Digital and IT Skills Roadmap

Digital and IT Skills (Level 2)

Designed to develop and extend your digital skills to prepare for employment. It is portfolio based and the units covered relate directly to the skills, knowledge, and behaviours expected by employers and covers a wide range and use of different digital technologies, systems, and software including Microsoft Word and Excel. You will gain a good understanding of cybersecurity, how this affects individuals and organisations, and learn what you can do to keep yourself and others safe.

Introduction to Customer Service (Level 1)

Designed for learners who are new or wanting to move into a role that involves working with members of the public. You will gain an understanding of the basic elements of how to deliver an excellent customer experience, and develop awareness of how body language and appearance affects performance. You will demonstrate the importance of effective listening and communication skills.

Essential Digital Skills (Level 1)

Designed to promote independent use of online and digital services, while in a safe environment, and increase knowledge of digital skills required for work, study, or everyday life in general. Understand how to manage your digital footprint and solve commonly encountered technical issues. Opportunity to include Cybersecurity at Level 1 within this course, promoting use of independent study and access to online resources

Digital and IT Skills (Level 1)

Designed develop your Microsoft Word and Excel skills and gain a good understanding of cybersecurity, how this affects individuals and organisations and what you can do to keep yourself and others safe. It is predominantly aimed at learners who either want to gain employment, possibly in administration, and move into a role that includes the use of Microsoft applications.

Digital Skills for the Workplace (E3)

To further develop digital and core employability skills as well as basic working knowledge of Microsoft 365 needed in the workplace. You will gain basic working knowledge of Word, PowerPoint, Excel, and look at a variety of Communication skills, as well as increase your awareness of being safe online, and how British Values impacts on modern Britain.

Essential Digital Skills (Entry 3)

Designed to increase awareness and understanding of what digital skills are and how these skills are necessary to engage and function safely online in today's digital world. You will engage in hands-on activities in real time and simulated tasks, especially when understanding online forms, key words/ terminology, the difference between upload and download etc to help build your confidence and promote independent use of online services in a safe environment.

Developing Your Digital Skills

Designed for those with limited digital skills and knowledge, or don't understand basic key terminology, needed to support you in work and everyday life. You will develop a wider awareness and knowledge in all 5 of the key digital skill areas of communicating, using devices, transacting, problem solving and being safe and legal online. You will engage with real time and simulated tasks, especially when understanding online actions, to help build your confidence as you develop your digital skills.

Getting Started with Digital Skills

The start of your digital journey, these 4 x 3hr sessions are designed to equip you with the tools to plan your learning journey, whether it be for further study, getting back or moving on in work, or developing your life skills in the digital world. The sessions will increase your awareness of how to stay safe online, create secure passwords, access and navigate Office 365 including how and where to save and retrieve documents.

Setting Up 365

This is a preparatory course to the Digital Skills in the Workplace, Digital and ICT or Customer Service pathways. These 2 x 3 hour sessions are designed to map out your learning journey, support you to set up, access and verify your Office 365, give you an awareness of being safe and responsible when online, and give you a brief overview of cloud storage, setting up a shared folder and saving your work.