoft Support – Word	Official Microsoft tutorials for Word, including written guides and videos.	Visit site
LearnFree	From career-boosting expertise to everyday life skills, LearnFree gives you access to certified courses, engaging episodes, and a global community of learners	Visit site

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Section 4: Microsoft Excel (Spreadsheets)

You may occasionally need to use Excel for things like tracking information or filling in data. It can seem a bit daunting at first, but the basics are quite straightforward once you get started.

In this section you'll learn how to:

- Open a spreadsheet and understand the layout
- Enter and edit information in cells
- Use simple formulas (like adding up a column of numbers)
- Save and share a spreadsheet

Website	What it covers	Link
Microsoft Support – Excel	Guided tutorials and videos direct from Microsoft.	Visit site
LearnFree	From career-boosting expertise to everyday life skills, LearnFree gives you access to certified courses, engaging episodes, and a global community of learners	Visit site

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Section 5: Working with Databases (Salesforce)

Framework uses Salesforce, a database system, to store and manage information about clients and services. You'll receive specific training on how we use it internally, but the links below will help you get familiar with the basics beforehand.

In this section you'll learn how to:

- Understand what a database is and why we use one
- Navigate a database system
- Search for records and enter information
- Keep data accurate and up to date

Website	What it covers	Link
Salesforce Trailhead	Salesforce's own free learning platform. Start with 'Salesforce User Basics' for a gentle introduction.	Visit site

📋 **A note on Salesforce**

You'll receive a full introduction to our Salesforce system as part of your volunteer induction. The resources above are just to help you get a feel for it beforehand — so don't worry if it seems complex at this stage!

We're Here to Help 🙌

Learning new digital skills can feel overwhelming at times, but you don't have to figure it out alone. Here's how you can get support whilst you're volunteering with Framework:

📅 **Weekly Drop-in Sessions**

Come along to our free digital skills sessions, no booking needed:

Every Wednesday, 10am – 3pm

Val Robarts House

Bring any questions — our team will be happy to help you work through them in person.

📧 **Get in Touch by Email**

You can email our digital inclusion team any time with questions or to ask for one-to-one support:

digital-inclusion-team@frameworkha.org

We aim to respond within two working days.

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🌐 Our Digital Skills Hub

Visit our website for learning resources, guides and more:

f-di.org

There's also a contact form on the site if you'd prefer to get in touch that way.

🤖 AI Chatbot on Our Website

Did you know our website has an AI-powered chatbot (powered by Claude) that can answer your digital skills questions instantly, any time of day?

It's a great way to get quick answers without having to wait — just head to **f-di.org** and look for the chat button.

Quick Reference Card

Cut this out and keep it handy!

Key Resources at a Glance

- Our Digital Hub: f-di.org
- Learn My Way (free beginner lessons): learnmyway.com
- Microsoft Support (Office help): support.microsoft.com
- Salesforce Trailhead (database basics): trailhead.salesforce.com

- **Weekly drop-in: Every Wednesday, 10am–3pm, Val Robarts House**
- **Email us:** digital-inclusion-team@frameworkha.org

You've got this! And we've got you. 💪