



MA's story is a testament to how access to the right support can empower individuals to grow, learn and embrace the digital world with confidence.



MA joined the IT classes in January after being referred by a friend who initially encouraged her to take English classes. With no prior experience using a laptop or computer, everything was new to her, from switching the device on and off to locating the keys on the keyboard.

Since then, MA has made remarkable progress. Through consistent attendance and dedication, she has developed a strong foundation in digital skills. She now confidently uses her email account to send and receive messages, both to the tutor and fellow classmates. She has also started working with Microsoft Word, learning to navigate the various tabs and tools.

MA now types her English classwork directly into Word and can adjust font sizes, use bold and underline features and apply bullet points and numbering to format her documents effectively. In addition to building her IT skills, she has accessed a variety of learning platforms, including Learn My Way, Agenda Web and more recently, the British Council website to further support her English language development.

Her ability to independently log on, insert her password, connect to Wi-Fi and access learning sites marks a significant milestone in her digital journey.

TUTOR'S REFLECTION

"I'm incredibly proud of how far MA has come. From never having touched a computer, she now works independently and with real confidence. Her commitment has been inspiring, and it's wonderful to see her apply both her English and digital skills in such a meaningful way."

Project in collaboration with:



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