

Basic Digital Skills Framework: Basic Digital Skills for Life

LIFE	Managing information	Communicating	Transacting	Problem solving
Description	Find, manage and store digital information and content securely.	Communicate, interact, collaborate, share and connect with others demonstrating secure practices.	Purchase and sell goods and services, organise your finances, register for and use digital government services, whilst protecting personal data and respecting others' privacy.	Increase independence and confidence by solving problems and finding solutions using digital tools; identify malicious websites, links, pop-up windows and associated scams.
Skills	<p>Use a range of different search engines effectively to find information online</p> <p>Recognise that while online content may seem to be real, this does not make it either true or reliable</p> <p>Find and use apps and bookmark/use websites that allow you to find the information you need</p> <p>Store and retrieve information on your own device or remotely in the cloud.</p> <p>Recognise the use of cookies on websites, how they track your activity and direct advertising.</p>	<p>Communicate with others directly using email and other messaging systems, on your computer and mobile devices.</p> <p>Post messages, photos, videos or blogs using appropriate social media applications and forums.</p> <p>Complete online forms in order to communicate with organisations about their products and services.</p> <p>Be able to make use of accessibility tools on devices to make them easier to use</p>	<p>Use online retailers to purchase goods and services.</p> <p>Set up and manage an online account for buying goods and services.</p> <p>Transact online with Government and other public services including health providers.</p> <p>Use different payment systems for online payment, including credit/debit card, direct bank transfer, PayPal, phone account etc. ensuring they are trustworthy.</p>	<p>Find help and information through search engines</p> <p>Find help through dedicated sources of online support such as tutorials or frequently asked questions (FAQs) or through support offered via video sharing and other websites or apps, and chat facilities.</p> <p>Access support services on Government and other public-sector websites by using correct links on the site.</p>
Safety and security	<p>Keep systems, access and personal information secure.</p> <p>Apply copyright requirements when using digital photos, images and documents.</p>	<p>Identify emails that contain untrusted links and be able to identify where different communications methods may not be encrypted.</p>	<p>Operate online transactions safely and securely.</p>	<p>Seek only trusted sources of online help and support.</p> <p>Identify where websites may contain malicious links and pop-ups that should be avoided.</p>
Examples	<p><i>Search for products and prices.</i></p> <p><i>Use photo gallery websites to share images with friends or family.</i></p> <p><i>Search for the best deal on comparison websites and compare between websites to optimise the outcomes.</i></p>	<p><i>Post a new discussion on social media according to their rules of etiquette and ethics.</i></p> <p><i>Type and print a letter using a word processing package.</i></p> <p><i>Post a review of a product or service on a retailer's website or app.</i></p> <p><i>Change display or input settings on mobile phones to improve access</i></p>	<p><i>Set up online accounts for services with banks or the government.</i></p> <p><i>Set up retail accounts to purchase goods online (stores, eBay etc.).</i></p> <p><i>Use online travel websites and apps safely to book tickets and make reservations.</i></p> <p><i>Set up an account with your GP to book appointments or order repeat prescriptions</i></p>	<p><i>Identify the licensing requirements of your own software applications you are interested in using.</i></p>