

IN CONVERSATION WITH... **METRO TORONTO MOVEMENT FOR LITERACY**



HELP CLIENTS & LEARNERS

LEARN SMARTPHONE SKILLS



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About Us

Founded in 1978, the Metro Toronto Movement for Literacy (MTML) is a membership-based non-profit organization working to advance adult literacy and skills upgrading programs. MTML works with 33 Literacy and Basic Skills (LBS) agencies operating at over 100 locations in the City of Toronto and York Region. We collaborate with programs and people to share knowledge, build awareness and promote the lifelong learning needed to fully participate in today's society.

Featured Program

SMARTPHONES AND EMPLOYMENT SKILLS

This was a province-wide online project designed to generate local solutions to a critical workforce development problem revealed by the COVID-19 pandemic: a digital device mismatch between jobseekers and low-skilled or low-paid workers and workforce development or employment service providers. Many jobseekers and low-skilled or low-paid workers, who face multiple structured inequalities, tend to have just one digital device - a smartphone. Performing digital tasks such as searching for information, communicating with others, sharing and storing files and information is very different on smartphones and computers. Jobseekers need smartphone training to access services and training from employment service programs, and to achieve their employment goals.

The resources created can be used by the community to teach or learn new digital skills. An accessible web app and unique, culturally relevant training modules were created (including videos, tip sheets and mini-lessons) that can be used by anyone wishing to learn basic smartphone skills. Customer feedback indicated their desire for a web app for all the learning modules. The inclusion of an internet safety component was also identified as a need.

For this project, MTML partnered with the YMCA (Learning Opportunities Program), ACCES Employment (York Region), Labour Education Centre, Toronto Council Fire Native Cultural Centre, LAMP Community Health Centre, Literacy Council York Simcoe. Our collaborations pave the way for potential new workforce development partnerships in future digital skills projects.

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