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Essential Digital Skills Framework

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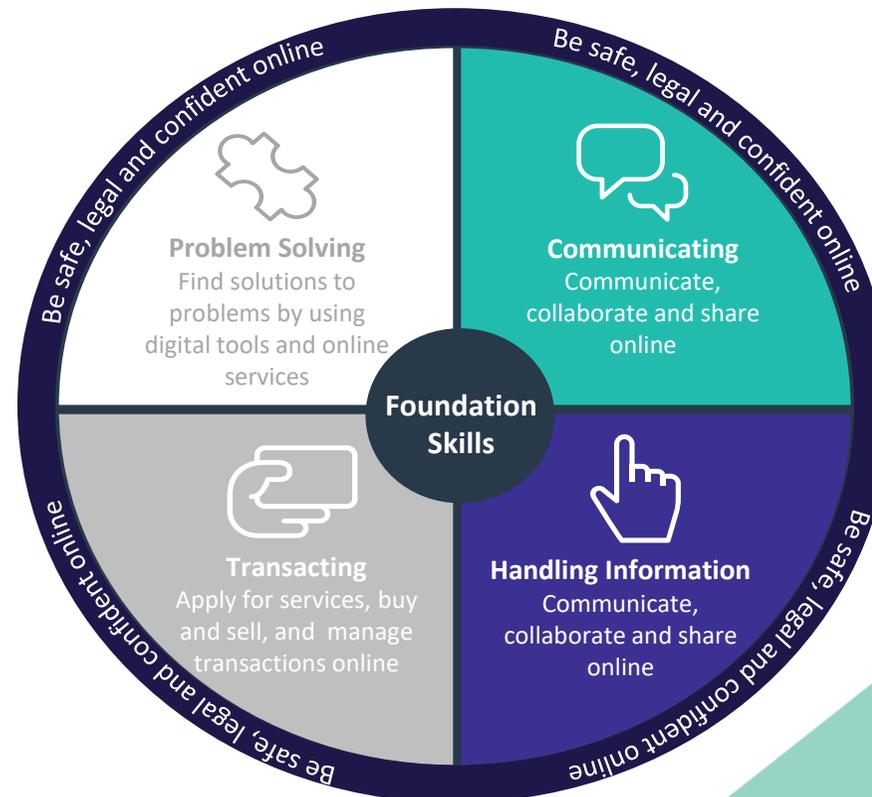


The Essential Digital Skills Framework

The Essential Digital Skills Framework¹ reflects the range of skills people need to safely benefit from, participate in and contribute to the digital world of today and tomorrow, **in life and at work.**

The Essential Digital Skills Framework outlines **five key skills** and provides examples of tasks that people should be able to complete to demonstrate each skill. Each skill has a distinct focus, but the fifth skill – being safe, legal and confident online – is also embedded across the other four.

- 1 Communicating.
- 2 Handling information and content.
- 3 Transacting.
- 4 Problem solving.
- 5 Being safe and legal online



¹<https://www.gov.uk/government/publications/essential-digital-skills-framework>

The Essential Digital Skills Framework

The EDS is a **progressive framework**, starting with **Foundation skills** which are typically required by those not currently using digital technology or using it in limited ways.

Building upon the Foundation skills, the framework outlines the **Essential Digital Skills for Life** across each of the five key skills. This is followed by a final build to include the **Essential Digital Skills for Work**, again across each the five key skills.



Digital Foundation Skills

This framework is intended to be used by everyone in the UK involved in supporting adults to improve their essential digital skills. Adults need to have the following foundation skills which underpin all essential digital skills:

Skills

I can:

- ✓ Turn on a device
- ✓ Use the available controls on my device
- ✓ Make use of accessibility tools on my device to make it easier to use
- ✓ Interact with the home screen on my device
- ✓ Understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi
- ✓ Connect my device to a safe and secure Wi-Fi network
- ✓ Connect to the internet and open a browser to find and use websites
- ✓ Understand that my passwords and personal information need to be kept safely as they have value to others
- ✓ Update and change my password when prompted to do so

Examples

I can:

- ✓ Turn on the device and enter any account information as required
- ✓ Use a mouse and keyboard on a computer, use a touch screen on a smart phone or tablet
- ✓ Use settings menus to change device display to make content easier to read
- ✓ Find applications by choosing the correct icons on the home screen
- ✓ Connect a device to the internet using the Wi-Fi settings, and insert the password when required
- ✓ Locate the browser icon on a device and find a website
- ✓ Keep login information for a device and any websites secure, not shared with anyone or written down and left prominently near my device

Communicating

The skills required to communicate, collaborate, and share information. These skills are categorised into Life skills and Work skills.

Skills for Life

I can:

- ✓ Understand the importance of communicating securely
- ✓ Set up an email account
- ✓ Communicate with others digitally using email and other messaging apps
- ✓ Use word processing applications to create documents
- ✓ Share documents with others by attaching them to an email
- ✓ Communicate with friends and family using video tools
- ✓ Post messages, photographs, videos or blogs on social media platforms

Additional Skills for Work

I can:

- ✓ Understand and conform with my organisation's IT and social media policies
- ✓ Comply with my organisation's security protocols when accessing my email or working remotely
- ✓ Communicate in an appropriate way for my organisation by using email, online and collaborative digital tools
- ✓ Use digital collaboration tools to meet with, share and collaborate with colleagues
- ✓ Use professional online networks and communities

Life Examples

I can:

- ✓ Set up a group on messaging platforms, such as WhatsApp or Messenger, to talk to friends or family members
- ✓ Use word processing software to create a CV or a letter
- ✓ Send photographs and other documents to friends and family as an email attachment
- ✓ Set up and use video-telephony products such as Facetime or Skype for video communications with friends and family
- ✓ Be a member of and manage personal networking sites, such as Facebook
- ✓ Post appropriately on social media, visit and post to forums such as Mumsnet or Reddit

Work Examples

I can:

- ✓ Use the email address book of my organisation to send emails to colleagues and use the 'cc' option when requested
- ✓ Work remotely using a virtual private network when provided by my employer, and use the requested authentication to connect
- ✓ Use different document formats such as PDF to make it easier to share documents with colleagues
- ✓ Use document sharing through web based applications such as Google Docs to work on a document in collaboration with colleagues
- ✓ Use video-conferencing products such as Skype and Facetime to communicate with colleagues on conferences and calls
- ✓ Be a member of and manage my account on professional networking sites, such as LinkedIn

Handling information and content

The skills required to find, manage and store digital information and content securely.

Skills for Life

I can:

- ✓ Understand the importance of communicating securely
- ✓ Set up an email account
- ✓ Communicate with others digitally using email and other messaging apps
- ✓ Use word processing applications to create documents
- ✓ Share documents with others by attaching them to an email
- ✓ Communicate with friends and family using video tools
- ✓ Post messages, photographs, videos or blogs on social media platforms

Additional Skills for Work

I can:

- ✓ Understand and conform with my organisation's policy for IT use
- ✓ Synchronise and share information across different devices including computers, tablets and mobile phones

Life Examples

I can:

- ✓ Understand that not all entries in online encyclopaedias, such as Wikipedia, are true or reliable
- ✓ Search for news using a browser such as Chrome, Internet Explorer or Safari
- ✓ Use a cloud storage account for a music or photo collection (from legal sources such as Apple iCloud, Instagram) and access the collections from different devices, such as a laptop or a smartphone
- ✓ Stream music from legal sites such as Spotify or Apple Music, or watch streamed movies from legal sources such as Netflix or Amazon Prime

Work Examples

I can:

- ✓ Search for information requested by a supervisor using browsers such as Chrome, Internet Explorer or Safari
- ✓ Manage a calendar or appointments system on multiple devices, including work computer and phone or tablet

Transacting

The skills required to register and apply for services, buy and sell goods and services, and administer and manage transactions online.

Skills for Life

I can:

- ✓ Set up an account online, using appropriate websites or Apps, that enables me to buy goods or services
- ✓ Access and use public services online, including filling in forms
- ✓ Use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online
- ✓ Upload documents and photographs when this is required to complete an online transaction
- ✓ Fill in online forms when required to complete an online transaction
- ✓ Manage my money and transactions online and securely, such as my bank, through the use of websites or apps

Additional Skills for Work

I can:

- ✓ Complete digital records for absence, holidays or expenses online
- ✓ Access salary and expenses information digitally including password protected payslips

Life Examples

I can:

- ✓ Set up online accounts for public services such as with your local council or a government department
- ✓ Set up online accounts with retailers to order and pay for goods online such as through Amazon or eBay
- ✓ Use travel websites and apps to book tickets and make reservations
- ✓ Make a GP appointment online
- ✓ Complete online forms to apply for a television license or road tax
- ✓ Set up and use online and telephone banking through websites or apps, keeping access information secure
- ✓ Upload a CV to an online recruitment site
- ✓ Complete an online application form, for example for a job

Work Examples

I can:

- ✓ Submit requests for annual leave, record absence from work or submit expenses claims online
- ✓ Review own payslip and salary payments when received digitally

Problem Solving

The skills required to find solutions to problems using digital tools and online services.

Skills for Life

I can:

- ✓ Use the internet to find information that helps me solve problems
- ✓ Use the internet to find sources of help for a range of activities
- ✓ Use chat facilities (where available) on websites to help me solve problems
- ✓ Use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices, software and applications

Additional Skills for Work

I can:

- ✓ Use the internet to find information that helps me solve problems at work
- ✓ Use appropriate software to present information to others
- ✓ Use appropriate software, including a spreadsheet, to manipulate and analyse data to help solve problems at work
- ✓ Understand that different digital tools can improve my own and the organisation's productivity

Life Examples

I can:

- ✓ Use the internet to find specific information related to Life tasks that need to be carried out, for example finding a recipe, or finding information that helps plan travel
- ✓ Use the help, FAQ section or chat facility of a manufacturer's website or other related content to work out how to fix an issue with a device
- ✓ Find out how to do something by using a tutorial video such as those found on YouTube

Work Examples

I can:

- ✓ Use the internet to identify alternative ways of resolving a problem encountered at work such as checking out a business competitor
- ✓ Use spreadsheets to plan the cost of a project.
- ✓ Use analytic tools to monitor website usage and spot trends that enable decisions to be made about marketing tactics

Being safe and legal online

The skills required to register and apply for services, buy and sell goods and services, and administer and manage transactions online.

Skills for Life and Work

I can:

- ✓ Respond to requests for authentication for my online accounts and email
- ✓ Keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts
- ✓ Set privacy settings on my social media and other accounts
- ✓ Identify secure websites by looking for the padlock and https in the address bar
- ✓ Recognise suspicious links in email, websites, social media messages and pop ups and know that clicking on these links or downloading unfamiliar attachments could put me and my computer at risk
- ✓ Make sure that any information or content is backed up frequently by making a copy and storing it separately either in the cloud or on an external storage device

I understand:

- ✓ The risks and threats involved in carrying out activities online and the importance of working securely
- ✓ That viruses can damage my computer and that security software should be used to prevent this
- ✓ That my online activity produces a permanent record which could be accessed by others and used both now and in the future
- ✓ That others can capture and use my data and that I can protect and secure my personal data against such threats through privacy settings
- ✓ That I must not share other people's data online without their consent

Life Examples

I can:

- ✓ Make sure that online login information is not shared with anyone
- ✓ Ensure your posts on social media are not offensive or inappropriate
- ✓ Ensure that nothing is posted on social media about others, including children, without their permission
- ✓ Use a second device to receive codes when a website provides dual factor authentication and use the code to access the associated account
- ✓ Create passwords using three random words or with at least 8 characters, using lower- and upper-case letters, numbers and symbols
- ✓ Apply privacy settings to Facebook to ensure only friends can see posts and shared content
- ✓ Activate pop-up blockers on my web browser to reduce the threat from malicious sites

Work Examples

I can:

- ✓ Follow organisational guidelines and policies for choosing login information including choosing secure passwords and changing them when prompted
- ✓ Know whether your organisation has IT use and social media policies and be able to apply them
- ✓ Know and use specific procedures to report suspicious emails to IT support staff in your organisation
- ✓ Follow specific organisational guidelines to allow updates of software

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visit www.FutureDotNow.uk
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