BT Skills for Tomorrow support for society

BT Skills for Tomorrow aims to give people the skills they need to flourish in the digital world. Due to the spread of the coronavirus, having these skills is more important than ever.

Large numbers of people are self-isolating or are confined to their homes. It is vital that people with low or no digital skills can keep in touch with family and friends and access health services. The spread of the coronavirus presents significant challenges to small businesses. Families with children at home from school need to get the best out of technology to help their children to learn and play. And many people need support as they work from home for the first time.

Working in partnership with leading digital skills organisations, BT Skills for Tomorrow has free resources and information to help people with each of these challenges: www.bt.com/skillsfortomorrow

This briefing outlines the support available during the spread of the coronavirus. We want as many people as possible to have access to this help for themselves and to be able to support others during this challenging time.

Help for older and vulnerable people and those with lower digital skills

Working with the Good Things Foundation, we're supporting older and vulnerable people and those with low or no digital skills to stay in contact with family and friends, to keep up to date, and to be healthy during the spread of the coronavirus.

Key information includes:

- **How to access GP services online** – providing key information on how to find and register with your local GP surgery, apply for repeat prescriptions and look up health records online.
- **How to use the NHS website** – outlining how to make the most of the NHS website to find advice and local health services like GPs and hospitals online.
- **Using public services online** – how to understand what public services are available online, how use the GOV.UK government website and find local council services.

This information can be found at: https://www.bt.com/skillsfortomorrow/daily-life/accessing-public-services.html

- **Video calling** – learn how to use video calling to connect with family and friends https://www.learnmyway.com/courses/video-calling
- **Online and mobile banking** – providing tips on how to do internet banking using either a computer, tablet or mobile phone, and how to keep track of your money https://www.bt.com/skillsfortomorrow/daily-life/managing-your-money.html
- **Online shopping** – helping on how to shop online, compare prices, use secure payment methods and understand your rights when buying online. https://www.bt.com/skillsfortomorrow/daily-life/mastering-the-basics/making-the-most-of-the-internet.html
- **Socialising online –** learn how to use social networks like Facebook and Twitter to connect with family and friends and to share things online https://www.bt.com/skillsfortomorrow/daily-life/mastering-the-basics/discovering-social-media.html
- **Watching and listening online** – support to watch TV and listen to radio online, and to use services to listen to music: https://www.bt.com/skillsfortomorrow/daily-life/mastering-the-basics/digital-tools.html

Supporting small businesses

At a time when many small businesses may struggle to survive, we're working with Google Digital Garage, Small Business Britain, and LinkedIn Learning to provide guides for people to do business online and to build their digital skills.

Key information includes:

- **Make sure customers find you online** – setting out how search engines and online advertising can help small businesses to connect with more customers.
- **Connect with customers over mobile** – providing information on how to grow an online presence and start reaching new customers on their mobiles.
- **Promote a business with content** – supporting small businesses on how to get noticed and to connect with more customers through social media, video, and content marketing.
- **Promote a business with online advertising** – outlining the online tools small businesses can use to promote their business online, create a marketing strategy, and attract the right customers.

This support can be found at: https://www.bt.com/skillsfortomorrow/business/promoting-your-business.html

We're also offering support to small businesses via webinars, covering topics such as Online Presence, Digital Marketing, Data Analytics, Social Media and Collaboration Tools. The full list of live webinars can be found at: https://www.eventbrite.co.uk/o/bt-skills-for-tomorrow-26823592931

Helping families to get the most from technology

With many families self-isolating or with children at home from school, parents are looking for ways to help children continue learning from home. In partnership with Internet Matters, we are also providing support to help kids to balance the opportunities that tech brings, along with challenges as they spend more time online at home.

Key information includes:

- **BT Learning at Home resources** - we have engaging activities for children aged 4-11 year old to keep developing their computing and digital skills at home: https://www.bt.com/skillsfortomorrow/parents/learning-at-home.html
- **Supporting your children –** information and activities to help parents keep their kids safe online and to feel better equipped for conversations about the online world: https://www.bt.com/skillsfortomorrow/parents.html

Supporting people working from home

Many people will find themselves working from home for the first time and will need support in remaining productive outside of their usual workplace. Working with LinkedIn Learning and Google Digital Garage, we have guides to help people to build their digital skills and work online effectively wherever they are.

Key information includes:

- **How to increase productivity at work** – providing tips on how to be better at time management, and how prioritisation can help people work more efficiently.
- **Business communication** - advice on writing for business and how to make communications concise, easy to read and engaging.

This help can be found at: https://www.bt.com/skillsfortomorrow/work-life.html