

Adviser signs up for IT

ILA Scotland helpline worker Moira Gillies (pictured right) has advised thousands of callers who have contacted her with enquiries about funding their learning.

Now, Moira has decided to use ILA Scotland to help fund her own learning.



ILA Scotland is a Scottish Executive scheme which offers up to £200 towards the cost of learning. If you earn £15,000 or less, you can get up to £200 towards learning, while if you earn more than £15,000, you can get up to £100 towards some computer courses.

It was a computer course which tempted Moira back into learning.

“I wanted to be able to do more on the computer and because of working on the ILA Scotland helpline, I knew I could apply for help with funding. So I did. Now, I am starting the European Computer Driving Licence this month and am really looking forward to it,” she explained.

After many years with BT, Moira began working at ILA Scotland’s Glasgow-based helpline last January – during what is traditionally one of the organisation’s busiest times.

“We started, got our training and then we were on the phones and helping callers and I have loved it ever since. I am fine on the helpline computer because the system is set up and everything is there for you, but I know there is a lot more that I could be doing – especially on our computer at home,” she explained.

As she works afternoon or evening shifts several days a week, Moira decided that she would do her learning in the morning. She will be learning at Glasgow’s College of Nautical Studies and is looking forward to gaining the seven modules needed to complete the ECDL.

“I used computers in my previous job until I was made redundant. I went for one job interview and the chap asked me if my IT skills were good. I said yes, but now I realise that when he said IT, he could have been talking about ET for all I knew then. I want to know more, so that is why I chose the ECDL,” said Moira.

She hopes the skills she learns will help her make more use of the computer at her home in Auchenreoch, near Kilsyth. “At the moment it is just a dust collector, so I wanted to change that.” she said.

What finally prompted her to apply for ILA Scotland funding was her work on the helpline. “After all, I speak to people about it all the time, I thought it was time I took some of my own advice!” she explained.

Contact centre manager Sam Thomson is backing Moira’s decision to get back into learning. “Moira is a great colleague and an excellent worker who provides callers with all the information they need. Now, she will be speaking from personal experience of ILA Scotland and that can only be a good thing.”

Further information on ILA Scotland, including details of local courses and learning providers, is available from the ILA Scotland helpline on **0808 100 1090** or at www.ilascotland.org.uk