

VluchtelingenWerk Nederland

Project DigiKlik

April 2023 – March 2026

Financed by: AMIF

Supported by: Capgemini



Medegefinancierd door
de Europese Unie



DigiKlik

DigiKlik is a project of VluchtelingenWerk, funded by AMIF and Capgemini.

Project objective:

Improving the opportunities for participation and self-reliance of refugees with a residence permit in the Netherlands by enhancing their digital skills.



Expected Results



The trainings are developed and offered to minimal 30 municipalities

**3,625 participants
5870 modules completed**

75% report an improvement in their digital skills

How the Training Was Developed

Modular Approach

- Tailored to individual digital skill levels and needs
- Participants can follow relevant modules at their own pace
- Suitable for diverse backgrounds and experiences

Theme Selection

- Based on real-life challenges in the Dutch digital context
- Informed by interviews with refugees, volunteers, and social workers
- Topics include DigiD, government websites, online safety, and digital communication

Mobile Delivery

- Designed for smartphones, the most used device by refugees
- Increases accessibility and real-world usability
- Learners can apply skills immediately in daily life

Training modules

The training is designed for refugees with a residence permit who are subject to or have completed the civic integration requirements (WI 2007, WI 2013, and WI 2021).

Training module 1 - Z-route. (3 sessions of 3 hours each)

Learning goal: I know how my smartphone works and I can use it.

Introduction, getting acquainted, and initial assessment

The smartphone – Skills covered include: locking and unlocking the screen and setting security; using/changing the keyboard; saving and finding contacts; making calls; charging the phone

Connections and digital communication – Skills covered include: connecting to a WiFi network; safety/security; using WhatsApp; joining an online appointment

The internet – Skills covered include: opening an internet browser; using a search engine; searching for information; evaluating reliability of information; registering/signing up/logging in; safely logging out

Training modules

Training module 2 - B1-route. (3 sessions of 3 hours each)

Learning goal: I am able to use online tools and websites that support me in daily life.

Introduction, getting acquainted, and initial assessment

Email – Skills covered include: logging into your email; composing an email; replying to emails; forwarding; sending attachments; downloading/uploading and finding files; creating and sorting into folders; searching in your mail; spam; phishing

Digital communication – Skills covered include: WhatsApp (voice message/group chat/video calling); other social apps; etiquette; security; public/private settings; joining online appointments (camera, microphone, screen sharing)

Practical apps and the internet – Skills covered include: calendar management; using Google Translate/Say Hi; Google Maps/public transport travel; weather radar (Buienradar); searching for information; evaluating reliability of information

Training modules

Training module 3 (3 sessions of 3 hours each)

Learning goal: I am able to use online tools and websites needed to properly manage government-related matters.

Finances – Skills covered include: logging into your bank account, transferring money, making payment requests, paying with QR codes

DigiD – Skills covered include: reapplying for or changing your DigiD, logging into websites and apps, uploading documents, health insurance (health insurance card)

Mijn Overheid – Skills covered include: using 'My' environment: MijnOverheid, Berichtenbox, applying for allowances, Duo/integration.nl

Effects of the training

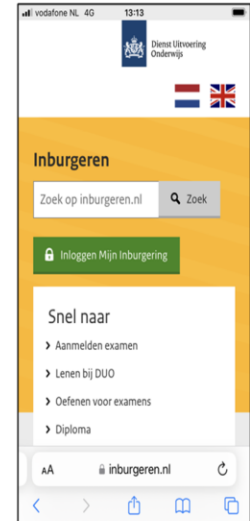
- By offering the training in a language-rich environment, the language development of refugees is promoted.
- By improving their digital skills, refugees can more easily seek help in other areas of life.
- They can search for jobs online more easily and become employable in a wider range of functions.
- Refugees are less vulnerable to fraudulent websites.



Assignment



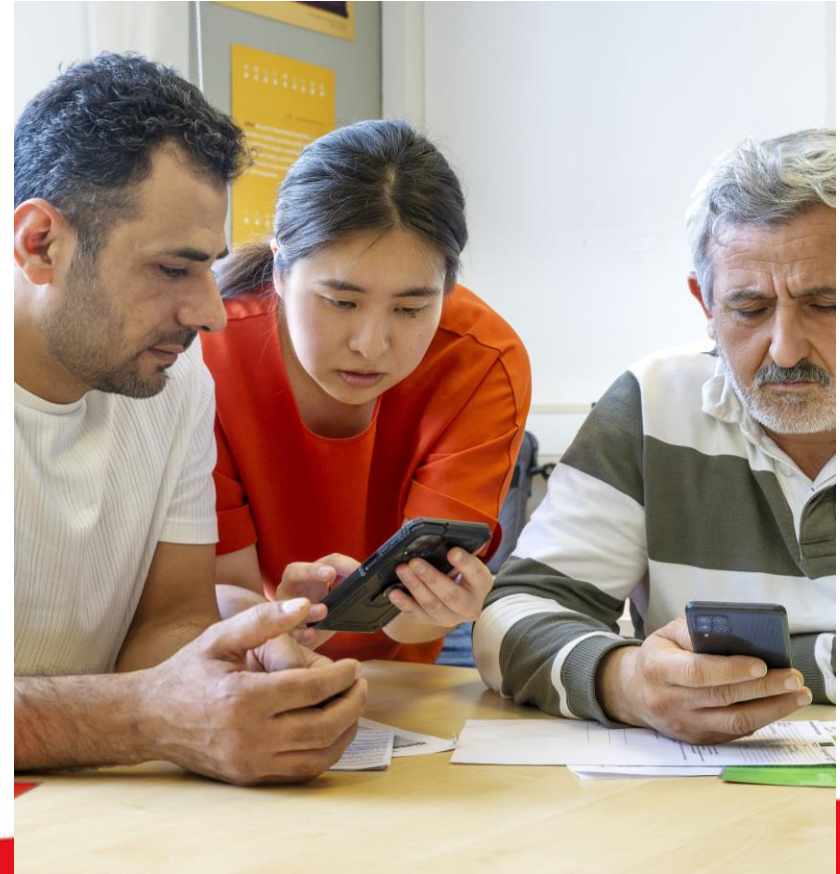
Go to the website inburgeren.nl
Log in with your DigiD
Go to: **Menu** → **Post**
Download the letter: **Notification of Civic Integration Requirement**
Send the letter as an attachment in an email to:
digiklik@vluchtelingenwerk.nl



Achieved results

So far:

- 150 modules have been delivered
- 450 sessions have been organized
- Out of 1,500 participants who were trained, **70%** reported that their digital skills have improved.
- 47 municipalities are actively involved



Quotes from participants

"A new world has opened up for me. Thanks to DigiKlik, I can now send and receive emails and use apps like 9292. I can even scan QR codes!"

"I have learned a lot through DigiKlik. I didn't know how to send an email on my phone or how to use my calendar. Now I can do that. I also receive online information from my son's school that I can now check. I am very happy about that."

"Everyone was really motivated to learn new things. That makes it easy to pick things up quickly. It's great to see."



Video



Further information, questions or suggestions:

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