



Digital Skills Levelled Framework 2024



Contents

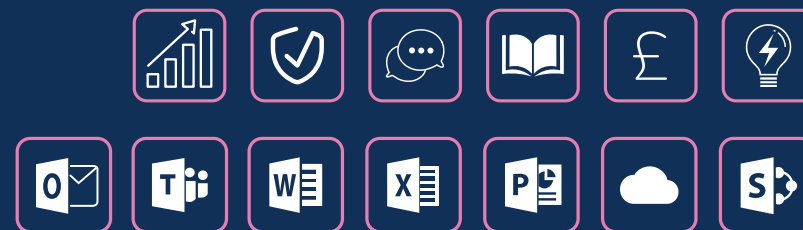


Essential Digital Skills:

Entry Level
Being Safe and Legal Online
Communication
Handling Information and Content
Transacting
Problem Solving

Microsoft Skills:

Outlook
Teams
Word
Excel
PowerPoint
OneDrive
SharePoint



This framework is intended to help identify your current digital skills and your next steps for development.

The Essential Digital Skills measure how well you can communicate, handle information and content, transact, problem solve and be safe and legal online. These strands have been split into 4 levels to help you identify your next steps: Entry, Foundation, Intermediate and Advanced.

The Microsoft skills measure how well you can use Microsoft Outlook, Teams, Word, Excel, PowerPoint, OneDrive and SharePoint. These have been split into 3 levels Foundation, Intermediate and Advanced.

The Essential Digital Skills element has used a lot of the strands from the Essential Digital Skills Framework by UK Government in 2019, and has been adapted and split into levels for the use of Carmarthenshire County Council staff.

How to use this framework:

Look through the strands below and identify where you feel you sit. You can then use the resources on our **Thinqi platform** and **digital pages** to develop your skills further.

For more help and support, contact the Learning and Development Team on:
learninganddevelopment@carmarthenshire.gov.uk

The Essential Digital Skills





Entry Level

Staff will need to have the Entry Level skills which strengthen all essential digital skills:

I can:

- turn on a device and enter any account information as needed
- use the available controls on my device (mouse and keyboard on a computer or touch screen on a smart device)
- interact with the home screen on my device
- make use of accessibility tools on my device to make it easier to use (e.g. making text bigger)
- connect my device to a safe and secure Wi-Fi network
- understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi
- connect to the internet and open a browser to find and use websites
- understand that my passwords and personal information need to be kept safely as they have value to others
- update and change my password when prompted
- understand how to charge my device/ connect it to a power socket
- locate and use volume controls
- take a screenshot
- allow system updates (following prompts)
- access battery saver mode
- understand the importance of communicating securely.

Mobiles and smart devices:

Make and receive a call / texts and access recent calls or voicemail.

- save contacts in phonebook and know how to block a number (e.g. scam calls)
- use device keyboard – using different screens and icons on phones

Checking signal is available and data (e.g. 4G - knowing the icon)

- turn mobile data on and off
- locate data usage – aware of not going over

Important settings –

- change passwords / fingerprint access / Office365 apps on phone – know that this can be done myself and not I.T
- understand screen time (e.g. phone locking after a set amount of time)
- carry out quick fixes such as switching the phone off and back on / removing the sim for network connections
- locate device key information (e.g. phones IMEI numbers or laptop names)
- understand icons and settings (e.g. do not disturb, torch - know how to turn these on or off)
- lock the device when unattended.



Be Safe and Legal Online

All staff will need to make sure that they are safe and secure when using the internet. Therefore, the skills set out for Being Safe and Legal Online applies to all staff at all levels.

I can:

- follow organisational guidelines and policies for choosing login information and changing passwords when prompted
- recognise suspicious links in emails, websites, social media messages and pop ups and know that clicking on these links or unfamiliar attachments could put me and my computer at risk
- understand and use specific procedures to report suspicious emails/ links to IT support staff in your organisation
- follow specific organisational guidelines to allow updates of software
- keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts
- set privacy settings on my social media and other accounts
- respond to requests for authentication for my online accounts and email
- identify secure websites by looking for the padlock and https in the address bar
- make sure that any information or content is backed up frequently by making a copy and storing it separately either on the cloud or on an external storage device.



Communication

Foundation

I can:

- understand and conform with my organisation's IT and social media policies
- comply with my organisation's security protocols when accessing my email or working remotely
- communicate in an appropriate way for my organisation by using email or other messaging apps (e.g. Teams)
- use word processing applications to create basic documents
- share documents with others by attaching them to an email
- communicate with friends and family using video tools
- use social media to communicate with friends and family.

Intermediate

I can:

- use digital collaboration tools to meet with, share and collaborate with colleagues (e.g. using Teams to work on a document at the same time)
- use professional online networks and communities (e.g. LinkedIn)
- post messages, photographs, videos or blogs on social media platforms
- communicate with others digitally using a variety of messaging apps/ platforms such as email, Teams, WhatsApp, Facebook
- confidently use word processing applications to create different types of documents (such as a CV, letter, leaflet).

Advanced

I can:

- confidently communicate with others digitally using a variety of messaging apps/platforms
- understanding the benefits and limitations to different communication platforms/apps and when it's appropriate to use/set up different ones. (e.g. using WhatsApp for a group chat but Zoom for a webinar)
- understand that communicating from different devices may have different options and functions (e.g. a Teams meeting on a laptop and an iPad would look different and could have slightly different options on screen).



Handling Information and Content

Foundation

I can:

- understand and conform with my organisation's policy for IT use
- understand that not all online information and content that I see is reliable
- use search engines to find information and make use of search terms to generate better results
- use the internet to legally access content for entertainment including films, music, games, and books
- know where to save and find files in my folders.

Intermediate

I can:

- evaluate what information or content may / may not, be reliable
- access, synchronise and share information across different devices including computers, tablets, and mobile phones
- use bookmarks to save and retrieve information on my web browser
- understand that the cloud is a way that I can store information and content in a remote location
- organise my information and content using files and folders on my device or on the cloud.

Advanced

I can:

- sync files across multiple devices, and able to sync files from the cloud and locally on my device
- confidently work across multiple devices and decide when it's suitable to use different ones
- understand how cloud storage space works, how to carefully make best use of this, and how to get more if needed
- produce high quality documents using a wide range of functionalities and layouts.



Transacting

Foundation

I can:

- complete digital records for absence, holidays, or expenses online
- access salary and expenses information digitally including password protected payslips
- set up an account online, using appropriate websites or apps, that lets me buy goods or services (e.g. Amazon)
- access and use public services online, including filling in forms (e.g. application form)
- fill in online forms when required to complete an online transaction.

Intermediate

I can:

- use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online
- upload documents and photographs when this is required to complete an online transaction
- manage my money and transactions online and securely, such as my bank, using websites or apps.

Advanced

I can:

- complete online transactions for multiple reasons/ websites/ companies. (e.g. tax rebate forms, online banking, online shopping)
- understand different forms of payment online other than just using a bank card, such as using PayPal, Apple Pay (other preferred method).



Problem Solving

Foundation

I can:

- use the internet to find information that helps me solve problems
- use the internet to find sources of help for a range of activities.

Intermediate

I can:

- use appropriate software to present information to others
- use appropriate software, including a spreadsheet, to manipulate and analyse data to help solve problems at work
- understand that different digital tools can improve my own and the organisation's productivity
- use chat facilities (where available) on websites to help me solve problems
- use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices and software.

Advanced

I can:

- fully understand the functionality of my device/s and use it/them to the full potential, for home and work purposes
- use a range of digital resources to find own answers and solutions, on and offline
- take responsibility for own digital development by looking for learning independently
- solve problems with multiple solutions (e.g. could send a file by email, Bluetooth, cloud sharing, airdrop etc)
- demonstrate how certain hardware and software works to other individuals (mentor)
- adapt my skills to use new devices or applications.

Microsoft Skills





Microsoft Outlook

Foundation

I can:

- set up an Outlook account
- send and receive emails
- organise emails into folders
- create and manage contacts
- use the calendar to schedule appointments and meetings
- set reminders and tasks
- configure out-of-office replies.

Intermediate

I can:

- create and manage email rules for organisation
- use categories to label and organise emails
- use flags and reminders for email follow-ups
- use multiple email accounts in Outlook
- set up and customise email signatures
- use search and filter options effectively.

Advanced

I can:

- create and manage distribution lists
- archive and back up emails
- use conversation view to easily track email threads
- set up and manage mail merge for mass emails
- configure advanced email settings and options.



Microsoft Teams

Foundation

I can:

- set up a Microsoft Teams account
- create teams and channels for collaboration
- add and manage team members
- send messages and participate in team chats
- share and collaborate on files within Teams
- schedule and join meetings within Teams.

Intermediate

I can:

- use chat features such as emojis, gifs, and reactions
- utilise the Teams app for desktop and mobiles
- set up and manage notifications
- record and transcribe meetings
- use tags and mentions to notify team members
- Integrate third-party apps and services with Teams.

Advanced

I can:

- host and manage live events in Teams
- use the whiteboard feature and facilitate breakout rooms for collaboration
- set up and manage private channels
- manage and customise tabs within channels
- create and manage polls and surveys in Teams
- configure security settings and permissions for Teams.



Microsoft Word

Foundation

I can:

- create a new document
- type and format text
- use basic text formatting tools (bold, italic, underline)
- insert images and tables
- spell check and grammar check
- save and print documents
- create and format headers and footers
- structure documents (headings and subheadings).

Intermediate

I can:

- use styles and themes
- create and format lists and outlines
- insert hyperlinks and bookmarks
- manage document sections
- use find and replace feature.

Advanced

I can:

- create and format tables of contents
- use mail merge
- create and formatting indexes
- track changes and comments
- use advanced format tools (text boxes, columns)
- create custom templates
- import graphics and information from other Microsoft 365 programmes (e.g. a graph from Excel).



Microsoft Excel

Foundation

I can:

- create a new workbook
- enter and format data
- insert, delete, and move rows and columns
- use basic functions (SUM, AVERAGE, COUNT)
- use auto-fill and auto-complete
- sort and filter data
- use printing options
- create and format simple charts (bar graph, pie chart, line chart).

Intermediate

I can:

- create and format more complex charts (e.g. scatter chart)
- use more functions (SUMIF, COUNTIF, COUNTA)
- insert cell comments
- create and format pivot tables
- use data validation and conditional formatting
- use formulas across sheets
- protect worksheets and workbooks.

Advanced

I can:

- perform data analysis (scenario analysis, goal seek)
- use advanced functions (VLOOKUP, IF, INDEX-MATCH)
- create and use macros
- use advanced charting features (trendlines, sparklines)
- work with large datasets (data tables, slicers)
- consolidate data from multiple sources (e.g Using a 3-D Sum)
- create custom functions using Visual Basic for Applications (VBA)
- link data within workbooks and to Word documents.



Microsoft PowerPoint

Foundation

I can:

- create a new presentation
- insert and format slides
- add text and apply basic formatting (font size, colour, alignment)
- insert and format images
- apply slide transitions
- save and deliver presentations.

Intermediate

I can:

- use master slides to create consistent design across slides
- add and format shapes and SmartArt graphics
- use slide layouts effectively
- apply animations to objects and text
- add speaker notes and slide comments
- rehearse and time presentations.

Advanced

I can:

- create and customise charts and tables
- use multimedia integration (inserting videos, audio files)
- use advanced animation and transition effects
- collaborate with others on presentations
- create interactive presentations with hyperlinks
- export presentations in various formats (PDF, video)



Microsoft OneDrive

Foundation

I can:

- understand the purpose of OneDrive for file storage and sharing
- create folders and organise files within OneDrive
- upload and download files to and from OneDrive
- share files and folders with others and adjust sharing permissions
- access OneDrive on different devices and platforms.

Intermediate

I can:

- collaborate on documents in real-time using OneDrive
- sync files and folders with the OneDrive desktop app
- use version history to track changes and restore previous versions
- set up automatic file backups and recovery options
- manage storage space and optimise storage settings.

Advanced

I can:

- implement advanced security and compliance features in OneDrive
- integrate OneDrive with other Microsoft 365 apps for seamless workflow
- automate tasks and workflows using Microsoft Power Automate
- configure advanced settings for file retention and deletion policies
- utilise advanced search and filter functionalities for efficient file management.



Microsoft SharePoint

Foundation

I can:

- understand the purpose of SharePoint for collaboration and document management
- navigate through SharePoint sites, libraries, and lists
- create and edit documents within SharePoint
- share and collaborate on documents with team members
- set permissions and access levels for different users.

Intermediate

I can:

- create and customise SharePoint sites and pages
- use metadata and columns to categorise and organise content
- create and manage workflows with SharePoint Designer or Microsoft Power Automate
- configure alerts and notifications for changes in SharePoint
- set up and customise SharePoint lists and libraries
- use version history to track changes and restore previous versions.

Advanced*

I can:

- implement Information Architecture and governance policies in SharePoint
- integrate SharePoint with other Microsoft 365 apps and third-party tools
- design and implement custom solutions with SharePoint Framework (SPFx)
- configure advanced search settings and result sources
- manage and optimise SharePoint performance and scalability for large-scale deployments.

*These relate to technical features that would only be configured by specific IT roles