

TECHWELL

Frequently Asked Questions

What is this programme about?	The TECHWELL (Technology with Health and Well Being) programme is a series of courses, workshops and one-to-ones in: • IT: Basics of AI, data, use/fix your computer, Word, PowerPoint, etc. • Employability: CV writing, Portfolio building, job hunting • Health & Well Being: Resilience, selfcare & confidence building tactics.
How long is the programme?	The programme lasts 6 weeks. • First 2 weeks: face-to-face courses/workshops, Mon- Fri 10am to 2pm. • Last 4 weeks: Online courses completion, tailored 1 to 1 phone, office or online (Zoom / Google Meet) meetings with a session staff for 1h+ a week.
Where is the programme taking place?	Grace Incorporation Faither Trust (G.I.F.T.) Head Office: Ground Floor, Brow House 1 Mabfield Road Manchester M14 6LP Google Maps: https://maps.app.goo.gl/eUtAWGNjJZ2UQRfK7 
What are the Eligibility requirements	• Have been in the UK for at least 3 years • Have the right to live and work in the UK • Be aged 16 or over • Live and/or work within Greater Manchester • Know how to use a computer and go online
How long has the programme been running?	We have now run the programme over 20 times / cohorts. We have had nearly 200 participants so far. 100% of willing participants are supported to take the next step, and our last cohort gained the skills and confidence to pursue work-related placements, training, apprenticeships, self-employment, or paid work - with ongoing support available via our online programme resources.
What will you need for an ID check?	• We will ask for your national insurance number • We ask for ID to check proof of age/birthdate, UK residency. You can share one or more of the following: passport, driving licence, birth certificate, council tax bill, utility bill, bank statement, UK residence permit or indefinite leave to remain or current work visa, benefit letter, GP letter, or any other ID/info that also confirms eligibility.

What incentives are there for completing the full programme	• FREE set of digital, employability and Health & well-being courses • Prestigious Certificate of Completion (see below). If you don't complete the programme but attend 50% or more, you can a simple page certifying your attendance. Note that lateness affects your attendance.  • FREE online access for 6 months to the online versions of all courses you take with us. • FREE 6-month online access to relevant extra courses with tutor support 1 hour a week for 1 month. • A completed, ATS-friendly, reviewed CV for every participant who provides a current CV and completes the course. • Volunteer opportunities
Is my travel reimbursed?	• Ingeus participants should claim travel costs directly from their RAs. • Other participants can claim travel reimbursements on production of receipts.
What is considered completing the programme?	• Attending at least 80% of the face-to-face courses • Completing online any courses you did not attend face to face • Completing 4 additional online only courses • Completed CV • Sending at least one job application • Progression to your next step to your goals: e.g., Further training, University, Volunteer/Intern, Apprenticeship, Job/Employment
Is the programme accredited?	As per the funders' requirements, the programme is not accredited. However, you will receive a certificate of completion or attendance, depending on the criteria stated above.
What additional courses can I have access to thanks to the programme?	Once you complete the programme's courses, we can give you access for 6 months to online courses with 1h per week Google Meet / Phone tutor support for the first month. These are the courses • Fundamentals of Data Analysis for data careers • Basics of Cybersecurity course for cybersecurity careers • Microsoft Word Basic / Intermediate / Advanced • Microsoft Excel Basic / Intermediate / Advanced • Microsoft PowerPoint Basic / Intermediate / Advanced

	• Fundamentals of Digital Marketing • Fundamentals of Web Development • Fundamentals of Graphic Design. We are working to get these accredited.
What if I have never used a computer or been online before	The current programme does not accommodate is not suitable for complete beginners, i.e., if a participant has never used a laptop, smartphone, or tablet before. However, we are currently developing a separate programme to be delivered soon. We will keep your details and let you know when it is ready and available, should you be interested.
What if I don't speak English / my English is lower than Level 1	The current programme does not accommodate those whose level of English is lower than level 1. However, we are currently working on such a provision and will keep your details should you be interested.
What are the Daily/Weekly Programme contents	• Day 1: Intro, e-courses; What's in IT for You? What is IT? • Day 2: Basic Cybersecurity; Basic computer hardware and maintenance; Short-term jobs & long-term careers • Day 3: Data literacy and CV; Using Multimedia; Building portfolio • Day 4: MS Office Productivity with MS Word; MS Word for your CV • Day 5: Working safe online; Registration with AI for CV. • Day 6: CV Building continued and AI use; Online CV course • Day 7: CV building continued; Interview preparation; H&WB e-course • Day 8: Short and long-term job-hunting strategies and tactics • Day 9: LinkedIn profile building; job hunting; job applications • Day 10: CV completion; Job application • Day 6-10 also include Employer engagement • Week 3-week 6: one-to-one, signposting, job hunting, extra courses, progression, CV and Portfolio Review, opportunities for networking and placements for practical experience • Further training and services to support your next step. • Here and when which course and its content • FREE access to online courses from your phone or a computer • Regular reports to your RA