

## Basic Digital Skills Framework: Basic Digital Skills for Work

WORK	Managing Information	Communicating	Transacting	Problem-solving
Description	Find, manage, store and present digital information and content relating to employment securely.	Communicate, interact, collaborate, share and connect with others securely in a business context.	Purchase and sell goods and services, and interact with financial systems whilst protecting personal and company data and respecting others' privacy.	Increase independence and confidence by solving business-related problems and finding solutions using digital tools; identify malicious websites, links, pop-up windows and associated scams.
Skills	<p>Apply search terms to generate better results whilst searching for information.</p> <p>Gather and organise information from different digital sources.</p> <p>Organise information using files and folders.</p> <p>Use storage, including the cloud, to store files, photos and other data.</p> <p>Qualify information sources, evaluating their reliability and suitability for a purpose.</p> <p>Synchronise information across different devices.</p> <p>Make use of standard analytical tools in applications to better interpret information.</p>	<p>Use a range of contemporary digital media to communicate with others in business.</p> <p>Set up and use email address books and contact lists.</p> <p>Use online video conferencing or direct messaging applications to communicate with others.</p> <p>Select communication modes for different business interactions.</p> <p>Contribute to online networks and communities.</p> <p>Use business etiquette when communicating.</p> <p>Share information securely with colleagues through the cloud</p>	<p>Create and maintain a secure online identity, recognising own digital footprint and the long term impact of all online activity.</p> <p>Make use of online learning resources (e.g. tutorials or videos).</p> <p>Apply the requirements of copyright and intellectual property rights when using online content.</p> <p>Use shared and cloud-based online digital applications.</p> <p>Follow licensing guidelines, using only approved and licensed software applications.</p>	<p>Can contact a helpdesk or seek online help to solve a problem.</p> <p>Plan learning in basic digital skills by making use of available resources including online tutorials, FAQs and advice forums.</p> <p>Keep up to date with digital developments in the work environment adopting new techniques to improve productivity in business.</p> <p>Make use of online gallery sites to store and share images and video.</p> <p>Use different multimedia formats according to purpose.</p>
Safety and security	Follow business privacy and security policies when accessing systems and handling business information.	Adopt professional approaches to using digital communications and social media.	Conduct business transactions safely and securely.	Seek support from approved sources and escalate security related issues.
Possible examples	<p><i>Use a spreadsheet to perform standard calculations.</i></p> <p><i>Create and print a poster or leaflet.</i></p> <p><i>Use open source applications and digital resources.</i></p> <p><i>Build a basic webpage using standard tools.</i></p>	<p><i>Use calendars and organisers to set up meetings, and manage time and task competition demands.</i></p> <p><i>Use different document formats such as PDF to make it easier to store and share documents.</i></p>	<p><i>Complete business transactions securely when purchasing goods for business.</i></p> <p><i>Process invoices and payments as required.</i></p> <p><i>Review own pay slip and salary payments when received digitally .</i></p>	<p><i>Explore the functions and features of common software applications to optimise their use and output.</i></p> <p><i>Customise settings in software packages to make them easier to use.</i></p> <p><i>Use multimedia for photos, video, audio and animation.</i></p>