Digital Skills Framework

Communication

1. Mobile Phone: learn to communicate using messaging applications (e.g. emails, MS Teams, What's App). Ac(iLearn)

2. The Hub: discover how to navigate the Hub, locate employees, view benefits, and more.

3. Teams: Master posting and chatting, sharing files, make calls and set up meetings. (iLearn)

4. MS Outlook: Manage your inbox, open, read, reply and send emails, attach a file. (iLearn)

5. Speech recognition: Use the dictation tool to convert speech to text, which can be helpful if typing is slow for you. Proofreading may be necessary. (iLearn)

Handling Information

6. Downloading Links: Learn how to save and store documents received via email links for easy access.

7. Email Signature and Out of Office: Add personalised signatures, including logos and notify people who email you that you're unavailable and not checking your inbox. (iLearn/Workspace)

8. Data Protection and GDPR: Ensure data security, keep documents and information well-organised, and comply with the Council's legal obligations. (iLearn/Members)

9. Printer Setup: Use the printer, make (double-sided) copies, enlarging and reducing copies. Plus, understanding restrictions.

10. Payslips: Learning about the notifications you receive and how to view or download your payslip.

Problem Solving

11. Members Portal: Report issues, submit queries, check your personalised ward dashboard, and more. (iLearn)

12. iLearn: Discover how to access, log on, find courses, complete them, receive certificates, save them, and forward them. (Members Portal: Quick Links)

13. Report an ICT issue: Learn how to access the ICT Service Desk and request a service, report issues or risks with equipment and systems.

14. One Drive: Sign into One Drive using your personal or corporate phone.

Safe, legal and confident

15. Accessibility Tools: Make technology more accessible and easier to use. (iLearn)

16. Internet Use Policy: Understand and adhere to the policy covering the use of devices and software. (the Hub)

17. Connecting to Gov Wi-Fi: Connect to the internet network service available in public sector buildings. (the Hub)

18. Workstation assessment: Set up your IT workstation, complete an assessment and find out where to seek advice. (iLearn)

19. Passwords: Keep passwords safe and strong, reset your password, and set up multi-factor authentication.

20. Software updates: Access the software centre to check for and install updates (the Hub)