

Get Digital basic skills framework



Basic Digital Skills Definition For Individuals and Organisations					
Skills	Managing Information	Communicating	Transacting	Problem-Solving	Creating
Description	Find, manage and store digital information and content	Communicate, interact, collaborate, share and connect with others	Purchase and sell goods and services; organise your finances; register for and use digital government services	Increase independence and confidence by solving problems and finding solutions using digital tools	Create basic digital content in order to engage with digital communities and organisations
Safety	Identify and assess accurate sources of information; use security tools when browsing the web; regularly update and run virus checking software; manage parental controls	Understand how to manage your identities, protect yourself from scams; use the right security settings (including parental controls); protect your customer data	Use secure websites for financial transactions; protect your personal data; respect the privacy of others/third parties	Use accurate sources of support; avoid malicious websites, scams and popup windows	Be aware of copyright law; protect your personal data; respect the privacy of others
Actions for Individuals	<ul style="list-style-type: none"> Use a search engine to find the information you need Search for deals on comparison websites Bookmark useful websites and services Store data on a device or in the cloud 	<ul style="list-style-type: none"> Keep in touch using email, instant messaging, video calls and social media Post on forums to connect with communities Communicate with organisations about their products and services 	<ul style="list-style-type: none"> Understand and use marketplaces to buy and sell Order your shopping Book your travel Manage your bank account Set up and manage a Universal Credit account 	<ul style="list-style-type: none"> Teach yourself simple tasks using tutorials Use feedback from other internet users to solve common problems Access support services 	<ul style="list-style-type: none"> Create a social media post Create a text document such as a CV Create and share a photo album Create and share feedback about products and services
Actions for Organisations	<ul style="list-style-type: none"> Store digital information on suppliers and customers Search for new suppliers to find the best deals Understand who uses your website Discover potential growth opportunities for your business 	<ul style="list-style-type: none"> Maintain customer and client relationships Use social media to promote your business and connect with new customers Improve your customer service by providing accessible product information and answers to frequently asked questions 	<ul style="list-style-type: none"> Maximise your selling potential through a website Save time by applying for government business permits and licences Receive payments or donations Protect yourself from fraud or scams 	<ul style="list-style-type: none"> Save on business travel and be more efficient by using video conferencing Use business support websites and basic how to guides Quickly understand which products and services work based on online feedback Interpret simple analytics to improve website performance Get solutions to problems from safe, accurate sources 	<ul style="list-style-type: none"> Create an informational or e-commerce website Create content (pictures, logos, text) to promote your organisation and reach customers Use social media and create communities to engage with customers Create resources to improved employee skill levels