



Digital capabilities for cloud-first, mobile-first local governments

An interactive guide to find free courses and resources tailored for you, to enhance your digital skills and confidence.





Welcome to the digital future!

Are you ready to achieve more in work and life?

Today's world is digital and mobile, app-based and personal. To thrive in it, greater confidence around how best to harness technology and new digital skills are vital. But not everyone has them. Or they may need to boost the skills they have to help them develop in their specific role.

To help you accelerate your digital skills and personal development, Microsoft has created this guide and easy-to-use tool that can help you assess your digital literacy and capabilities.

This document is designed to guide you in developing your expertise with plenty of free online resources to raise your digital readiness to new heights and help you become a future leader in your local government department or organisation. The benefit? Turbocharged creative, collaborative, and competitive abilities, so you can achieve more in work and life.

Good luck with the next steps on the following pages and be sure to visit the [Glossary](#) at the end of this document for an overview of the full Microsoft Cloud and Microsoft 365 experience.

Sarah Hedley
UK National Skills Lead
Microsoft





Why role-based learning matters

Choose the learning path tailored for you

Research shows that role-based learning approaches are much more effective than a one-size-fits-all strategy.

At Microsoft we are committed to helping individuals like you fulfil your potential and harness the digital skills you need to succeed in your chosen career path.

This guide recognises that everyone has different needs and potential, and so we have created four unique personas reflecting different job roles within the local regional government sector.

Whatever career path you follow, we hope you will identify with one of these learning roles and use this interactive guide to accelerate your digital skills development.



**Front line
community workers**



**Office-based
council workers**



**Middle
management**



**Senior
management**



Digital skill levels: bronze, silver, and gold

Build on what you know, using free online resources

To help you develop your digital capabilities progressively, you need to learn about the skills required to accelerate your development.

We've worked in conjunction with Jisc and Microsoft to categorise these skills into three levels – bronze, silver and gold – depending on whether they will help drive productivity, creativity, or innovation, respectively.

For each level, we've also developed three core learning paths so you can take charge of your own development and navigate the necessary online courses and learning resources you need to succeed.

Penny Langford, Head of eLearning, **MK College**



Bronze

Discover the skills you need to fulfil your role day-to-day.

Skills at this level are all about **productivity**, working confidently and effectively in a digital world.



Silver

Discover the technology and skills you need to thrive and succeed in the digital world and encourage collaboration.

All about **creativity**, using technology to create and collaborate.



Gold

Discover the technology which will help transform your world and provide a platform to address the challenges of today and tomorrow.

All about **innovation**, inspiring and innovating using digital technology.

Where do your skills stand today?

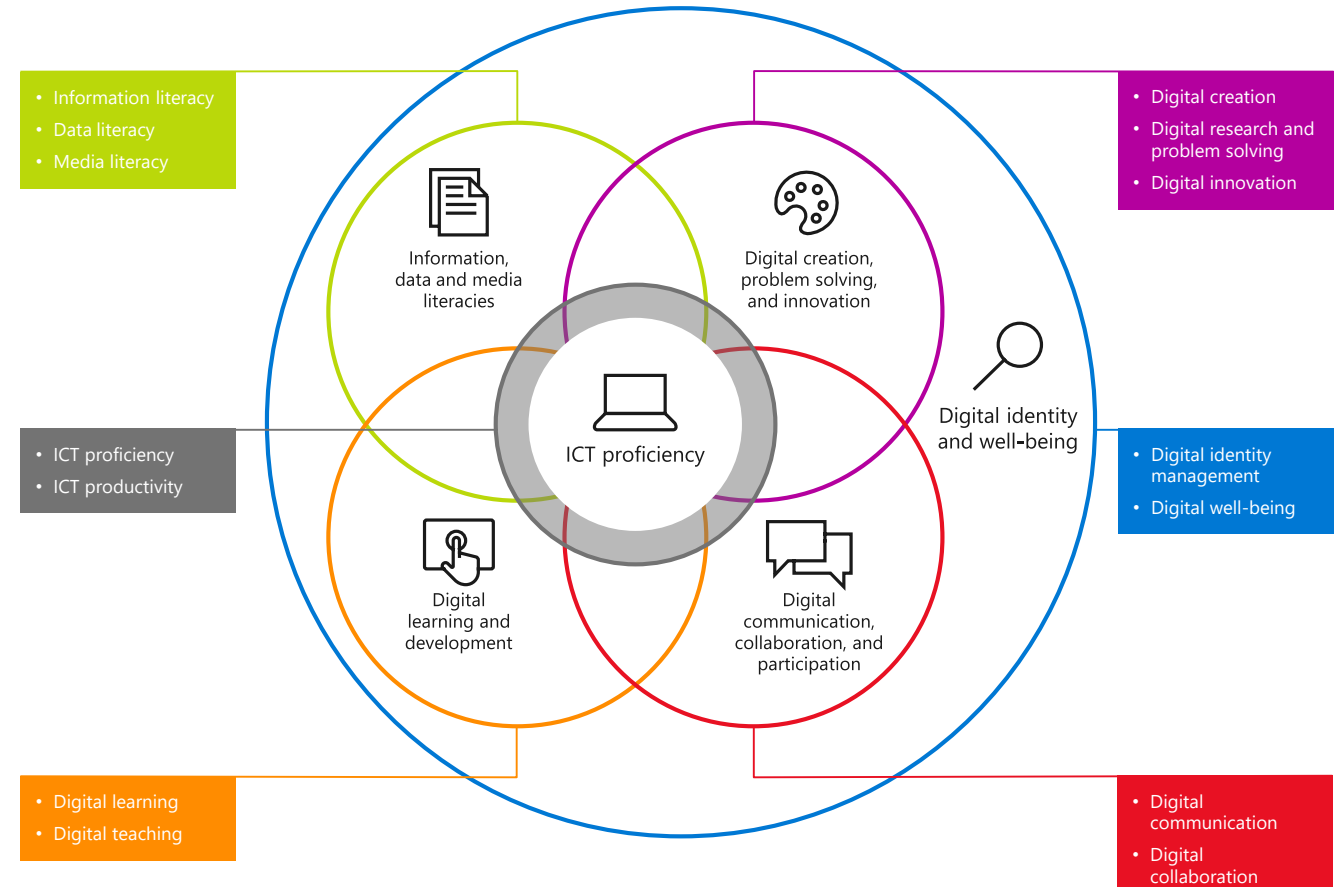
Building digital capability: from surviving to thriving in a digital world

For over 30 years, Jisc has been a trusted partner and expert adviser on digital technology for universities and colleges throughout the UK. During this time, technological change has continued to transform our workplaces – with the expectation that in the next 20 years 90 percent of all jobs will require digital skills.

The [Jisc Digital Capabilities framework](#) (right) is widely recognised in universities and colleges and provides a benchmark for the digital capabilities that are required for a range of roles.

With this as a backdrop, we hope you enjoy stepping through this guide and easily finding the courses and resources which can help you move from bronze to silver to gold as appropriate for your role.

Shri Footring, Senior Co-design Manager, **Jisc**





Tips on how to proceed

Assess your skill levels first, and find the courses and resources to build your capability and confidence

This document provides step-by-step guidelines for front-line workers, office-based council workers, middle management and senior managers / elected officials looking to advance their digital skills and capabilities.

We start with a definitive set of learning roles and personas for you to identify with. Each has its own tailored digital skills-building path to follow, with plenty of links to free online resources. These are broken down into three skill levels — bronze, silver, and gold — and provide guidance on how you can develop your digital proficiency.

The icons on this page highlight the various navigation elements you will see throughout the document and are there to ensure you find the relevant content that is right for you and your journey.



Return to your personal learning roles summary.



View a summary of all available learning roles in this document against which we have mapped skills.



Return to the home page.



View a summary of your digital capabilities and skills requirements.



View a summary of the digital capabilities you need to focus on.



View a summary of the skills relevant for a bronze focus: productivity.



View a summary of the skills relevant for a silver focus: creativity.



View a summary of the skills relevant for a gold focus: innovation.



View a glossary of the Microsoft sources and information that have been used in the learning paths in this model.



Navigate this guide

[Tailored learning pathways](#)



Front line community workers

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



Office-based council workers

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



Middle management

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



Senior management

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



[Glossary](#)

This includes links to the reference websites which host the course and resources used in this guide, along with a [summary page](#) outlining Office 365, Microsoft 365 and Microsoft Azure.



Front line community workers

Learn about tools which enhance peer collaboration

Meeting the demands of the public in a timely and efficient manner is fundamental to your success, regardless of whether you are a fireman, refuge collector, nurse or community support worker.

As such you will typically rely on and use a variety of technologies daily to fulfil your duties.

Whilst having a strong digital knowledge is not essential at the moment, it is likely that more digital demands will emerge with time as new technologies are on-boarded. Maintaining a strong understanding of the tools and resources available, will therefore help you prepare for the future,

In this guide you will gain the confidence you need to solve a range of problems and maintain a consistent standard of service across the board.

Navigate your digital journey



Overview of digital capabilities



Bronze-level skills



Silver-level skills



Gold-level skills



Glossary

































Our technology is updated frequently, but staying on top of it isn't difficult when I'm provided with the right training. It gives me confidence to know I'm delivering a high quality service.





Front line community workers

Jisc digital capabilities

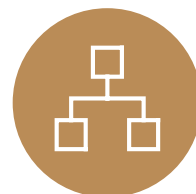
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use digital evidence to solve problems and answer questions.	 SILVER	
	Innovate for the future and inspire others.	 GOLD	
Digital communication, collaboration, and participation	Work effectively in a digitally ubiquitous world.	 BRONZE	
	Support professionals to work in digital teams, groups, and projects.	 SILVER	
	Actively participate in and build digital networks.	 GOLD	
Digital learning and development	Plan and deliver digital learning or services.	 SILVER	
	Use technology for self-development.	 GOLD	
Information, data, and media literacies	Find, evaluate, manage and share digital information.	 SILVER	
	Capture, analyse, and present data.	 SILVER	
	Interpret information for professional purposes .	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Front line community workers



Working confidently & effectively in a digital world



The systems and tech you need for work

These could be business and learning systems accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.



Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.



Work effectively in a digital world

Be comfortable operating in the cloud and with mobile, and be able to communicate effectively across multiple platforms.



Front line community workers



The systems and tech you need for work

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Course	Description	1/3
Stay organised with OneNote	Watch these easy-to-follow demonstrations, and learn to prepare and record meeting notes, gather materials for lesson plans, track and update to-do list, and keep notes in place.	
OneDrive video training	Watch a collection of videos to train yourself on using OneDrive, including managing, sharing and syncing files.	
Word for Windows	Word training made easy with a range of videos to learn the basics and much more.	
Excel for Windows	From rows and columns to formulas and charts, learn how to use Excel to your advantage through video training.	
PowerPoint for Windows	Learn how to produce eye-catching presentations and incorporate animations and graphics to best showcase your content.	
OneNote training	Boost your OneNote skills by learning how to take and draw notes with quick videos.	





Front line community workers



The systems and tech you need for work

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Course	Description	2/3
Microsoft Teams training	Get your team on track by learning how to use Microsoft Teams to be more productive and easily collaborate.	
Planner training	Organise your team by learning how to use Microsoft Planner to create plans, manage tasks, and monitor progress.	
Office 365 basics	If you're just starting out with Office 365, use these quick lessons to understand the basics.	
Office tips and tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
10 ways to amaze with Windows 10 and Office 365	Discover a range of tips and watch videos to help you get the most out of Windows 10 and Office 365.	





Front line community workers



The systems and tech you need for work

These could be business and learning systems accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	3/3
Office training, templates, quick tips and videos	Find out how to make the most of Office 365 with these helpful tips and tricks.	
A "get started" page for each of the apps	A help centre with the basics for the online apps.	
Five-minute videos to lay out the basics of Office 365	Discover a wide range of lessons to help you navigate the basics of using Office 365.	





Front line community workers


 BRONZE

Work safely and securely

Ensure your and others’ well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.

Course	Description
GDPR A-Z	Read our guide on GDPR including how Microsoft 365 and the Microsoft Cloud can help you stay compliant.
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.





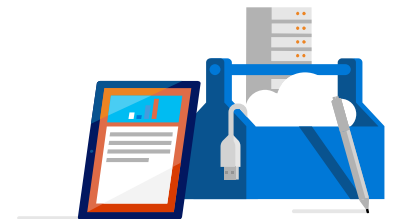
Front line community workers



Work effectively in the digital world

Be comfortable operating in the cloud and with mobile, and be able to communicate effectively across multiple platforms.

Course	Description
Collaborate using PowerPoint online	Learn how you can share and work on presentations with colleagues at the same time in Office 365.
Collaborate with Office 365	Unlock modern ways of working with Office 365. Learn how to share files and co-author in real-time anywhere and anytime regardless of the device you are on.
Getting started with OneNote	Using digital notebooks to support local government outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.

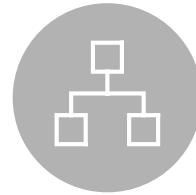
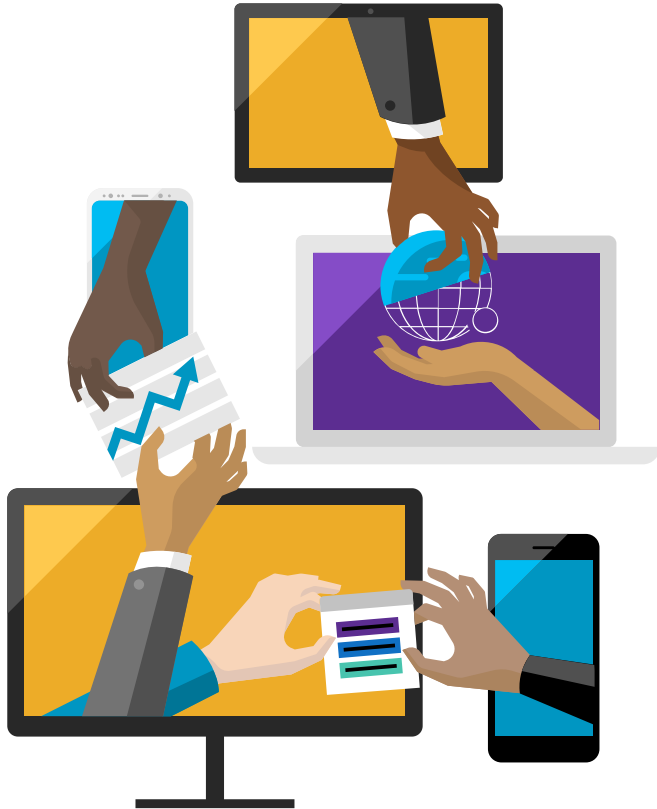




Front line community workers



Using digital technology to create and collaborate



Find, curate, and create digital resources

This can be achieved by developing a personal information environment which ensures practice is influenced by the latest research or thinking in your field.



Capture, analyse, and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.



Planning and developing your work

Utilise technology to aid collaboration, planning, and project management to support your work.



Front line community workers



Find, curate, and create digital resources

This can be achieved by developing a personal information environment which ensures practice is influenced by the latest research or thinking in your field.

Course	Description
Accessibility tools: meeting the needs of diverse learners	Make computers easier to use for everyone.
Features by disability type across Windows 10 and Office 365	Read about Microsoft's range of accessibility features available on Windows 10 and Office 365.





Front line community workers



Capture, analyse and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.

Course	Description
Visualising data with Power BI	Learn Power BI, a powerful cloud-based service that helps data scientists visualise and share insights from their data.
Essential statistics for data analysis using Excel	Gain a solid understanding of statistics and basic probability, using Excel, and build on your data analysis and data-science foundation.





Front line community workers



Planning and developing your work

Utilise technology to aid collaboration, planning, and project management to support your work.

Course	Description
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
Office 365 help	Get the help and support you need to your queries when using Office 365.

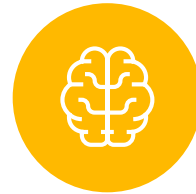
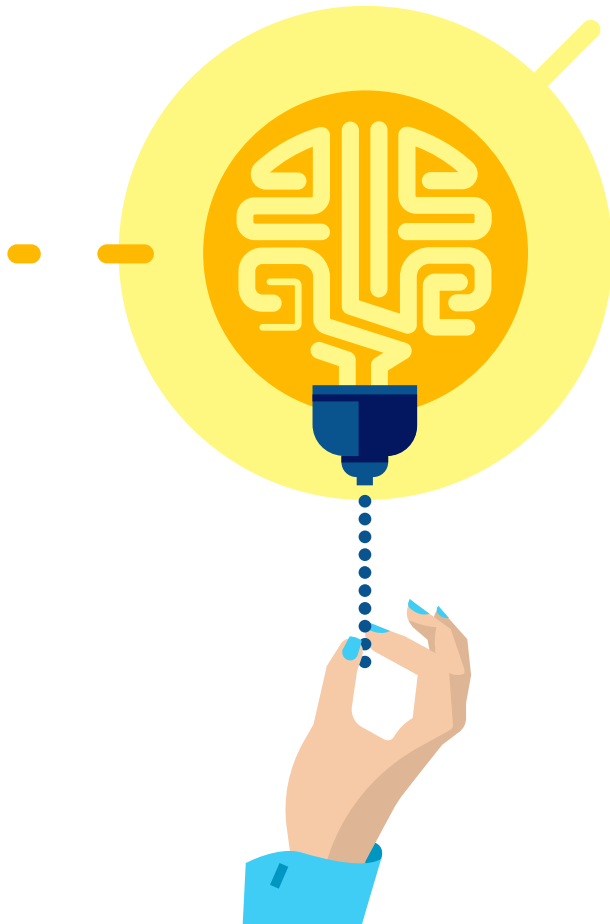




Front line community workers  GOLD

Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.



Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.



Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.





Front line community workers  GOLD

Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.

Course	Description
<u>Microsoft Professional Program</u>	The Microsoft Professional Program was created to help you develop existing and gain new technical skills, getting real-world experience through online courses, hands-on labs, and expert instruction.



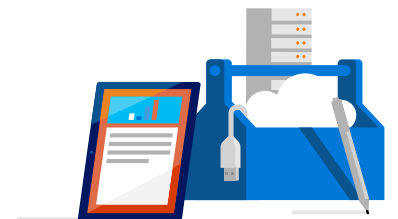


Front line community workers  GOLD

Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.

Course	Description
Setting up a new LinkedIn account	Leverage the power of LinkedIn, teaching you how to create a great profile and grow your network.
Creating a great profile	Make the most of your LinkedIn profile.
Grow your network	Grow your professional network effectively.
Search for jobs	Harness the LinkedIn platform, tap into an expansive network of professionals, new companies and groups in your industry and beyond.
Microsoft digital skills programme	Develop your digital skillset and gain free resources for digital literacy, the cloud, and AI.





Front line community workers  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	1/2
Office 365 training	Watch these videos to help develop your basic Office 365 skills.	
Advanced edX courses catalogue	Advanced courses on range of subjects including predictive analytics and application monitoring.	
Intermediate edX courses catalogue	Intermediate courses for many subjects including how to get the most out of a range of Microsoft Professional services.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	





Front line community workers  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	2/2
Azure - Acquire the cloud skills you need, at your own pace	Enjoy hands-on learning on your schedule with our free, self-paced labs, and keep your cloud knowledge fresh.	
Azure learning paths	Follow a guided learning path. Develop practical job skills that you can start using straight away.	
Azure on edX	Discover how to get the most out Microsoft Azure with a range of self-paced courses.	





Office-based council workers

Discover new practices that will help you be more innovative at work

Whether your role is behind the scenes or public facing, a digital understanding is important for processing the demands of the public. Office-based roles are heavily computer-orientated and so it is essential to be up to speed with technology if you are to provide the supportive role you are employed to deliver.

You could be using software that requires training unique to your role, and day-to-day you could be dealing with any number of varied requests, so being digitally trained and actively maintaining this will ensure you are up-to-date with the latest developments and ready for whatever your role may bring to you.

Managing and sharing digital information should be quick and simple, and maintaining these skills is easy when you invest time in building your digital network.

The tools in this learning path will help you pinpoint the tools and services you need to work smarter and increase your opportunity and ability to collaborate with colleagues.

Navigate your digital journey



Overview of digital capabilities



Bronze-level skills



Silver-level skills



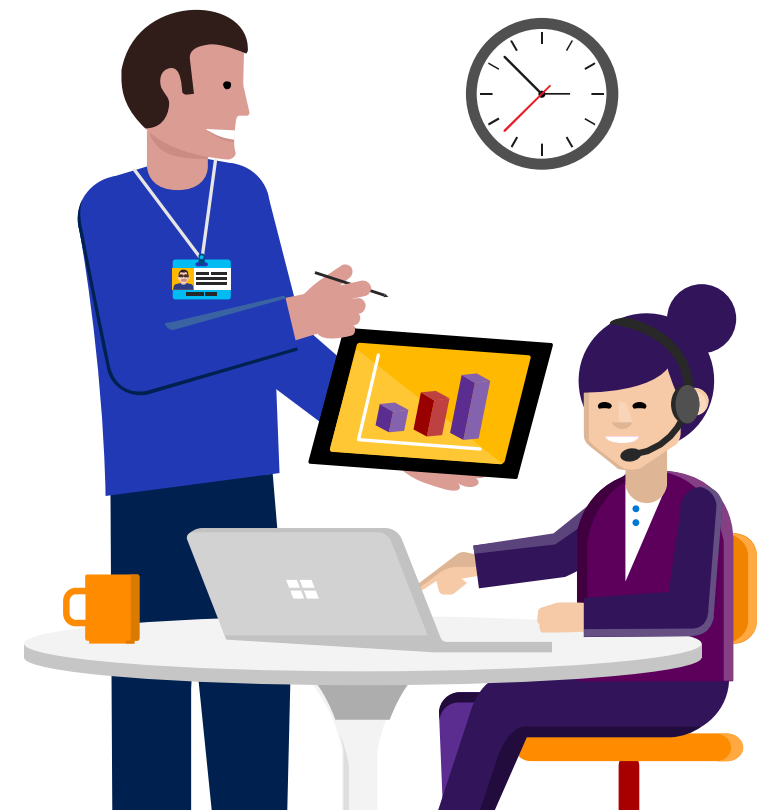
Gold-level skills



Glossary

































I couldn't do my job without the support of my digital training. I rely on storing and retrieving data from our system to provide the public with a high quality service and meeting demands.





Office-based council workers

Jisc digital capabilities

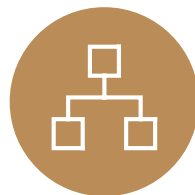
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use digital evidence to solve problems and answer questions.	 SILVER	
	Innovate for the future and inspire others.	 GOLD	
Digital communication, collaboration, and participation	Work effectively in a digitally ubiquitous world.	 BRONZE	
	Support professionals to work in digital teams, groups, and projects.	 SILVER	
	Actively participate in and build digital networks.	 GOLD	
Digital learning and development	Plan and deliver digital learning or services.	 SILVER	
	Use technology for self-development.	 GOLD	
Information, data, and media literacies	Find, evaluate, manage, and share digital information.	 SILVER	
	Capture, analyse, and present data.	 SILVER	
	Interpret information for professional purposes	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Office-based council workers



Working confidently & effectively in a digital world



The systems and tech you need at work

These could be accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.



Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.



Work effectively in the digital world

Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.

Office-based council workers  BRONZE

The systems and tech you need at work

These could be accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	1/3
Stay organised with OneNote	Watch these easy-to-follow demonstrations, and learn to prepare and record meeting notes, gather materials for lesson plans, track and update to-do lists, and keep notes in one place.	
Office 365 YouTube channel	A collection of videos showcase how other organisations are using Office 365 to be more productive.	
OneDrive video training	Watch a collection of videos to train yourself on using OneDrive, including managing, sharing and syncing files.	
Word for Windows	Word training made easy with a range of videos to learn the basics and much more.	
Excel for Windows	From rows and columns to formulas and charts, learn how to use Excel to your advantage through video training.	
PowerPoint for Windows	Learn how to produce eye-catching presentations and incorporate animations and graphics to best showcase your content.	
OneNote training	Boost your OneNote skills by learning how to take and draw notes with quick videos.	





Office-based council workers  BRONZE

The systems and tech you need at work

These could be accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	2/3
Microsoft Teams training	Get your team on track by learning how to use Microsoft Teams to be more productive and easily collaborate.	
Planner training	Organise your team by learning how to use Microsoft Planner to create plans, manage tasks, and monitor progress.	
Office 365 basics	If you're just starting out with Office 365, use these quick lessons to understand the basics.	
Office tips and tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
10 ways to amaze with Windows 10 and Office 365	Discover a range of tips and watch videos to help you get the most out of Windows 10 and Office 365.	





Office-based council workers  BRONZE

The systems and tech you need to succeed

These could be accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	3/3
Store online and collaborate	Learn how to save files online with OneDrive and SharePoint.	
Office training, templates, quick tips and videos	Find out to make the most of Office 365 with these helpful tips and tricks.	
A "get started" page for each of the apps	A help centre with the basics for the online apps.	
Five-minute videos to lay out the basics of Office 365	Discover a wide range of lessons to help you navigate the basics of using Office 365.	





Office-based council workers  BRONZE

Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.

Course	Description
GDPR A-Z	Read our guide on GDPR including how Microsoft 365 and the Microsoft Cloud can help you stay compliant.
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.



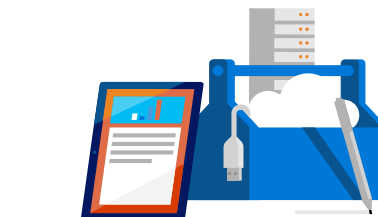


Office-based council workers  BRONZE

Work effectively in the digital world

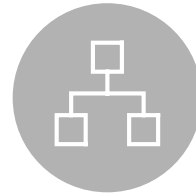
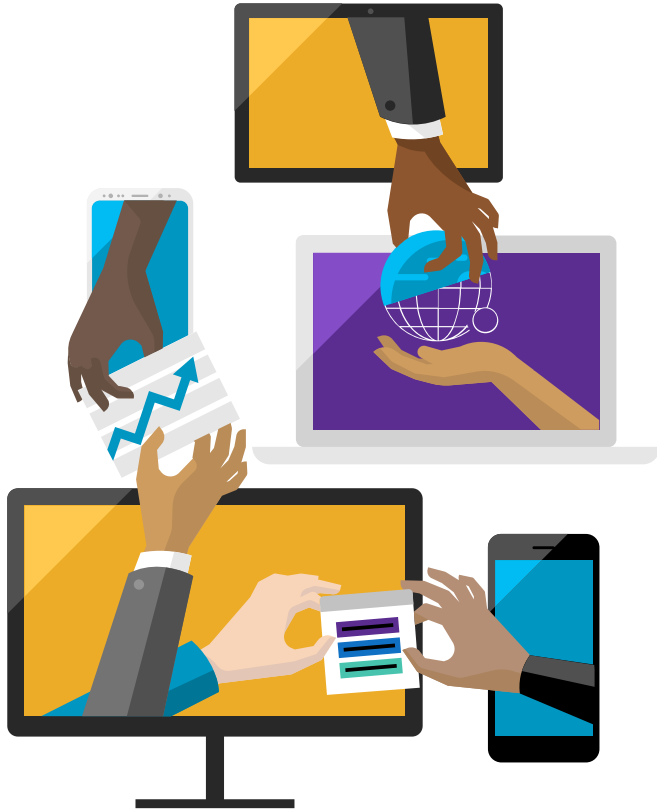
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.

Course	Description
Collaborate using PowerPoint online	Learn how you can share and work on presentations with colleagues at the same time in Office 365.
Collaborate with Office 365	Unlock modern ways of working with Office 365. Learn how to share files and co-author in real-time anywhere and anytime regardless of the device you are on.
Getting started with OneNote	Using digital notebooks to support local government outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.



Office-based council workers  SILVER

Using digital technology to create and collaborate



Find, curate, and create digital resources

This can support learning or your personal development. This can be achieved by developing a personal information environment to ensure that practice is influenced by the latest research and debate.



Capture, analyse, and present data

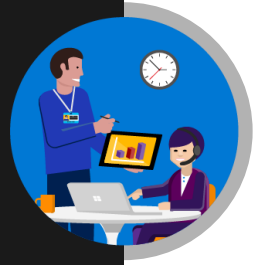
This includes qualitative and quantitative data capture via bespoke tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.



Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and project management as well as develop courses or services which effectively use technology to meet the needs of the research and stakeholders.





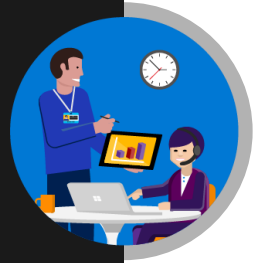
Office-based council workers  SILVER

Capture, analyse, and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.

Course	Description
Essential statistics for data analysis using Excel	Gain a solid understanding of statistics and basic probability, using Excel, and build on your data analysis and data science foundation.





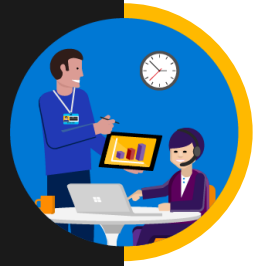
Office-based council workers  SILVER

Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and project management as well as develop courses or services which effectively use technology to meet the needs of the professionals and stakeholders.

Course	Description
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
Office 365 help	Get the help and support you need to your queries when using Office 365.



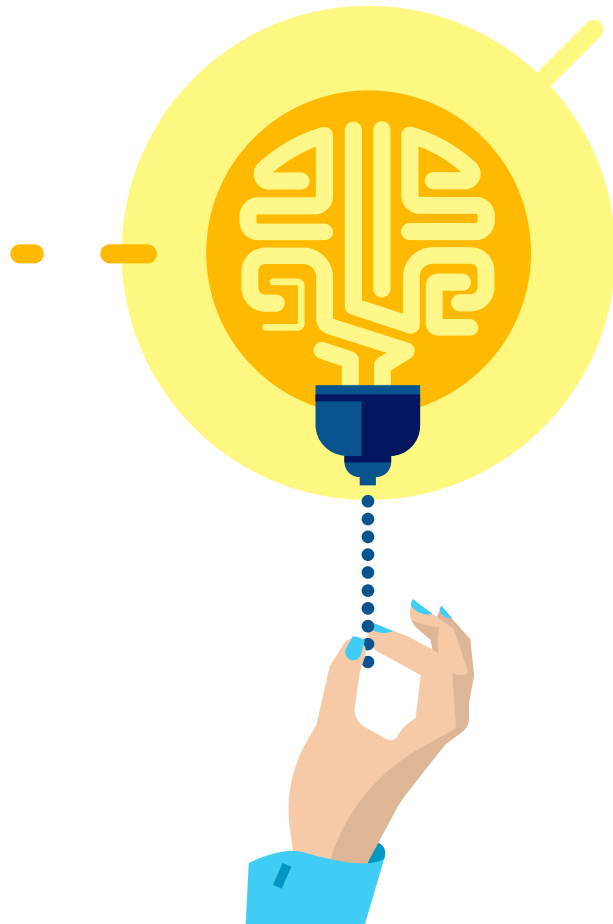


Office-based council workers



Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.



Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.



Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.





Office-based council workers  GOLD

Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.

Course	Description
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.
Machine learning crash course	A high-level overview of artificial intelligence (AI) for people with little or no knowledge of computer science or statistics
Cognitive services - Face API	Learn how to recognise faces on the edge, on premises and in the cloud using containers.
Building an intelligent bot	Exploring AI tools which enable developers to build, connect and manage intelligent bots.
Deep learning explained	Learn an intuitive approach to building the complex models that help machine learning solve real-world problems with human-like intelligence.
Microsoft Professional Program	The Microsoft Professional Program was created to help you develop existing and gain new technical skills, getting real-world experience through online courses, hands-on labs, and expert instruction.





Office-based council workers  GOLD

Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.

Course	Description
Setting up a new LinkedIn account	Leverage the power of LinkedIn, teaching you how to create a great profile and grow your network.
Creating a great profile	Make the most of your LinkedIn profile.
Grow your network	Grow your professional network effectively.
Search for jobs	Harness the LinkedIn platform. Tap into an expansive network of professionals, new companies, and groups in your industry and beyond.
Microsoft digital skills programme	Develop your digital skillset and gain free resources for digital literacy, the cloud, and AI.





Office-based council workers  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	1/2
Office 365 training	Watch these videos to help develop your basic Office 365 skills.	
Advanced edX courses catalogue	Advanced courses on range of subjects including predictive analytics and application monitoring.	
Intermediate edX courses catalogue	Intermediate courses for many subjects including how to get the most out of a range of Microsoft Professional services.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	





Office-based council workers  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	2/2
Azure - Acquire the cloud skills you need, at your own pace	Enjoy hands-on learning on your schedule with our free, self-paced labs, and keep your cloud knowledge fresh.	
Azure learning paths	Follow a guided learning path. Develop practical job skills that you can start using straight away.	
Azure on edX	Discover how to get the most out Microsoft Azure with a range of self-paced courses.	





Middle management

Acquire new skills to help you progress in your career

In middle management your role is to ensure that organisation strategy is implemented in an efficient and consistent way, and in today's tech-savvy world your training will more than likely be provided online and not face-to-face.

It sometimes may feel as though you are frequently switching between a listener and a leader in your team, but this pressure can be managed by knowing your way around technology and understanding how it can enhance your role, not hinder it.

Use technology for self-development, building digital networks and managing your time efficiently.

The tools in this learning path are designed to relieve you of the daily pressures you face and increase your chances of success both individually and organisationally.

Navigate your digital journey



Overview
of digital
capabilities



Bronze-level
skills



Silver-level
skills



Gold-level
skills



Glossary

































My role as a Middle Manager involves teaching and learning at the same time. Technology has really helped to shape how I support my team while developing my own skills base.





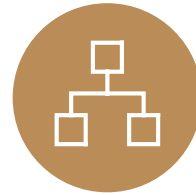
Middle management

Jisc digital capabilities

Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use digital evidence to solve problems and answer questions.	 SILVER	
	Innovate for the future and inspire others.	 GOLD	
Digital communication, collaboration, and participation	Work effectively in a digitally ubiquitous world.	 BRONZE	
	Support professionals to work in digital teams, groups, and projects.	 SILVER	
	Actively participate in and build digital networks.	 GOLD	
Digital learning and development	Plan and deliver digital learning or services.	 SILVER	
	Use technology for self-development.	 GOLD	
Information, data, and media literacies	Find, evaluate, manage, and share digital information.	 SILVER	
	Capture, analyse, and present data.	 SILVER	
	Interpret information for professional purposes	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Working confidently & effectively in a digital world



The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.



Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.



Work effectively in the digital world

Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.



The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	1/3
Stay organised with OneNote	Watch these easy-to-follow demonstrations, and learn to prepare and record meeting notes, gather materials for lesson plans, track and update to-do lists, and keep notes in one place.	
Office 365 YouTube channel	A collection of videos that showcase how other organisations are using Office 365 to be more productive.	
OneDrive video training	Watch a collection of videos to train yourself on using OneDrive, including managing, sharing and syncing files.	
Word for Windows	Word training made easy with a range of videos to learn the basics and much more.	
Excel for Windows	From rows and columns to formulas and charts, learn how to use Excel to your advantage through video training.	
PowerPoint for Windows	Learn how to produce eye-catching presentations and incorporate animations and graphics to best showcase your content.	
OneNote training	Boost your OneNote skills by learning how to take and draw notes with quick videos.	



Middle management  BRONZE

The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	2/3
Microsoft Teams training	Get your team on track by learning how to use Microsoft Teams to be more productive and easily collaborate.	
Planner training	Organise your team by learning how to use Microsoft Planner to create plans, manage tasks, and monitor progress.	
Office 365 basics	If you're just starting out with Office 365, use these quick lessons to understand the basics.	
Office tips and tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
10 ways to amaze with Windows 10 and Office 365	Discover a range of tips and watch videos to help you get the most out of Windows 10 and Office 365.	





Middle management



BRONZE

The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	3/3
Store online and collaborate	Learn how to save files online with OneDrive and SharePoint.	
Office training, templates, quick tips and videos	Find out to make the most of Office 365 with these helpful tips and tricks.	
A “get started” page for each of the apps	A help centre with the basics for the online apps.	
Five-minute videos to lay out the basics of Office 365	Discover a wide range of lessons to help you navigate the basics of using Office 365.	





Middle management



BRONZE

Work safely and securely

Ensure your and others’ well-being when using technology. This includes health and safety, safe sharing of information and data, equality and diversity in the context of technology, e-safety, and GDPR.

Course	Description
GDPR A-Z	Read our guide on to GDPR including how Microsoft 365 and the Microsoft Cloud can help you stay compliant.
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.





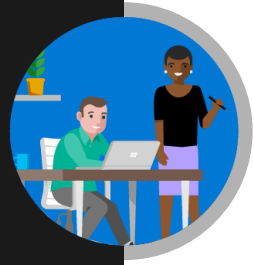
Middle management  BRONZE

Work effectively in the digital world

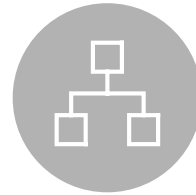
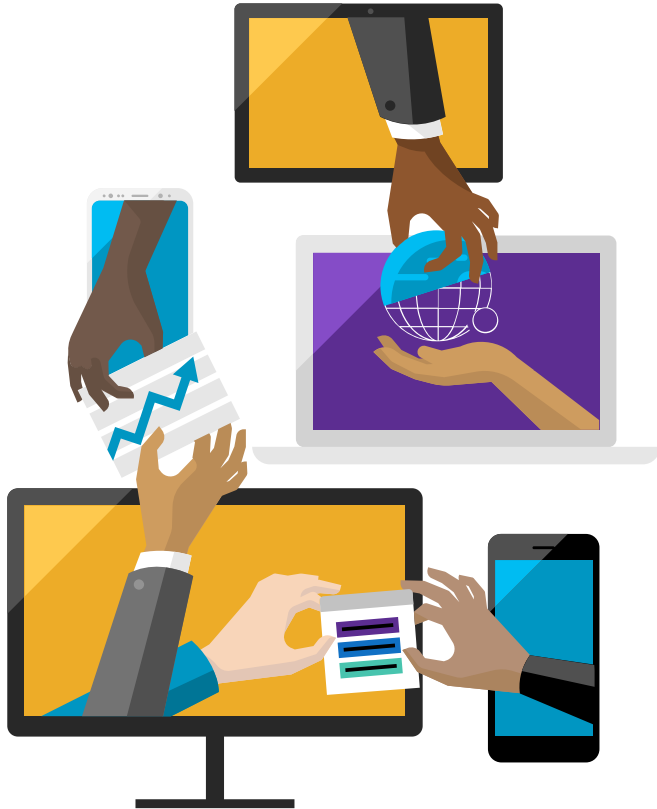
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.

Course	Description
Collaborate using PowerPoint online	Learn how you can share and work on presentations with colleagues at the same time in Office 365.
Collaborate with Office 365	Unlock modern ways of working with Office 365. Learn how to share files and co-author in real-time anywhere and anytime regardless of the device you are on.
Getting started with OneNote	Using digital notebooks to support local government outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.





Using digital technology to create and collaborate



Find, curate, and create digital resources

This could be to support individual or team development, and provide information on how to implement new systems or processes. It could be developing a personal information environment to ensure that practice is influenced by the latest research and debate.



Capture, analyse, and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.



Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and team management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.

Middle management  SILVER

Find, curate, and create digital resources

This could be to support individual or team development, and provide information on how to implement new systems or processes. It could be developing a personal information environment to ensure that practice is influenced by the latest research and debate.

Course	Description
First steps into Artificial Intelligence	Learn the basics of AI, how it's applicable to our lives and what is fueling the AI Digital Revolution of today.
Accessibility tools: meeting the needs of diverse learners	Make computers easier to use for everyone.
Features by disability type across Windows 10 and O365	Read about Microsoft's range of accessibility features available on Windows 10 and Office 365.





Middle management  SILVER

Capture, analyse, and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.

Course	Description
Essential statistics for data analysis using Excel	Gain a solid understanding of statistics and basic probability, using Excel, and build on your data analysis and data science foundation.



Middle management  SILVER

Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and team management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.

Course	Description
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
Office 365 help	Get the help and support you need to your queries when using Office 365.

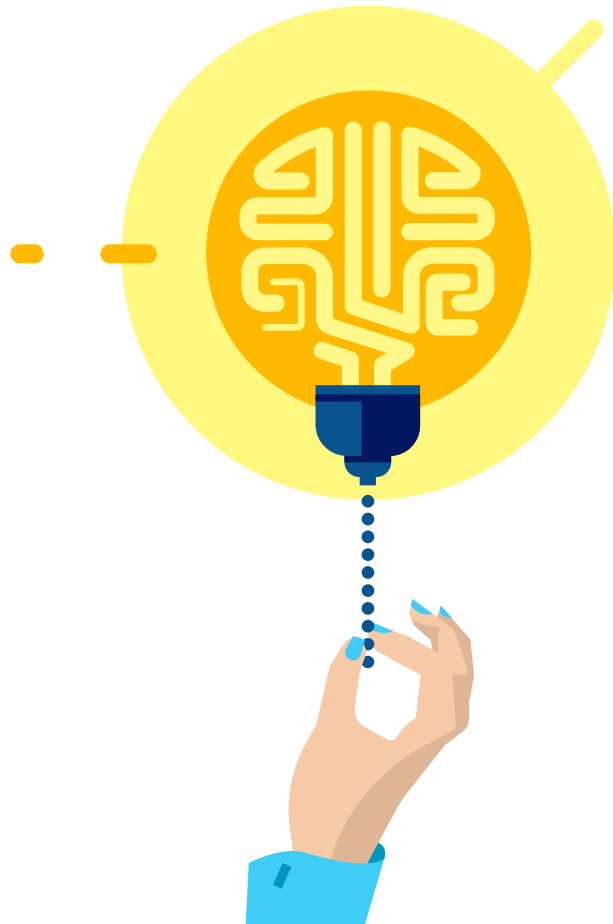




Middle management  GOLD

Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.



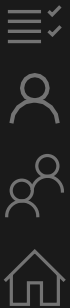
Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.



Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.



Middle management  GOLD

Continuous learning and reflection

Understand how new technology can play a role in the current delivery of your job.

Course	Description
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.
Machine learning crash course	A high-level overview of artificial intelligence (AI) for people with little or no knowledge of computer science or statistics
Cognitive Services - Face API	Learn how to recognise faces on the edge, on premises and in the cloud using containers.
Building an intelligent bot	Exploring AI tools which enable developers to build, connect and manage intelligent bots
Deep learning explained	Learn an intuitive approach to building the complex models that help machine learning solve real-world problems with human-like intelligence.
Microsoft Professional Program	The Microsoft Professional Program was created to help you develop existing and gain new technical skills, getting real-world experience through online courses, hands-on labs, and expert instruction.



Middle management  GOLD

Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.

Course	Description
Setting up a new LinkedIn account	Leverage the power of LinkedIn, teaching you how to create a great profile and grow your network.
Creating a great profile	Make the most of your LinkedIn profile.
Grow your network	Grow your professional network effectively.
Search for jobs	Harness the LinkedIn platform. Tap into an expansive network of professionals, new companies, and groups in your industry and beyond.
Microsoft digital skills programme	Develop your digital skillset and gain free resources for digital literacy, the cloud, and AI.



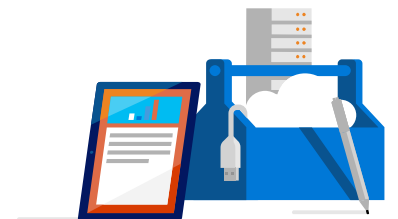


Middle management  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description
Office 365 training	Watch these videos to help develop your basic O365 skills.
Advanced edX courses catalogue	Advanced courses on range of subjects including predictive analytics and application monitoring.
Intermediate courses catalogue	Intermediate courses for many subjects including how to get the most out of a range of Microsoft Professional services.
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.





Middle management  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description
Azure - Acquire the cloud skills you need, at your own pace	Enjoy hands-on learning on your schedule with our free, self-paced labs, and keep your cloud knowledge fresh.
Azure learning paths	Follow a guided learning path. Develop practical job skills that you can start using straight away.
Azure on edX	Discover how to get the most out Microsoft Azure with a range of self-paced courses.





Senior management

Develop new skills to keep you connected to teams

The responsibility of managing a team of people can sometimes seem overwhelming, you need to co-ordinate tracking your team's progress, have confidence you are meeting business goals and progressing your own self development. Technology can be used here to provide training and support, streamline communication and aid the growth of the team you lead.

Learn to collaborate, innovate and provide consistent management to ensure the success of yourself and your team.

This learning path will direct you to the tools and resources you need to provide your teams with guidance and equip you with advanced capabilities to advance your career and organisation.

Navigate your digital journey



Overview of digital capabilities



Bronze-level skills



Silver-level skills



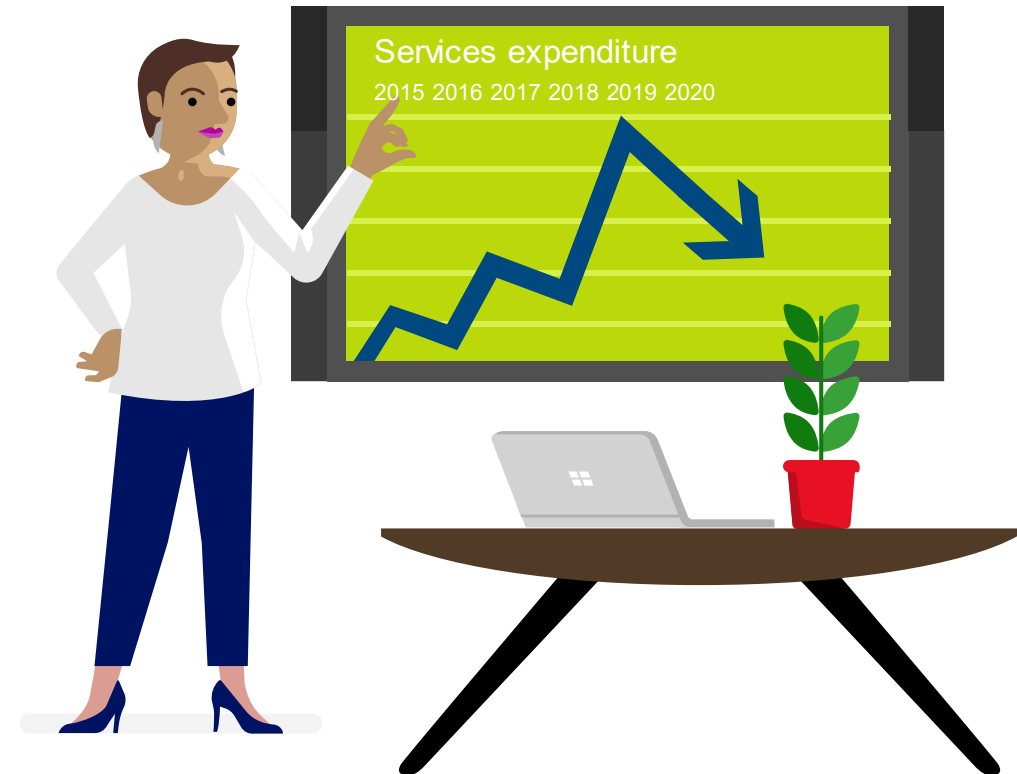
Gold-level skills



Glossary

































In a business where tech is evolving all the time, my team rely on me to provide the right training and knowledge to lead them successfully.

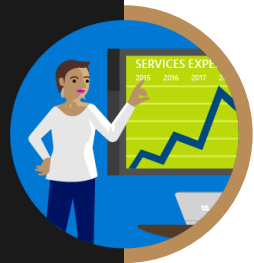




Senior management

Jisc digital capabilities

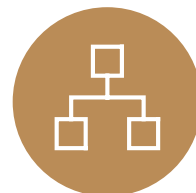
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use digital evidence to solve problems and answer questions.	 SILVER	
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Digital communication, collaboration, and participation	Work effectively in a digitally ubiquitous world.	 BRONZE	
	Support professionals to work in digital teams, groups, and projects.	 SILVER	
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Digital learning and development	Plan and deliver digital learning or services.	 SILVER	
	Use technology for self-development.	 GOLD	
Information, data, and media literacies	Find, evaluate, manage, and share digital information.	 SILVER	
	Capture, analyse, and present data.	 SILVER	
	Interpret information for professional purposes	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Senior management



Working confidently & effectively in a digital world



The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.



Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, copyright, referencing, equality and diversity in the context of technology, e-safety, and GDPR.



Work effectively in the digital world

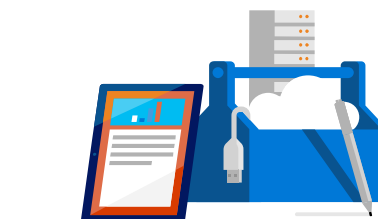
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.


 Senior management  BRONZE

The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	1/3
Stay organised with OneNote	Watch these easy-to-follow demonstrations, and learn to prepare and record meeting notes, gather materials for lesson plans, track and update to-do lists, and keep notes in one place.	
Office 365 YouTube channel	A collection of videos showcase how other organisations are using Office 365 to be more productive.	
OneDrive video training	Watch a collection of videos to train yourself on using OneDrive, including managing, sharing and syncing files.	
Word for Windows	Word training made easy with a range of videos to learn the basics and much more.	
Excel for Windows	From rows and columns to formulas and charts, learn how to use Excel to your advantage through video training.	
PowerPoint for Windows	Learn how to produce eye-catching presentations and incorporate animations and graphics to best showcase your content.	
OneNote training	Boost your OneNote skills by learning how to take and draw notes with quick videos.	





Senior management

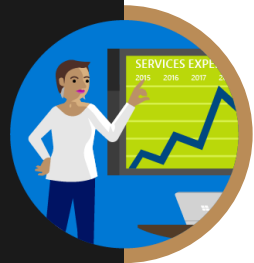


The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	2/3
Microsoft Teams training	Get your team on track by learning how to use Microsoft Teams to be more productive and easily collaborate.	
Planner training	Organise your team by learning how to use Microsoft Planner to create plans, manage tasks, and monitor progress.	
Office 365 basics	If you're just starting out with Office 365, use these quick lessons to understand the basics.	
Office tips and tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
10 ways to amaze with Windows 10 and Office 365	Discover a range of tips and watch videos to help you get the most out of Windows 10 and Office 365.	

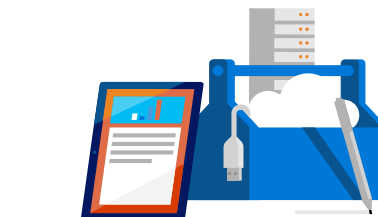


Senior management  BRONZE

The systems and tech you need at work

These could be business systems being accessed on devices such as your PC, tablet, laptop, mobile, or other presentation boards and equipment.

Course	Description	3/3
Store online and collaborate	Learn how to save files online with OneDrive and SharePoint.	
Office training, templates, quick tips and videos	Find out to make the most of Office 365 with these helpful tips and tricks.	
A "get started" page for each of the apps	A help centre with the basics for the online apps.	
Five-minute videos to lay out the basics of Office 365	Discover a wide range of lessons to help you navigate the basics of using Office 365.	





Senior management  **BRONZE**

Work safely and securely

Ensure your and others' well-being when using technology. This includes health and safety, copyright, referencing, equality and diversity in the context of technology, e-safety, and GDPR.

Course	Description
GDPR A-Z	Read our guide on GDPR including how Microsoft 365 and the Microsoft Cloud can help you stay compliant.
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.



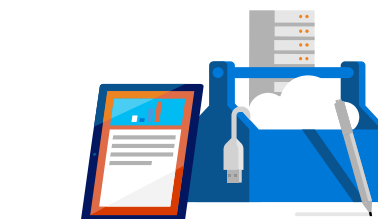


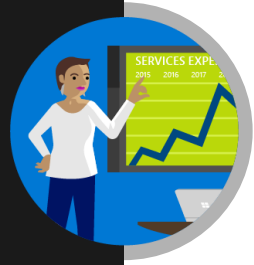
Senior management  **BRONZE**

Work effectively in the digital world

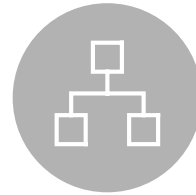
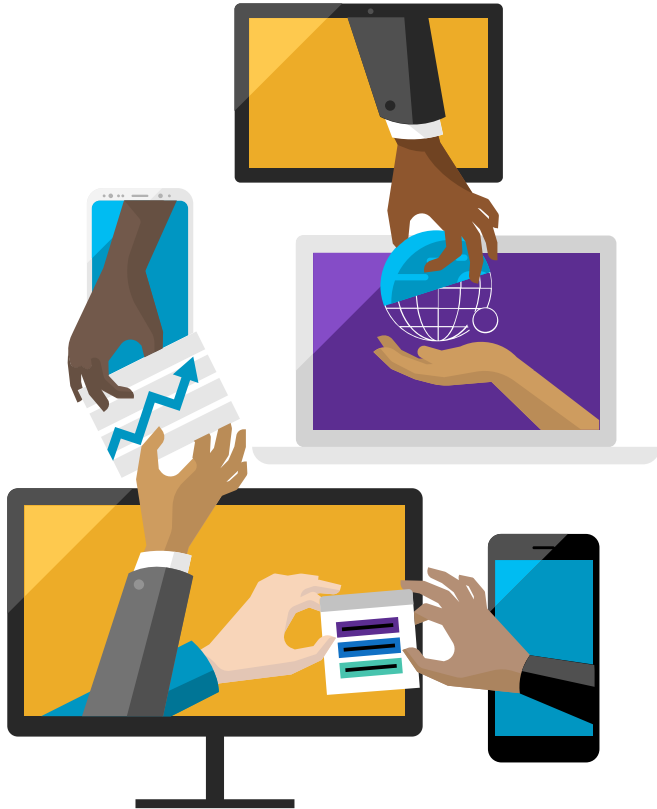
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.

Course	Description
Collaborate using PowerPoint online	Learn how you can share and work on presentations with colleagues at the same time in Office 365
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Getting started with OneNote	Using digital notebooks to support local government outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.





Using digital technology to create and collaborate



Find, curate, and create digital resources

This could be to support individual or team development, and provide information on how to implement new systems or processes. It could be developing a personal information environment to ensure that practice is influenced by the latest research and debate. .



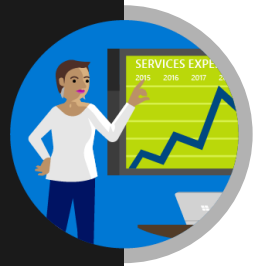
Capture, analyse, and present data

This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.



Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and team management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.



Senior management

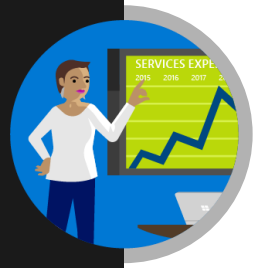


Find, curate, and create digital resources

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Course	Description
First steps into Artificial Intelligence	Learn the basics of AI, how it's applicable to our lives and what is fueling the AI Digital Revolution of today.
Accessibility tools	Make computers easier to use for everyone.
Features by disability type across Windows 10 and Office 365	Read about Microsoft's range of accessibility features available on Windows 10 and Office 365.





Senior management

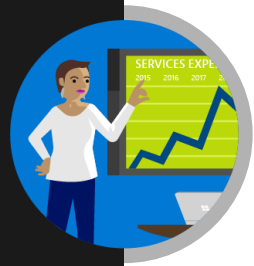


Capture, analyse and present data

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Course	Description
Essential statistics for data analysis using Excel	Gain a solid understanding of statistics and basic probability, using Excel, and build on your data analysis and data science foundation.





Senior management

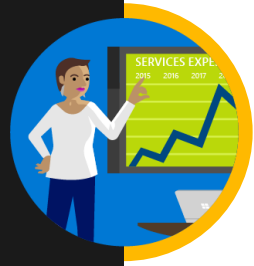


Planning and delivering services digitally

Utilise technology to aid collaboration, planning, and team management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.

Course	Description
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
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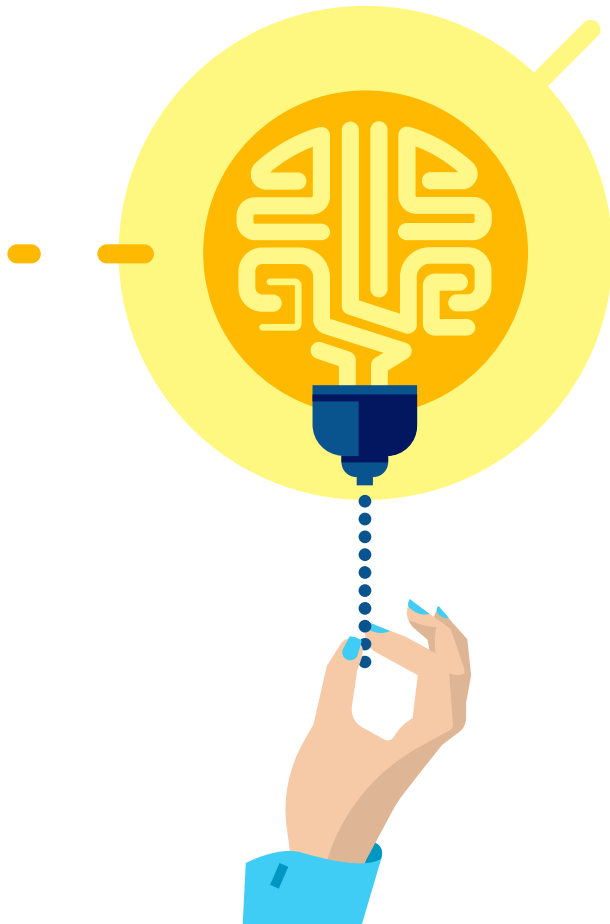




Senior management  GOLD

Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

Be an active member of internal and external social networks and communities which form part of your personal learning environment. Regularly experiment with new technology (currently AL, VR, AR, etc.).



Managing your brand

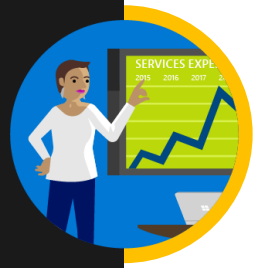
Publish resources, opinion, and information on internal and external social communities in a professional manner to shape your personal and professional brand.



Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.



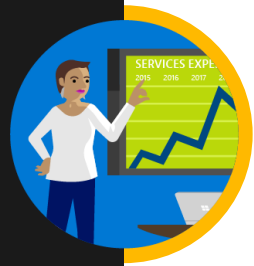
Senior management  GOLD

Continuous learning and reflection

Be an active member of internal and external social networks and communities which form part of your personal learning environment. Regularly experiment with new technology (currently Artificial Intelligence, Virtual Reality, Augmented Reality).

Course	Description
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI ready organisation.
Responsible AI governance	Discover the six principles that we believe should guide AI development and use.
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.
Microsoft Professional Program	The Microsoft Professional Program was created to help you develop existing and gain new technical skills, getting real-world experience through online courses, hands-on labs, and expert instruction.



Senior management  GOLD

Managing your brand

Publish resources, opinion, and information on internal and external social communities in a professional manner to shape your personal and professional brand.

Course	Description
Setting up a new LinkedIn account	Leverage the power of LinkedIn, teaching you how to create a great profile and grow your network.
Creating a great profile	Make the most of your LinkedIn profile.
Grow your network	Grow your professional network effectively.
Search for jobs	Harness the LinkedIn platform. Tap into an expansive network of professionals, new companies, and groups in your industry and beyond.
Microsoft digital skills programme	Develop your digital skillset and gain free resources for digital literacy, the cloud, and AI.



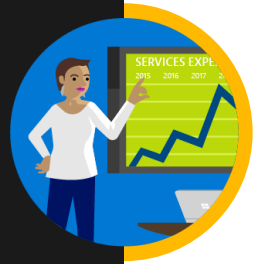
Senior management  GOLD

Future planning and inspiring others

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Course	Description	1/2
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Intermediate edX courses catalogue	Intermediate courses for many subjects including how to get the most out of a range of Microsoft Professional services.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	



Senior management  GOLD

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	2/2
Azure - Acquire the cloud skills you need, at your own pace	Enjoy hands-on learning on your schedule with our free, self-paced labs, and keep your cloud knowledge fresh.	
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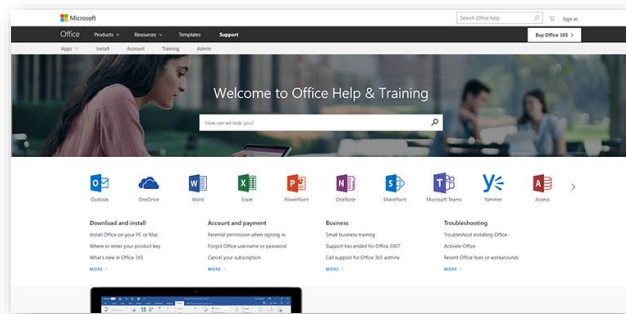
Glossary

Microsoft sources and information used in this interactive guide.

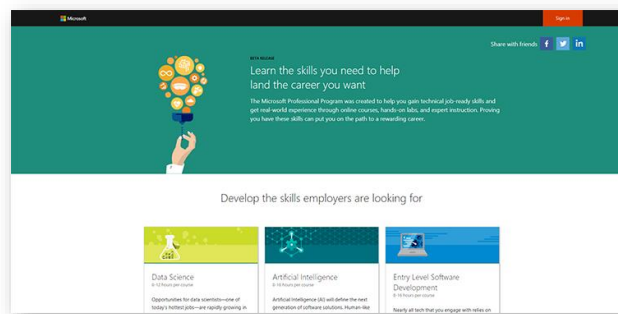
An ever-expanding set of cloud services to help your organisation meet your business challenges. It's the freedom to build, manage, and deploy applications on a massive, global network using your favourite tools and frameworks.

Microsoft sources and information

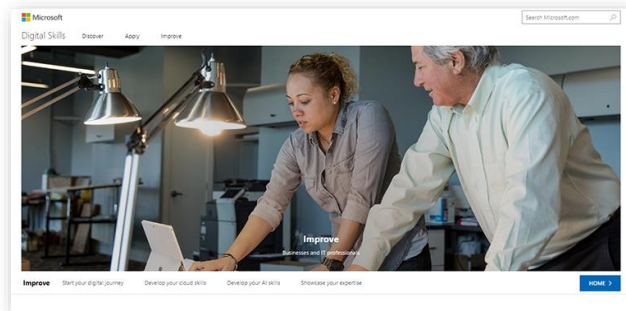
Microsoft has selected the courses and resources in this interactive guide from the six websites below, which provide rich collections of free materials to boost your digital capabilities.



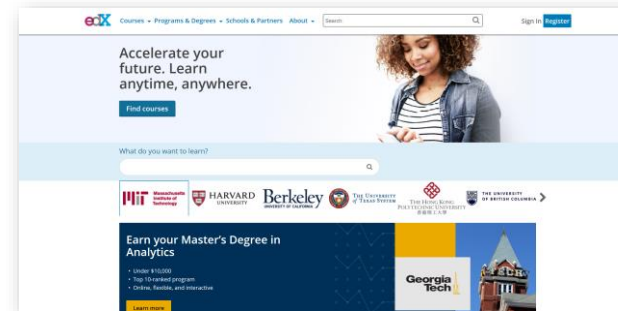
The [Office Support Centre](#) has videos/info/quick-start info for the Office 365 suite.



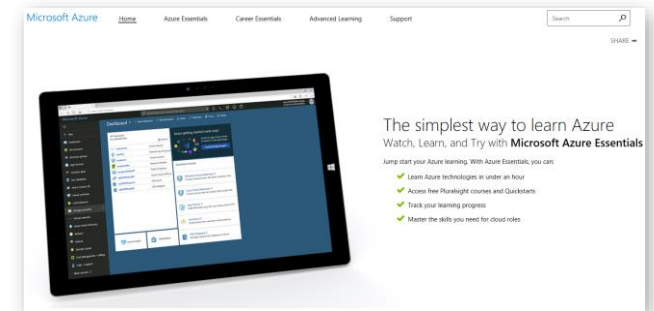
[Microsoft Professional Programs](#) offers role-based training for the technical jobs most in demand.



[Microsoft Digital Skills Programme](#) provides free courses from basic digital literacy through to advanced cloud technology skills.



The [edX](#) platform has contextualised courses for intermediate and advanced users.



[Microsoft Azure Essentials](#) - The simplest way to learn Azure.

