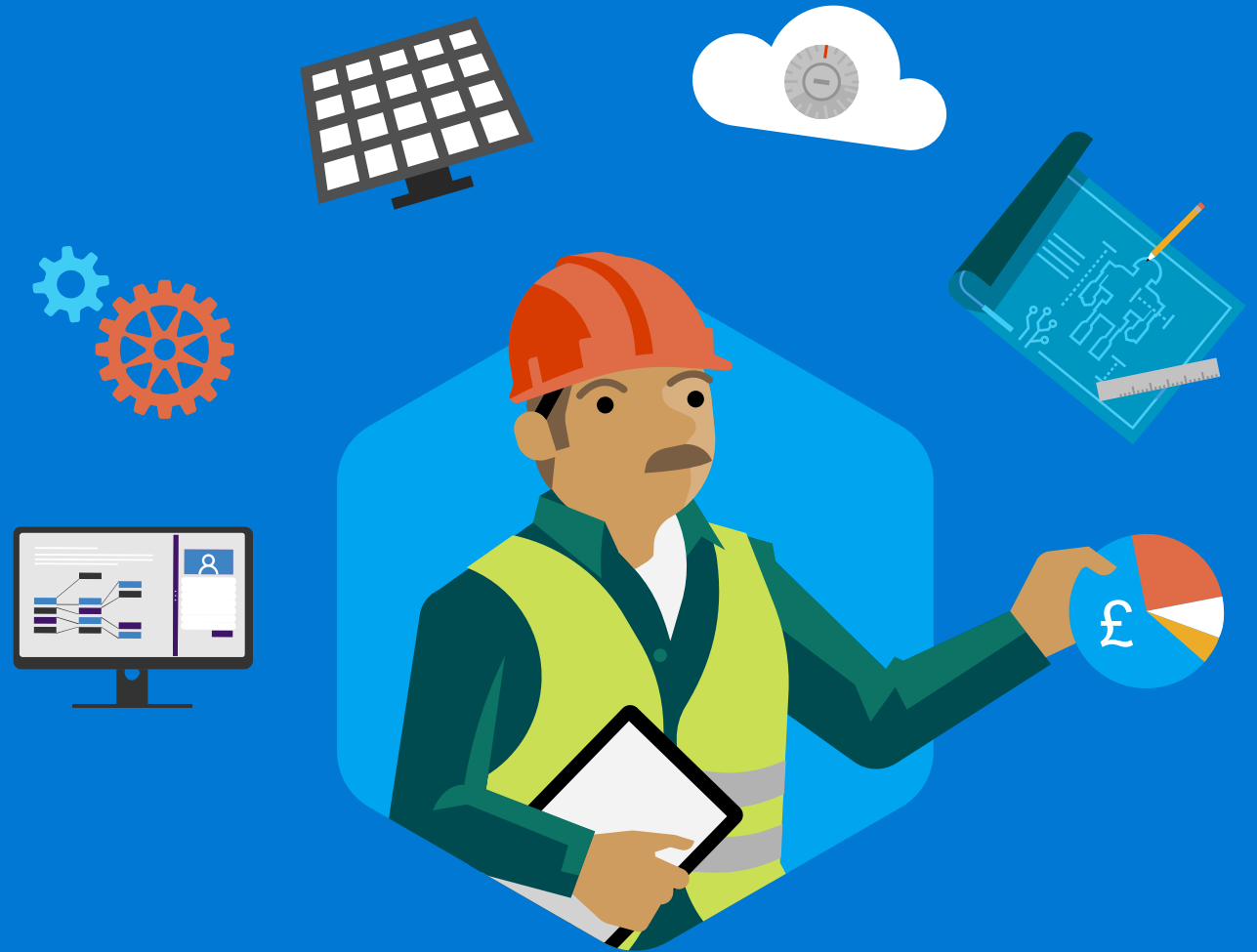Microsoft

Digital capabilities for cloud-first, mobile-first manufacturing and utilities

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 manufacturing and utilities. 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

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 manufacturing and utilities 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.

Engineer

Contact centre

Planning and dispatch

Office worker

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.
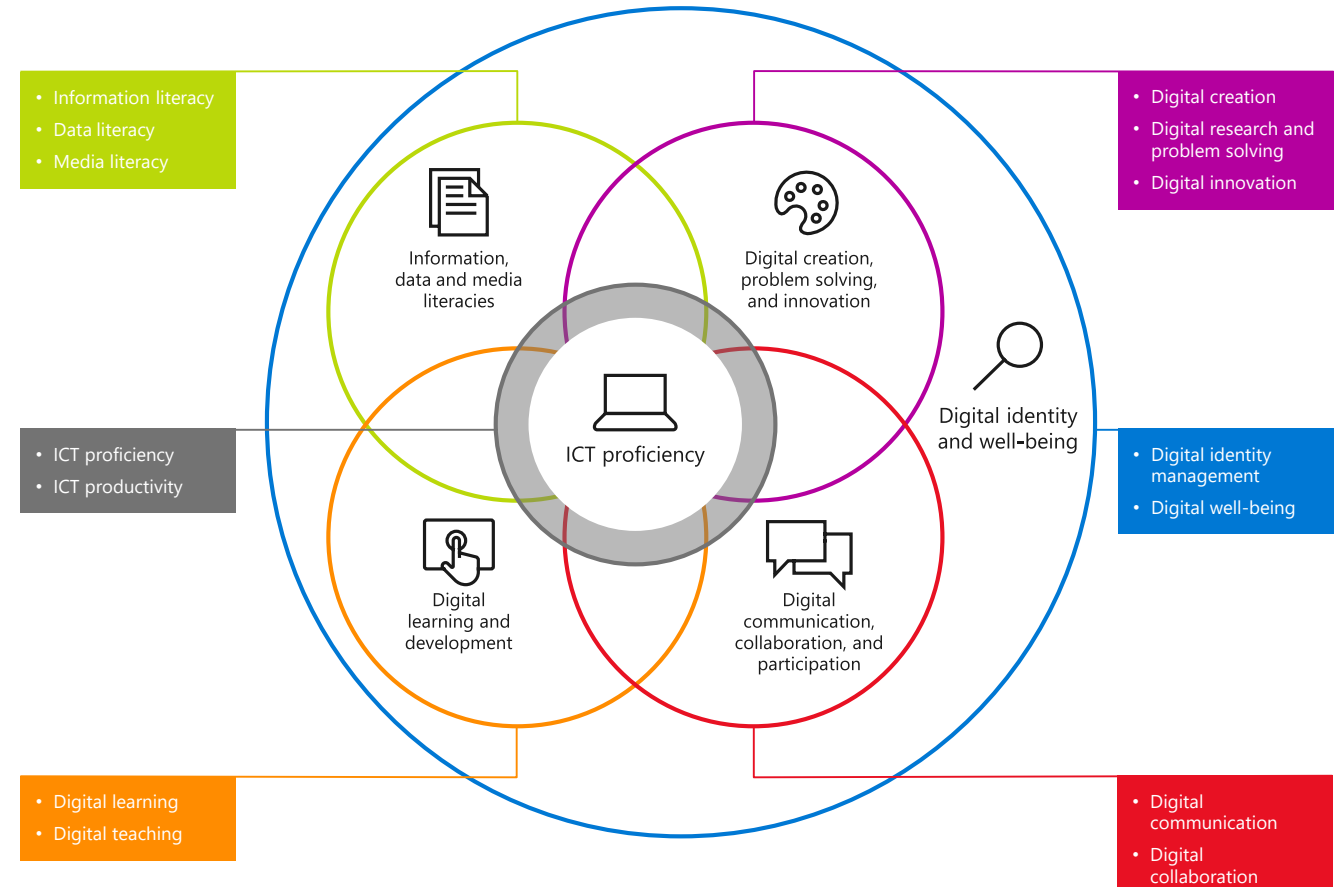
Where do your skills stand today?

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**

- Information literacy
- Data literacy
- Media literacy

Information, data and media literacies

- Digital creation
- Digital research and problem solving
- Digital innovation

Digital creation, problem solving, and innovation

ICT proficiency

Digital identity and well-being

- ICT proficiency
- ICT productivity

- Digital identity management
- Digital well-being

- Digital learning
- Digital teaching

Digital learning and development

Digital communication, collaboration, and participation

- Digital communication
- Digital collaboration

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 engineers, contact centre staff, planning and dispatch teams and office workers, 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

Engineer
Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

Contact centre
Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

Planning and dispatch
Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

Office worker
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.

Engineer

Embark on digital training to support decisioning

As an engineer, building, inventing, designing and analysing technical systems and infrastructures is your bread and butter, so it's vital your digital literacy skills enhance your abilities to succeed whether you are you a gas or structural engineer.

If your role involves training others, you need to know you've got the right tech to support and not hinder you, as well as driving you to develop your own skills. Microsoft's advanced software can provide just this.

Daily you are making decisions based on mathematics and logic, so using technology to aid you every step of the way will give you confidence when making these judgements and limit the errors that could be made.

Digital proficiency enables you to use systems and technology efficiently and with confidence.

Navigate your digital journey

Overview of digital capabilities

Bronze-level skills

Silver-level skills

Gold-level skills

Glossary

> Being an engineer is not a straight forward job, but I know I do my job well because I've had the right digital training that supports my decisions.

Jisc digital capabilities

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	🔧

Engineer **BRONZE**

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.

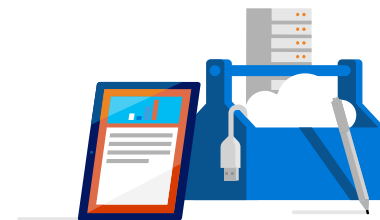## Work effectively in a digital world

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

Engineer **BRONZE**

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 1/2	Description
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.
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.

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.

PRODUCTIVITY

Course 2/2	Description 2/2
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.
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.

Engineer **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.

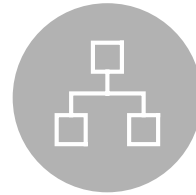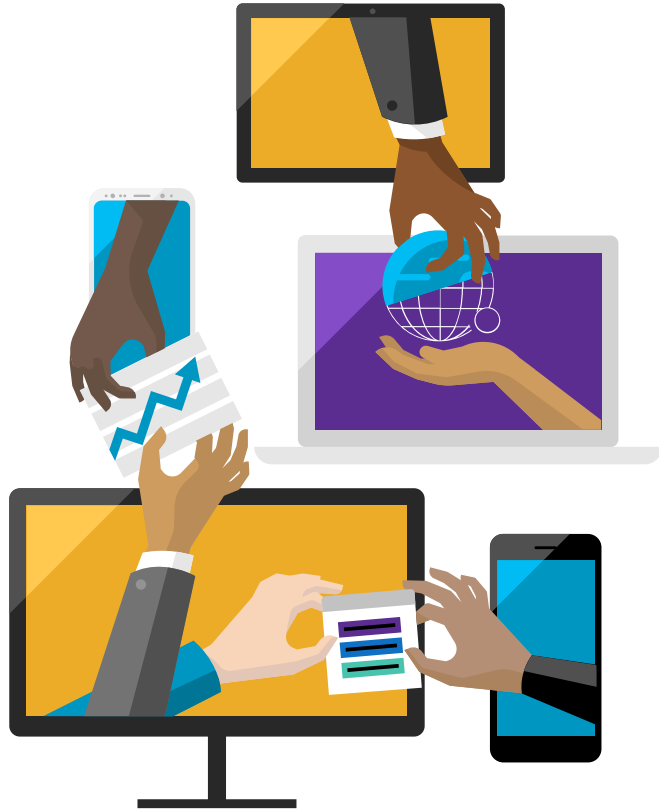| Course	Description
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.

Engineer   BRONZE

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 manufacturing and utilities 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

CREATIVITY

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.

Engineer SILVER

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 1/2	Description
Machine learning crash course	A high-level overview of Artificial Intelligence (AI) for people with little or no knowledge of computer science or statistics.
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.

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.

CREATIVITY

Course 2/2	Description 2/2
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.

Planning and developing your work

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

CREATIVITY

Course	Description
Accessible Office templates	Accessible office templates.
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.

Engineer **GOLD**

Inspiring and innovating using digital technology

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.

Engineer   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.

Engineer **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.

Engineer GOLD

Future planning and inspiring others

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

Course	Description	1/2
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.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	

Engineer **GOLD**

Future planning and inspiring others

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

Course 2/2	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 of Microsoft Azure with a range of self-paced courses.

Contact centre

Discover new tools to keep you up-to-date

In a contact centre you will be familiar with using technology and understand how to use a number of digital platforms interchangeably throughout the day. Microsoft's user-friendly platforms let you switch between each application without difficulty, and allows you to process a customer's request with ease.

For a contact centre to run efficiently, it relies on the use of technology to store data and information. It also trusts that the employees have training and knowledge of how this software works in order to process information regarding the company, customers and sales. Digital tools enable you to solve problems quickly so you can focus on delivering a great service to customers.

New digital skills provided by Microsoft software can help you achieve your targets on time and clearly guide you to the next stage of development that you should aim for.

Navigate your digital journey

Overview of digital capabilities

Bronze-level skills

Silver-level skills

Gold-level skills

Glossary

> " I know the skills I learn through my job and Microsoft software are skills I can use for life; it's great knowing I'm up to speed on the latest software and digital tech.

Contact centre
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

PRODUCTIVITY

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.

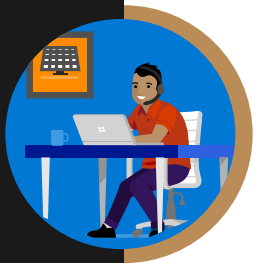### Work safely and securely

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.

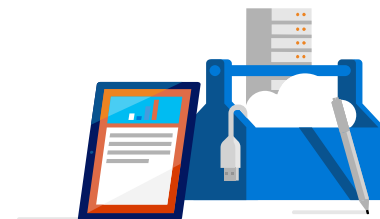### Work effectively in the digital world

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

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.

PRODUCTIVITY

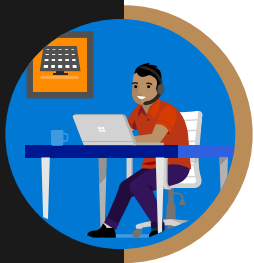| Course	1/3	Description
Stay organised with OneNote		Watch these easy-to-follow demonstrations, and learn to prepare and record meeting notes, gather materials for lesson plans, track and update to-do lists, and keep notes in one place.
Outlook for Windows		Everything you need to know about Outlook for Windows.
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.

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.

PRODUCTIVITY

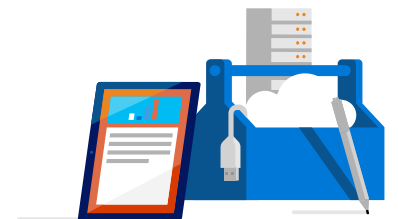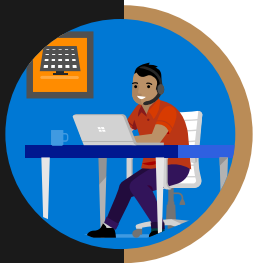| Course 2/3	Description
Microsoft Teams training	Get your team on track by learning how to use Microsoft Teams to be more productive and easily collaborate.
Planner training	Organise your team by learning how to use Microsoft Planner to create plans, manage tasks, and monitor progress.
Office tips and tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.
Office 365 basics	If you're just starting out with Office 365, use these quick lessons to understand the basics.
Store online and collaborate	Learn how to save files online with OneDrive and SharePoint.
Office training, templates, quick tips and videos	Find out how to make the most of Office 365 with these helpful tips and tricks.

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.

PRODUCTIVITY

Course 3/3	Description 3/3
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.

Contact centre · 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.

Work effectively in the digital world

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

PRODUCTIVITY

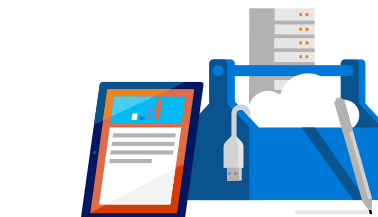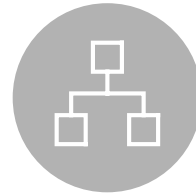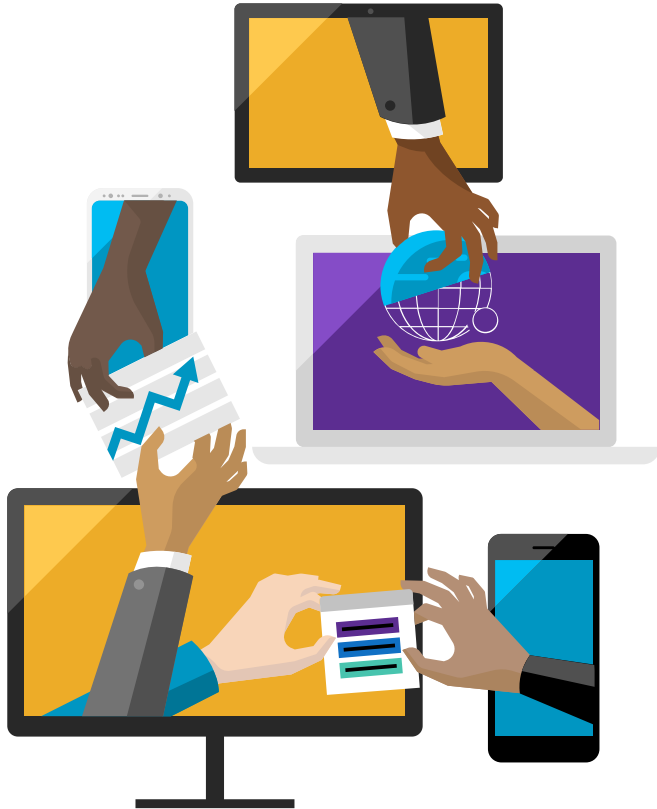| Course	Description
Collaborate using PowerPoint online	Learn how you can share and work on presentations with colleagues at the same time in Office 365.
Collaborate with Office 365	Unlock modern ways of working with Office 365. Learn how to share files and co-author in real-time anywhere and anytime regardless of the device you are on.
Getting started with OneNote	Using digital notebooks to support manufacturing and utilities 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

CREATIVITY

Find, curate, and create digital resources

This can support your learning and development to enable you to advance in your role. 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.
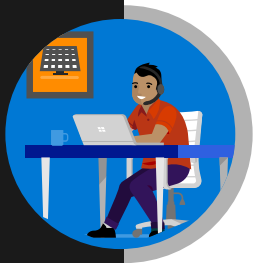
Planning and delivering services digitally

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 customers and internal stakeholders.

Find, curate, and create digital resources

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

CREATIVITY

Course	Description	1/2
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.	

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.

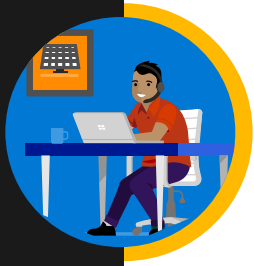| Course	Description
Visualising data with Power BI	Learn Power BI, a powerful cloud-based service that helps data scientists visualise and present insights from data.
Essential statistics for data analysis using Excel	Gain a solid understanding of statistics and basic probability, using Excel, and build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

CREATIVITY

Contact centre 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 customers and internal stakeholders.

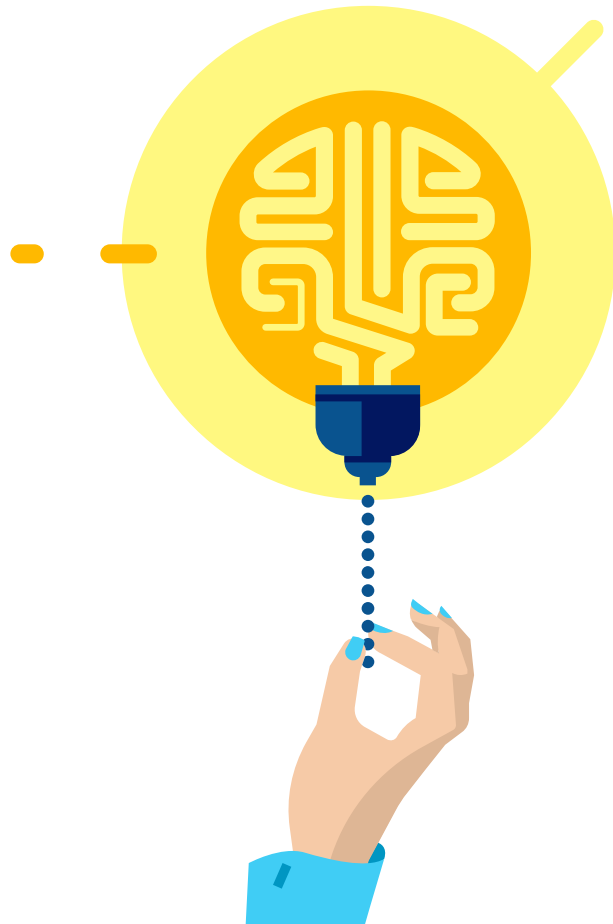| Course	Description
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
Office 365 help	Get the help and support you need to your queries when using Office 365.

CREATIVITY

Contact centre **GOLD**

Inspiring and innovating using digital technology

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.

Contact centre **GOLD**

Continuous learning and reflection

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

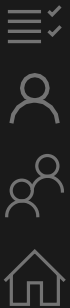| Course	Description
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.

Managing your brand

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

INNOVATION

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.

Contact centre GOLD

Future planning and inspiring others

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

Course	Description
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.

Planning and dispatch

Develop new skills to drive greater accuracy and efficiency

Planning and dispatch involves the organisation of people, vehicles, services and industries. Technology is therefore critical for forecasting and scheduling all of this into one smooth operation. You're used to handling lots of data and information at once and coordinating the service so it runs without any hiccups.

Services can all be synchronised digitally, but that requires those involved at every stage to have the same understanding of the technology in place, which is achievable through regular training and communication between employees. Microsoft's technology is not a one-size-fits-all approach; its software works at the pace you need it to for you to be successful in your role.

It can be tricky to coordinate the logistics of an organisation, but it is manageable when clear structures are put in place with an easy to understand procedure.

Navigate your digital journey

Overview of digital capabilities

Bronze-level skills

Silver-level skills

Gold-level skills

Glossary

> " We can't afford to have slip ups when we're relied upon for logistical operations, but regular digital training prevents this and knowing it can be tailored to specific learning abilities is really reassuring.

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.

Planning and dispatch **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 list, and keep notes in place.	
Office 365 YouTube channel	A collection of videos that showcase how people and small businesses use 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.	

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.

PRODUCTIVITY

Course 2/3	Description
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.
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.

Planning and dispatch **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 3/3	Description 3/3
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.

Planning and dispatch 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.

Planning and dispatch 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 manufacturing and utilities 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

CREATIVITY

Find, curate, and create digital resources

This could be to support learning, provide information or the development of internal 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 project management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.

Find, curate, and create digital resources

This could be to support learning, provide information or the development of internal processes. It could be developing a personal information environment to ensure that practice is influenced by the latest research and debate.

CREATIVITY

Course	Description
Machine learning crash course	A high-level overview of Artificial Intelligence (AI) for people with little or no knowledge of computer science or statistics.
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 Office 365	Read about Microsoft's range of accessibility features available on Windows 10 and Office 365.

CREATIVITY

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.

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 service, professionals, and stakeholders.

CREATIVITY

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.

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.

Continuous learning and reflection

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

INNOVATION

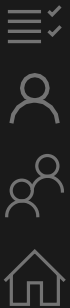| Course	Description
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.
Responsible AI governance	Learn the principles which are the cornerstone of a responsible and trustworthy approach to AI.
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.

Managing your brand

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

INNOVATION

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.

GOLD

Future planning and inspiring others

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

INNOVATION

Course	Description	1/2
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.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	

Planning and dispatch

Future planning and inspiring others

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

INNOVATION

Course 2/2	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 of Microsoft Azure with a range of self-paced courses.

Office worker

Learn about new tools to help expand your capabilities

In an office role you're very accustomed to using a laptop and the phone daily, which means the basics of Microsoft, PowerPoint and Excel are second nature to you; however, with regular training and a drive to develop your skills base you can make your job easier and more efficient.

Simply knowing how to create a spreadsheet or being able to use shortcuts in an email can positively change how you work and how you communicate with colleagues and customers.

Expanding your digital knowledge supports your own growth and develops your team's success too, and you can achieve so much more in your busy day when you understand the technology right in front of you. Digital learning is provided to support you, it shouldn't be a daunting task, and with Microsoft's user-friendly technology it makes it that much easier to get to grips with the technology you're more than likely only scratching the surface of.

Navigate your digital journey

Overview of digital capabilities

Bronze-level skills

Silver-level skills

Gold-level skills

Glossary

> The tech we use daily is important for securing success in the business, and Microsoft software is reliable for helping us to achieve this. It makes my job training the new intakes easy and straightforward.

Office worker

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	

PRODUCTIVITY

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.

Office worker 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 that showcase how people and small businesses use 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.

Office worker 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	2/3	Description	2/3
OneNote training		Boost your OneNote skills by learning how to take and draw notes with quick videos.	
Microsoft Teams training		Get your team on track by learning how to use Microsoft Teams to be more productive and to 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.	
Store online and collaborate		Learn how to save files online with OneDrive and SharePoint.	
Office troubleshooting		Find out to make the most of Office 365 with these helpful tips and tricks.	

PRODUCTIVITY

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.

PRODUCTIVITY

Course	2/3	Description	2/3
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 worker **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.

Office worker 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 manufacturing and utilities 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 learning, provide information or the development of internal 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 project management as well as develop courses or services which effectively use technology to meet the needs of the service, professionals, and stakeholders.

Office worker SILVER

Find, curate, and create digital resources

This could be to support learning, provide information or the development of internal 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	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.
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.

Office worker **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
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.

Office worker 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 service, professionals, and stakeholders.
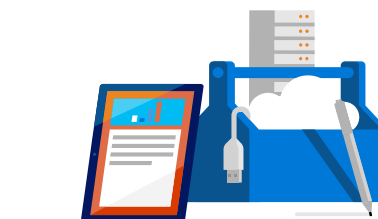
Course	Description
Accessibility Office templates	Accessible office templates.
Windows 10 help	Get the help and support you need to your queries when using Windows 10.
Office 365 help	Get the help and support you need to your queries when using Office 365.

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 AI, 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.

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)

INNOVATION

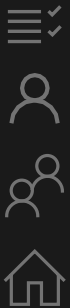| Course	Description
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.
Responsible AI governance	See what the six principles are that Microsoft believe should guide AI development and use.
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business across industries.

Office worker **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.

INNOVATION

Office worker GOLD

Future planning and inspiring others

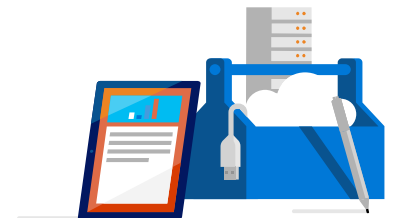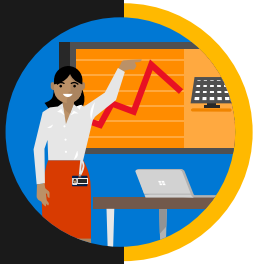Collaborate and participate to develop ideas and innovation. Support and help develop others.

Course	Description	1/2
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.	
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.	

INNOVATION

Future planning and inspiring others

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

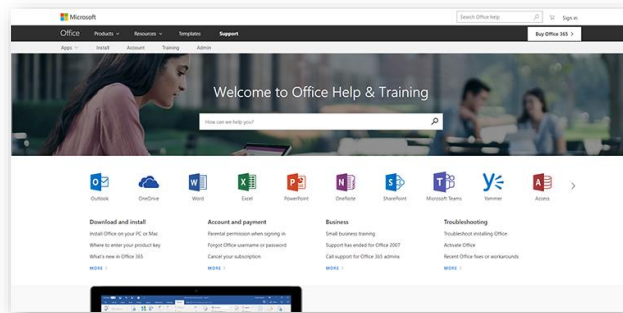| Course	2/2	Description	2/2
Azure – Acquire the cloud skills you need at your own pace		Enjoy hands-on learning on your schedule with our free, self-paced labs, and keep your cloud knowledge fresh.	
Azure learning paths		Follow a guided learning path. Develop practical job skills that you can start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

Glossary

Microsoft sources and information used in this interactive guide.

Experience the Microsoft Cloud

Office 365 – O365 for Firstline Workers

Completely free online version of Office 365 with email, video conferencing, customised hub for class teamwork with Microsoft Teams, compliance tools, and information protection.

Windows for business

The tools to do more and stay secure. Harness the power of the cloud to help reduce the complexity of managing today's modern IT device environment.

Microsoft Azure for manufacturing

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.
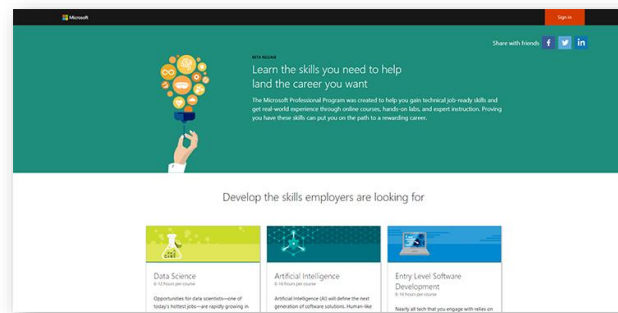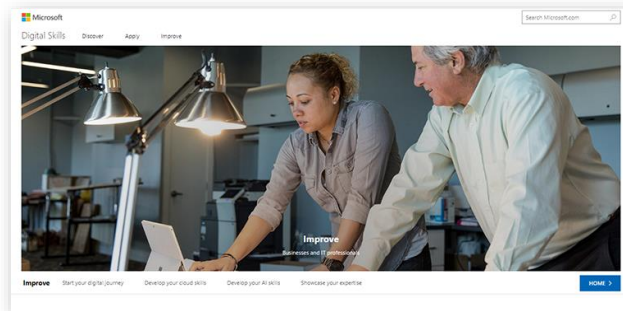
Microsoft sources and information

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.
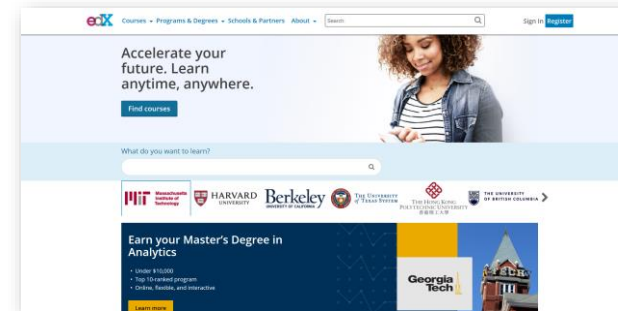

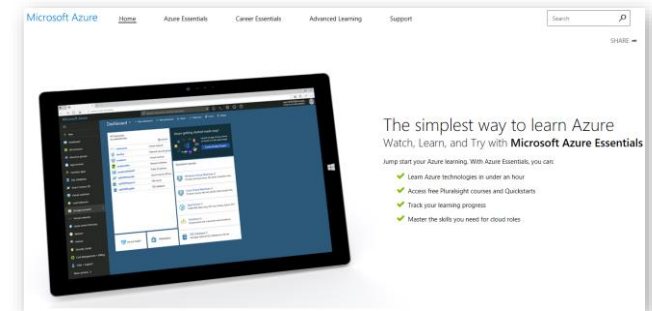The **Office Support Centre** has videos/info/quick-start info for the Office 365 suite.

Microsoft Professional Programs offer role-based training for the most in demand technical jobs.

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.