

# Essential Digital Skills

## Framework

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# Introduction

**The fast pace of technological change and the ubiquity of digital technologies in all aspects of work and life places new demands on everyone. The Essential Digital Skills Framework defines the skills needed to safely benefit from, participate in and contribute to the digital world of today and the future.**

The framework is intended to be used by everyone in the UK engaged in supporting adults to enhance their essential digital skills. The benefits of working to a common framework include enabling progression and transferability of skills – as well as facilitating measurement. This is the first update of the Basic Digital Skills Framework since its original publication in 2015. Changes have been subject to wide consultation across employers, charities, national and local government departments, academics and individuals. The most significant change to the framework is the introduction of distinct skills statements for life and work, to demonstrate progression. A list of those organisations who have led the consultation can be found below.

The framework also includes a section on ‘foundation’ skills, which are typically required by those not currently using digital technology or using it in limited ways. It is assumed that people gaining these foundation skills will also have the motivation and confidence to engage with digital technology.

There are five categories of Essential Digital Skills for life and work

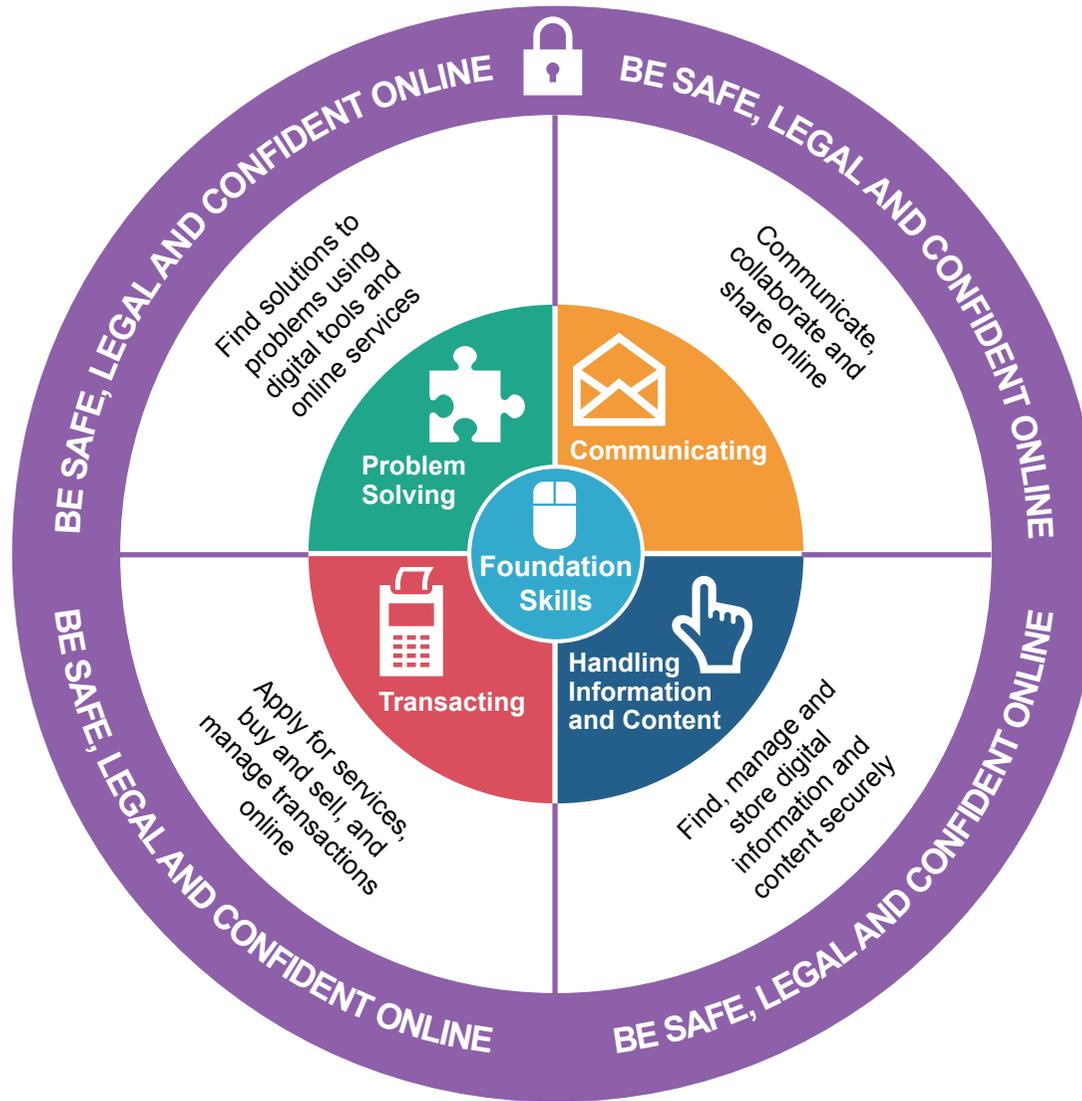
- Communicating
- Handling information and content
- Transacting
- Problem Solving
- Being safe and legal online

The consultation and update of the framework were coordinated by Lloyds Banking Group and the Tech Partnership, overseen by a steering group including Accenture, Amazon, BT, British Retail Consortium, Corsham Institute, DfE, DCMS, DWP, Federation of Small Businesses, Good Things Foundation, Greater London Authority, Greater Manchester Combined Authority, HMRC, Microsoft, NHS Digital, Scottish Council for Voluntary Organisation and SSE.

For the annual measure of this framework, please refer to the Lloyds Bank Consumer Index.



## Essential Digital Skills - Framework Diagram





## Digital Foundation Skills - Adults will need to have the following foundation skills which underpin all essential digital skills

### Digital Foundation Skills

I can turn on a device

I can use the available controls on my device

I can make use of accessibility tools on my device to make it easier to use

I can interact with the home screen on my device

I understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi

I can connect my device to a safe and secure Wi-Fi network

I can connect to the internet and open a browser to find and use websites

I know that my passwords and personal information need to be kept safely as they have value to others

I can update and change my password when prompted to do so

### Examples

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 - Communicate, collaborate, and share

### Skills for life

I understand the importance of communicating securely

I can set up an email account

I can communicate with others digitally using email and other messaging Apps

I can use word processing applications to create documents

I can share documents with others by attaching them to an email

I can communicate with friends and family using video tools

I can post messages, photographs, videos or blogs on social media platforms

### Additional skills for work

I understand and conform with my organisation's IT and social media policies

I can comply with my organisation's security protocols when accessing my email or working remotely

I can communicate in an appropriate way for my organisation by using email, online and collaborative digital tools

I can use digital collaboration tools to meet with, share and collaborate with colleagues

I can use professional online networks and communities

### Life examples

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

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 - Find, manage and store digital information and content securely

| Skills for life  | Additional skills for work  | Life examples  | Work examples   |
|--|---|--|---|
| <p>I understand that not all online information and content that I see is reliable</p> <p>I can evaluate what information or content may, or may not, be reliable</p> <p>I can use search engines to find information and make use of search terms to generate better results</p> <p>I can use bookmarks to save and retrieve information on my web browser</p> <p>I can access information and content from different devices</p> <p>I understand that the cloud is a way that I can store information and content in a remote location</p> <p>I can organise my information and content using files and folders on my device or on the cloud</p> <p>I can use the internet to legally access content for entertainment including films, music, games and books</p> | <p>I understand and conform with my organisation's policy for IT use</p> <p>I can synchronise and share information across different devices including computers, tablets and mobile phones</p> | <p>Understand that not all entries in online encyclopaedias, such as Wikipedia, are true or reliable</p> <p>Search for news using a browser such as Chrome, Internet Explorer or Safari</p> <p>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</p> <p>Stream music from legal sites such as Spotify or Apple Music, or watch streamed movies from legal sources such as Netflix or Amazon Prime</p> | <p>Search for information requested by a supervisor using browsers such as Chrome, Internet Explorer or Safari</p> <p>Manage a calendar or appointments system on multiple devices, including work computer and phone or tablet</p> |



## Transacting - 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 enable me to buy goods or services

I can access and use public services online, including filling in forms

I can use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online

I can upload documents and photographs when this is required to complete an online transaction

I can fill in online forms when required to complete an online transaction

I can 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

I can access salary and expenses information digitally including password protected payslips

### Life examples

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 – such as for a job

### Work examples

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 - 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

I can use the internet to find sources of help for a range of activities

I can use chat facilities (where available) on websites to help me solve problems

I can 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

I can use appropriate software to present information to others

I can use appropriate software, including a spreadsheet, to manipulate and analyse data to help solve problems at work

I understand that different digital tools can improve my own and the organisation's productivity

### Life examples

Use the internet to find specific information related to life tasks that need to be carried out: e.g. 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

Use the internet to identify alternative ways of resolving a problem encountered at work such as finding digital solutions to stock control

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 - Stay safe, legal and confident online

### Skills for life and work

I understand the risks and threats involved in carrying out activities online and the importance of working securely

I understand that viruses can damage my computer and that security software should be used to prevent this

I understand that my online activity produces a permanent record which could be accessed by others and used both now and in the future

I understand that others can capture and use my data and that I can protect and secure my personal data against such threats through privacy settings

I understand that I must not share other people's data online without their consent

I can respond to requests for authentication for my online accounts and email

I keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts

I can set privacy settings on my social media and other accounts

I can identify secure websites by looking for the padlock and https in the address bar

I can 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

I understand why it is important to keep my computer systems and security software up to date and I allow them to be updated when prompted

I understand why I cannot take and use content (images and documents from the web) that belongs to others without their permission because I know that online material is subject to copyright and intellectual property legislation

I 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

### Life examples

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 input 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

Set automatic updates in the settings menu for the computer operating system and security software

Use search tools to find and access images and other online content that can be used by others

Use an external storage drive and copy any new documents on to it at the end of the day

### Work examples

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 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

Know that open source sites are available for content that can be used in the workplace and make use of them

Follow specific organisational guidelines to allow backing up of content from work-based devices