



COMMUNITY LIVING
BRITISH COLUMBIA

INFORMATION FOR APPLYING FOR DIGITAL LITERACY LAPTOPS

This document supports digital literacy tutors to talk to individuals who are registered for digital literacy training about the opportunity to apply to receive a free laptop to support their learning. In this document you will find:

1. Who can apply for a free laptop
2. How the tutor supports the process for applying for and receiving the laptop
3. Frequently Asked Questions to guide conversations with individuals about this opportunity

The Application Form for the laptops is included as a separate document.

Who is Eligible to Apply

Individuals who are registered and committed to complete the Immigration Services Society of BC/CLBC digital literacy course with a tutor, and who do not already have access to a computer at home. Access to a computer at home is necessary to complete the training as there is homework.

Application Process and Receipt of Laptop

1. The tutor can identify individuals who would benefit from digital literacy OR individuals can express an interest in digital literacy.
2. Tutor talks with individual, assesses need for a laptop and commitment to complete training, then fills out application.
3. Tutor confirms with the individual the requirement to complete the digital literacy training if they want to keep the laptop. If individual does not complete the training, then the laptop must be returned to CLBC.
4. Application is printed and signed by both the tutor and individual. The signed application is scanned and sent to CLBC at christina.baird@gov.bc.ca.
5. CLBC will review the application and send an email to the tutor and the individual to confirm the decision on their application.
6. If the individual is approved, the laptop will be sent to the Service Provider where the tutor is employed. When the laptop is shipped, CLBC admin team will send an email indicating the tracking number and include instructions for setting up your laptop, certificate of completion and a media waiver. The individual will be cc'd in this correspondence, so they know their laptop is on its way.
7. The individual will pick up the laptop from the tutor and work with the tutor to set it up.
8. Once the individual has completed the digital literacy training, the tutor sends an email to CLBC at christina.baird@gov.bc.ca to confirm completion and provides the individual with a certificate of completion (see template).
9. If the individual chooses, they can sign the media waiver (included in the package) and share a story with CLBC about how the laptop or the digital literacy training (or both) have helped them.

FREQUENTLY ASKED QUESTIONS

LAPTOP FOR INDIVIDUALS WHO TAKE DIGITAL LITERACY TRAINING

Who is eligible to apply for a laptop?

Individuals who are committed to complete the ISS digital literacy course from a tutor, and who do not already have access to a computer at home.

Access to a computer at home is necessary to complete the training as there is homework.

How to I apply for a laptop?

Your digital literacy tutor can apply on your behalf if you meet the criteria to receive a laptop. Individuals and tutors will both need to sign the application form to indicate their commitment to complete the ISS of BC/CLBC Digital Literacy course.

The application form and instructions have been provided to tutors by Community Living BC (CLBC).

What is digital literacy training?

Digital literacy training helps you learn how to use a computer, be safe in the digital world and apply for jobs.

Knowing how to use a computer and computer programs can help you with your learning, inclusion, friendship, and employment goals.

How will I receive my laptop if approved?

The laptop will be sent to the service provider where the digital literacy tutor works, along with tracking information and instructions about how to set it up. The instructions have been adapted into plain language to support digital literacy learning.

Individuals can pick up their laptop from their tutor and the tutor will help you with the set-up process.

If I need a laptop for the digital training, when do I need to apply for a laptop?

It can take several weeks for CLBC to review applications for laptops and to send the laptop to the tutor.

We suggest applying for the laptop at least a month in advance. If there is an emergency need, the tutor can let CLBC know, and we will work to expedite the process.

The opportunity is open between June 1, 2022, and March 31, 2023, and based on availability.

Can service providers apply to get a laptop for training of individuals?

The Ministry of Social Development and Poverty Reduction has provided CLBC with these laptops specifically for individuals who are taking the digital literacy training and are interested in employment. Service providers and tutor trainers are not eligible to apply for a laptop.

Can individuals take the laptop home with them?

Yes. Individuals can bring their laptop with them when they are being trained in person and take them home to practice their new skills. The laptops must be returned to CLBC only if the individual does not complete the training. Individuals can take as long as they need to complete the modules.

What kind of laptop is it?

The laptops are an Acer Aspire or a Lenovo, and comes complete with:

- 8 gigs of ram, 256 SSD
- Loaded with Windows 10 and Office 2019
- End Point Anti-Virus Plus

What kinds of programs come with the laptop?

Microsoft Office software is already loaded on the computer. MS Office includes Word, Excel, PowerPoint etc.

Are there any circumstances where an individual would need to return a laptop to CLBC?

Yes. If an individual applies for the digital literacy course but then does not take it, CLBC would request they return the laptop to the tutor, who will return it to CLBC.

Why would an individual have to return the laptop if they do not take the training?

The laptops are being made available to CLBC from the Ministry of Social Development and Poverty Reduction through a program called Access to Technology (A2T) to support individuals who do not have access to a computer to take the digital literacy training and improve digital literacy knowledge so they can improve skills and find work.

Is there a cost to individuals to receive digital literacy training?

No, digital literacy tutors cannot charge for this training. It is expected tutors will provide the training as part of day-to-day delivery of services to individuals.

Does an individual need to be receiving services from a service provider to access the digital literacy training from them?

If a tutor is providing digital literacy training as part of their support provided to individuals, then an individual would need to be receiving CLBC services from that provider to access the training. However, tutors are encouraged to be creative in responding to requests from individuals for this training.

If I have a problem with my laptop, who can I call for help?

CLBC and the Ministry of Social Development and Poverty Reduction do not have resources to provide technical support for these laptops. CLBC has provided instructions to help you and your tutor set up your new laptop. In the instructions, there is information about the laptop warranty, in place until June 2023. The information about the warranty also includes a detailed user guide.