

121 digital, Ireland

SOURCE: www.121digital.ie

PROBLEM

121 digital was started in 2010 and it is a not-for-profit social enterprise. Fintan Mulligan ran mobile phone lessons in schools in Bray and Cabinteely for adults. He started 121 digital to help his local community and quickly discovered an ongoing and wider demand for lessons. IT skills are transferred through the help of students in schools, universities, and IT colleges who volunteer their time.

ACTION

121digital was started to help the local community attain digital skills. The courses are for people still in the workforce and not only for those who are retired. The solution was to have young volunteers share their skills with the elderly community. In addition, 121digital provides 17 Tutor Guide documents to assist the Tutor in teaching their Learner. Tutors are encouraged to ask for support. Students are asked to bring their own devices to class.

RESULT

The students feel happy to have gained the digital skills they lacked. Some find that it was really needed to acquire these skills, but they weren't aware how much 'til the lessons started. They find it easier to locate services they want online. They feel more empowered and less afraid of the unknown. Also, lessons provided a social outlet as some are home often. The young tutors feel proud of such an accomplishment as teachers to the community. They feel valued as they have the skills to teach someone else. They form connections with the elderly as they hear their stories during class. The community feels enriched by the relationships formed through an intergenerational approach.

