Computer Policy 2023

1. Purpose

The aim is for Coaches to enrich and extend the ways their Learners can improve their reading and writing skills. With laptops, it is possible for Learners to include remote learning in addition to face to face, although there are no plans to offer 'on-line only' coaching. Computers will also give both Coaches and Leaders the opportunity to develop IT skills and use computer-based teaching materials suitable for adults with limited literacy skills.

2. Availability

The laptops are being allocated in the first instance to coaches able to introduce basic IT skills and where the Coach or their Learner is expressing interest in developing computer based training that may require reading assistance.

- The Coach Coordinator will be responsible for allocating/reallocating the laptops.
- IT Supporter or Remote connector will issue the laptops, and go through the resources available, with each Coach when needed.
- Before laptops are reissued they will be checked, and any personal data will be removed.

If the demand exceeds the supply, laptops will be allocated to those most in need, and FRED will consider acquiring further laptops.

All laptops** will be issued with detailed device specific guides for both Coaches and Learners. These are largely image based with limited words for getting started with that particular device, using voice recognition and using Zoom. (***laptops have touch pad controls, but mice can be attached, if needed*)

3.Coach Training

The current FRED laptops are set up with two user accounts, one for a Coach and one for a Learner. Both accounts are password or PIN protected, so if Learners borrow computers, they will not have access to the Coach's account. Each user account has an associated email account set up.

Current Coaches will be offered training in the use of the laptops on a one-to-one basis by IT Supporter or Remote connector, when they are available. Depending on the IT skill level of the Coach and the needs of their Learner, this may include

Getting started with a laptop, including switching accounts

Using email

Using the internet

Joining and setting up a zoom meeting

Using voice recognition

Security issues especially using the internet

Listening to a PDF

Using Wordwall software

4. Future Coach Training

Current Coach training does not include the use of IT, but with the increasing necessity for everyone to have access to services and reliable information that is ONLY on-line, some guidance on using IT with Learners will be included in future training. While computer skills will NOT be a requirement for potential Coaches, all trainees will be asked about their IT skills and how they feel about using a computer with a Learner. They will also have the opportunity to take some modules of the on-line training to be a Digital Champion through Digital Unite. This includes guidance on introducing digital resources to a Learner, and how to use them safely.

5. Loan Arrangements

When laptops are lent to learners, they will be asked to sign a receipt for that particular laptop agreeing to their responsibilities, as follows.

1) I understand that this computer is the property of FRED and is on loan to me for reading/writing help from FRED.

2) I will return it to FRED asap, if requested for any reason.

3) I will not install any apps or software.

4) I will keep the computer charged.

6. Coach Responsibilities

The Coach will be responsible for

1) Issuing the receipt to their Learner and keeping a copy of it for reference.

2) Keeping a record of how they and their Learner are using the computer, including details of

- the software/apps/programs they are using, how long they use them for and how useful they/their Readers, have found them.
- any software/apps they add and when (this should be noted on the coach's copy of the receipt)

3) When the laptop is no longer needed, or requested by FRED, the Coach will

- sign the Learner's receipt to confirm it has been returned
- return the laptop to IT Supporter/Remote connector with their completed receipt and details of use

4) If the laptop is proving to be of limited benefit for a Learner, the Coach should discuss withdrawing the laptop, with the Coach Coordinator, and return it to FRED for reallocation.

(Note: Details of how the laptops are used, will be kept securely and analysed to improve future training)

7. Problems

If a Learner has a problem with a FRED laptop, they should contact their Coach in the first instance.

IMPORTANT: All record keeping must comply with the Data Protection Policy

8. PROTOCOL FOR LAPTOP RECORD KEEPING - 2023

8.1. LAPTOPS IN USE: The Coach Coordinator will decide who has a laptop, and Claire Peach will issue it along with 1 to 1 guidance on its possible use for FRED coaching. When a Coach receives a FRED laptop, Claire will keep a note of the name, date issued and proposed purpose, eg coach training, help Learner access TQUK-mental health training. Until the computer is returned to Claire, the Coach will be responsible for it, and keeping a record of its use.

8.2. RECORD OF COMPUTER USE: The Coach will keep a record for each Learner they help, and will be responsible for keeping it secure. This record should include the following information

the name of the Learner
the approx reading level – if possible
dates and detail of how the computer is being used session by session including use of learning guides/software,
(any software added should be noted on the laptop receipt)
how well the Learner responded,
any problems

8.3. LAPTOP RECEIPT: If/when a Coach lends the laptop to a Learner, they will get the Learner to sign a receipt, and keep a copy.

When a laptop is no longer required by the Learner, the Coach will note the return date on the Learner's copy of the receipt. They will return the Coach copy of LAPTOP RECEIPT and the RECORD OF COMPUTER USE, to Claire, along with the laptop.
Claire will copy the RECORD OF COMPUTER USE to the Coach Coordinator

IT supporter – Claire Peach

Date implemented: January 2023
Next Revision due : August 2025