

Table 1: Most important expected and actual benefits from the course

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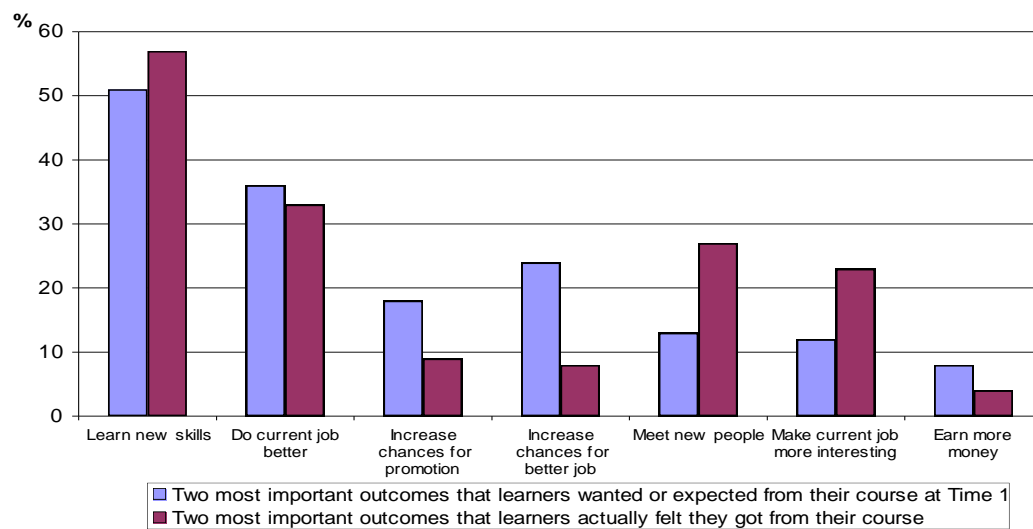


Table 2: Outcomes of course (item by item basis)

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Increased confidence at work	66%
Developed new skills	61%
Increased confidence outside work	59%
Met new people	58%
Affected how current job is done*	45%
Helped with use of computers outside work	33%
Helped with use of computers at work	27%
Made work more interesting	25%
Increased chances for promotion	11%
Increased chances of a better job	10%
Helped earn more money	2%

* 40% elaborated: all reported positive impact

Whether or not a course increased confidence at work was highly (and positively) related to whether a learner also thought it had helped them to do their current job better/had affected how they did the job.