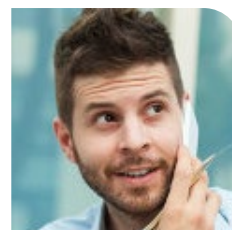


Case Study 1 – Jack



Name & age	Jack aged 28
Job	Unemployed
Previous experience	Learnt about computers at school but forgotten a lot of it. Picked things up as I've gone along with my friends. Never had to use a computer for work before as I worked in a warehousing role.
Interests	Enjoy football, as well as playing with my young kids and going camping.
Future plans	I'd like to find a job that interests me and gives me an opportunity in life. I would like to see if I can work in security.
Why am I here	I don't feel very 'up with the times' and need to check my IT skills are the same as everyone else's. I don't know the best way to find work either - and I want to find information out for my kids too.

Case Study 2 – Sarah



Name & age	Sarah aged 43
Job	Lunchtime Supervisor at a local school
Previous experience	I have only ever used a computer as a Lunchtime Supervisor at the local primary school, but very briefly. In this role I have had to type in the number of children who had school dinners or a packed lunch. I just entered the numbers and the secretary would do the rest.
Interests	My kids are 11 and 13 so I like being with them and watching things like X Factor on the TV.
Future plans	I like working in the school because I really enjoy the fact that it brings me in contact with the kids. However it's only part time so I wonder if there's another job that pays a bit better that I could do in a school.
Why am I here	I want to know more about the internet that my kids keep talking about e.g. "facebook" and also be able to help them with their homework. I have a sister in Canada who I only see every couple of years and I'd like to keep in touch more with her too.

Case Study 3 - Vince



Name & age	Vince 53
Job	Just made redundant after working as a sales rep for an electrical company for 30 years.
Previous experience	Not used a computer but has a smart phone which he keeps all his contacts on. He also gets emails from work telling him where his next client is and he has to email back a form for expenses. Uses it to go onto the internet to get the football results and to use Google maps when he was working to find directions to places and see traffic problems.
Interests	Football fanatic. DIY enthusiast - he is in the middle of updating his kitchen and wants to do his bathroom
Future plans	I need to find a job ideally that wants the skills that I have got as a sales rep.
Why am I here	I have been advised to look for jobs on the internet but I don't know where I should look and I haven't got a computer. I've been told I need to do a CV and also use Social Media sites to let people know my skills and that I want a job. I also want to find out if I can claim benefits now I am unemployed.