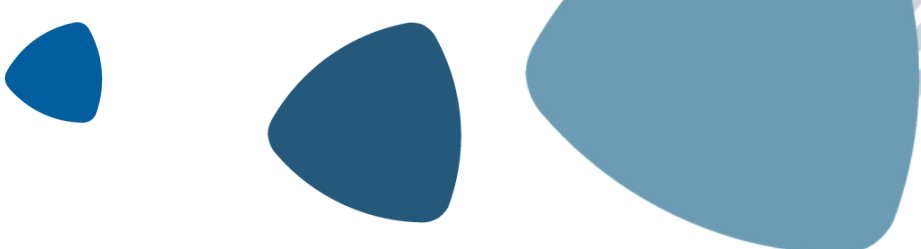# Essential digital skills for work

Your organisation name
November 2024

About SCVO

We're on a mission to make digital inclusion everyone's responsibility.

We live in a digital world, but some people remain excluded. Digital inclusion is the process of providing the tools and access for those that are excluded. This can include motivation, devices, connectivity or building skills and confidence. It also requires our services to be designed in a way that make digital access possible for everyone.

We know it can be daunting for organisations to begin their digital inclusion journey. Over the years we've worked with organisations from all sectors, big and small, and we know that with the right approach and enthusiasm we can all make a difference. SCVO Digital provides support from the beginning of an organisation's digital journey and continues to support them as they move forward.

Workforce digital skills audit

Skilled, confident staff are a massive asset, but many organisations are not investing in skills properly. Organisations need to be able to articulate what digital skills are needed and support their teams to develop these skills.

Around 7.5 million people in the UK still lack essential digital skills for work (Lloyds UK Consumer Digital Index, 2023), and while Scotland is above the UK average in all digital skills area, there's still plenty of room to support and encourage those working in all sectors to improve their skills.

SCVO's Essential Digital Skills for Work Audit allows individuals and organisations to measure their skills for the workplace. Based on the Essential Digital Skills Framework produced by the UK government, this audit is divided into five main skill areas with associated tasks.

About this audit

SCVO undertook this audit with 'your organisation' between 1st October and and 5th November 2024. A total of XX people completed the survey, representing a completion rate of XX%.

The audit is based on the Essential Digital Skills framework. This framework has 5 skill areas:

| **Communicating** | **Transacting** | **Handling information & content** | **Problem solving** | **Being safe, legal & confident online** |

Each of the 5 skill areas have a set of tasks. These tasks are the basis of the audit. For each question, respondents can answer:

- I can do this
- I can partially do this
- I can't do this

In this report we use the same measurement as the Lloyds Consumer Digital Index. If a person can do at least one task in each of the 5 skill areas then they are deemed to have essential digital skills for work. If someone has answered that they can partially do something they do not qualify as being able to fully do the task. We include this option to provide a deeper insight to the depth of understanding of each task.

In addition to being able to do the specific tasks, respondents were also asked if they wanted to learn more. This will be explored further in each skill area to give an indication of what people are most interested in learning about.
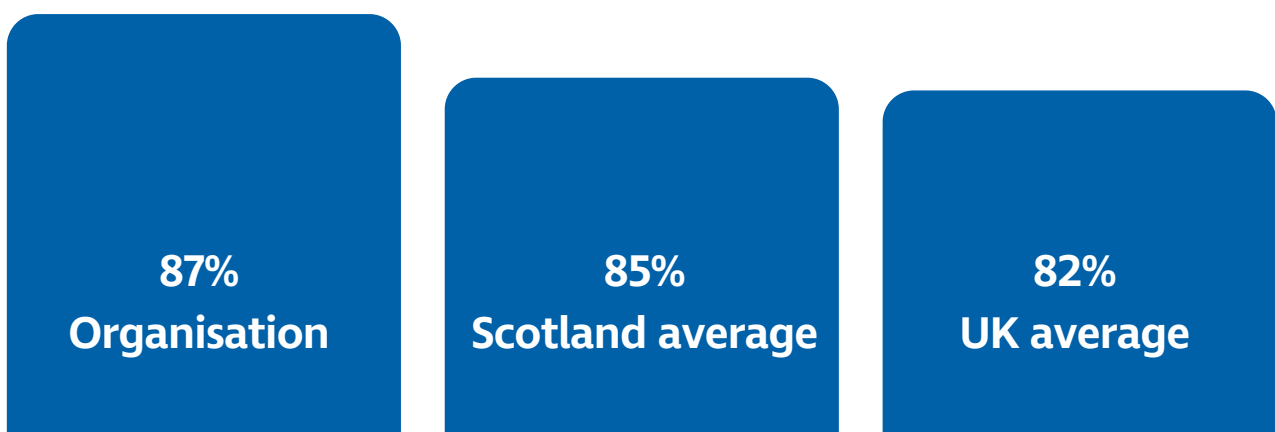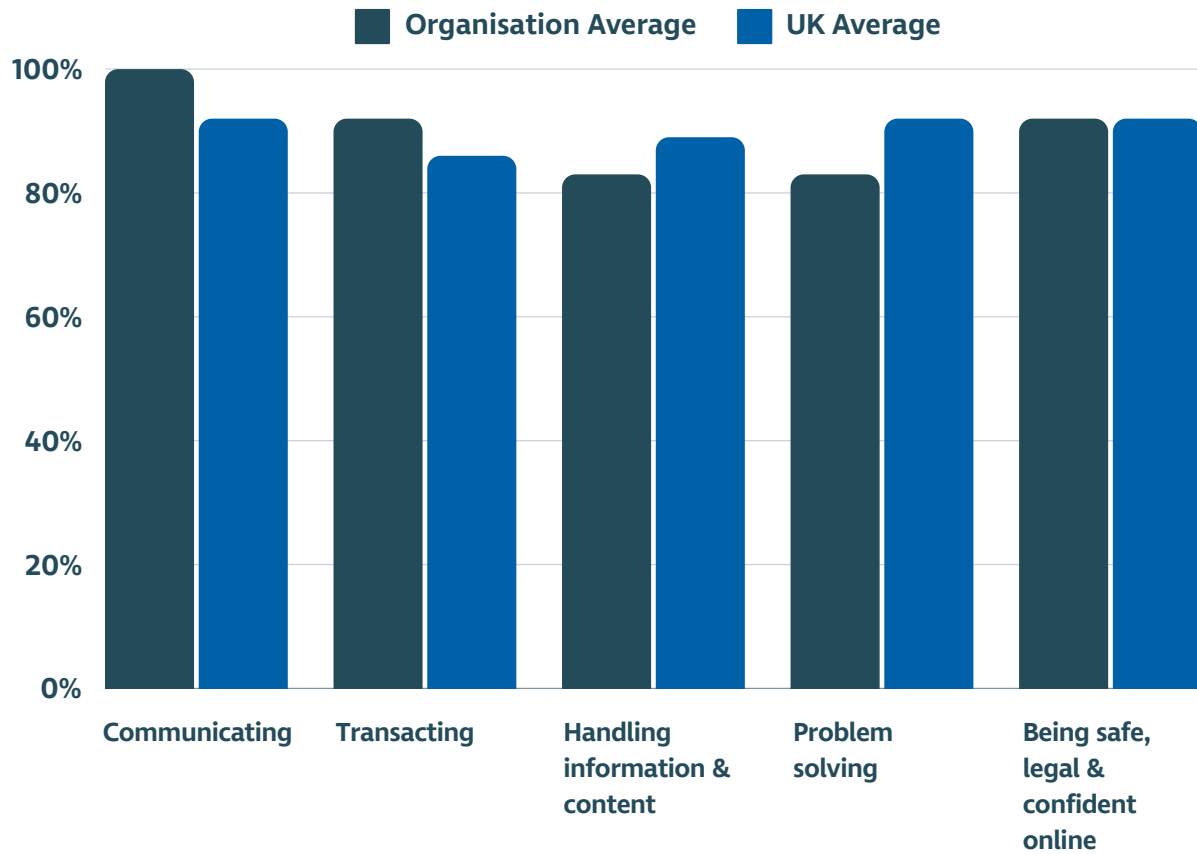
Results overview

87% of the workforce have Essential Digital Skills for Work.

This means that XX% of your workforce can do at least one task within each of the 5 skill areas.

In comparison to the Scotland and UK averages, 'your organisation's' workforce is below average for people having at least one task in each of the 5 skill areas.

87%
Organisation

85%
Scotland average

82%
UK average

We are able to compare how many people have each of the 5 skill areas, compared to the UK average.
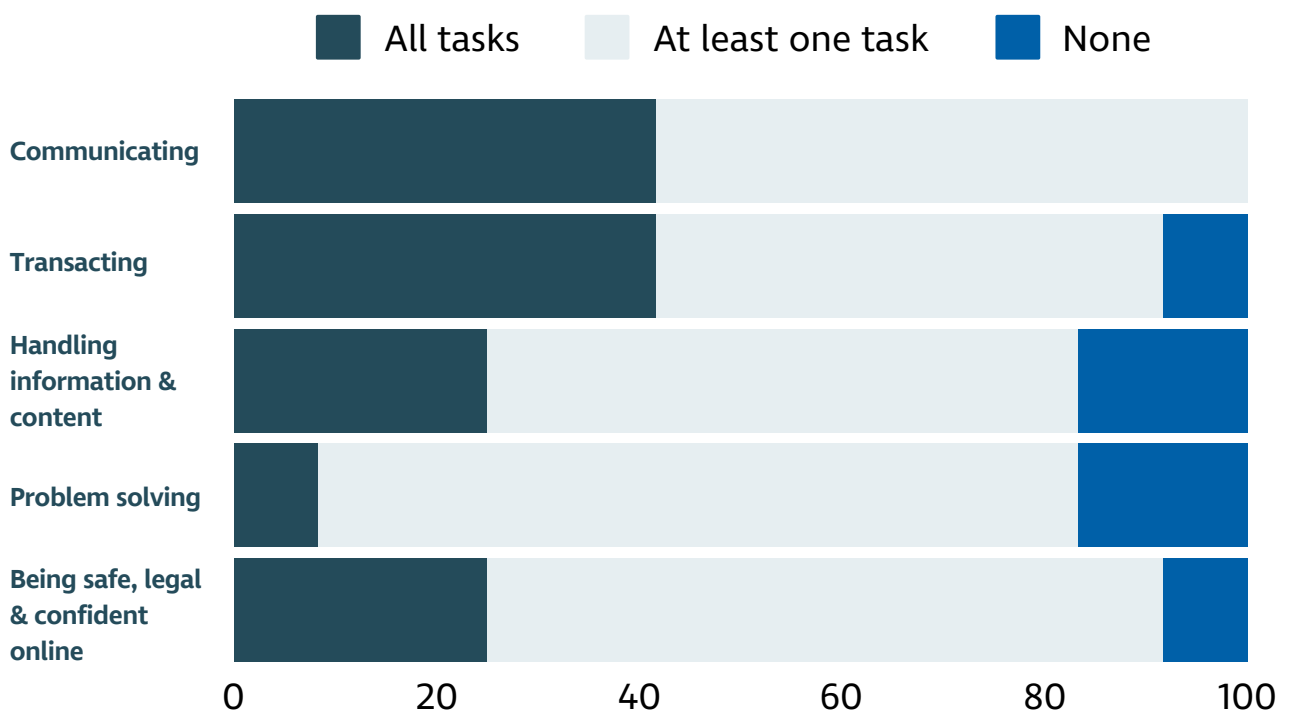

Your organisation has above average scores for 'communicating' and 'transacting' but is falling slightly behind on 'handling information and content' and 'problem solving'.

Despite someone qualifying as having essential digital skills for work, it's important to be mindful that this means that they can do at least one task in each skill area. A further breakdown of each skill area helps highlight the depth of capability in each skill area.

In the chart below we have highlighted the 5 skill areas in more detail. There is a much smaller percentage of people that can do all the tasks for each skill. The cohort that can do at least one task presents a significant opportunity for further digital upskilling support.

'Problem solving' and 'being safe. legal and confident online' represent the skill areas with the biggest opportunity to build on partial existing knowledge.

Communicating

These are the skills that you need to communicate, collaborate, and share information. At work, they may consist of the tasks below:

100% of people can do at least one 'communicating' task

I can log in remotely to my email and other work-related communication tools

I can use my organisation's email address book to send emails to colleagues and use the 'cc' and 'bcc' options when required

I can use digital communication tools such as Microsoft Teams to communicate with colleagues
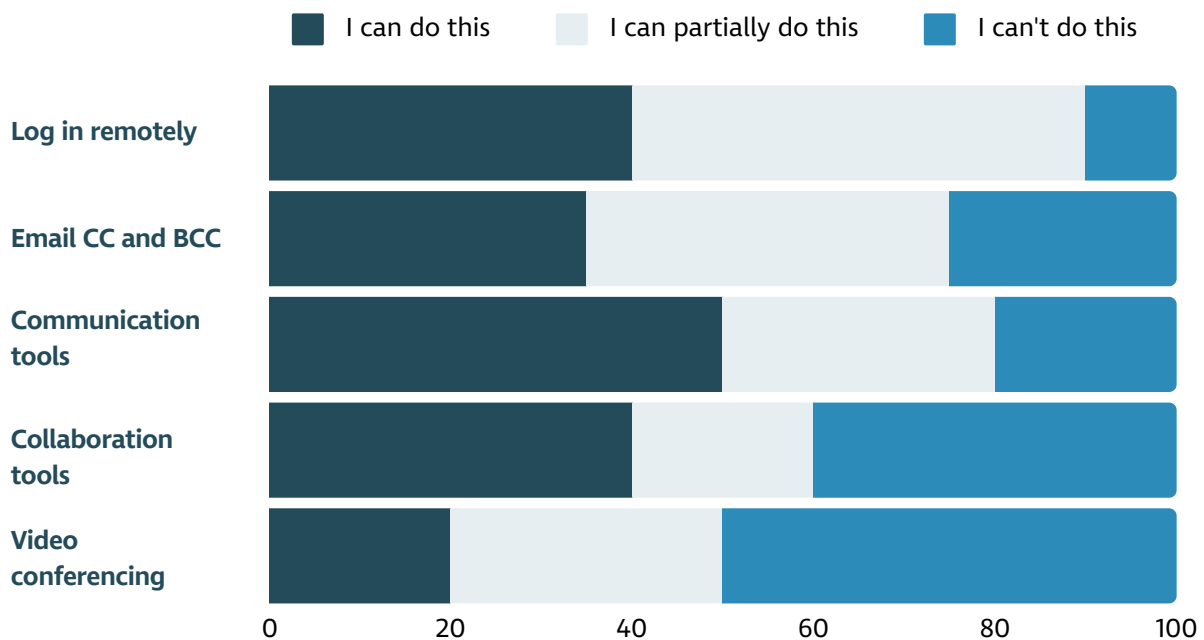
I can use digital collaboration tools such as SharePoint and Google Docs to collaborate on work with colleagues

I can use video-conferencing tools such as Zoom and Microsoft Teams to meet online and attend training sessions and other work-related online events

The chart below gives a more granular breakdown of the specific tasks within this skill area. If someone can partially do a task they do not qualify as being able to do it. We have included this option in the audit to give a better insight to digital capabilities and the specific tasks that may require further upskilling support.

Analysis Analysis

Based on the results of this audit, we would recommend the following resources:

e-learning [link]   Website [link]   Video [link]   Website [link]

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I want to learn...

In addition to asking whether respondents could or could not do specific tasks we also asked them if they wanted to learn more about them. Understanding motivation to learn new digital tasks makes a good starting point for the next steps. The main tasks that people want to learn more about are:

Task	Number of people
I can use applications such as PowerPoint and Google Slides to present information	4
I can access salary, contract and job role information online, including password protected payslips	3
I can use digital collaboration tools such as SharePoint and Google Docs to collaborate on work with colleagues	3
I can update privacy settings on my documents to change access permissions	2

Recommendations

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