



Digital capabilities for cloud-first, mobile-first retail

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 retail. 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

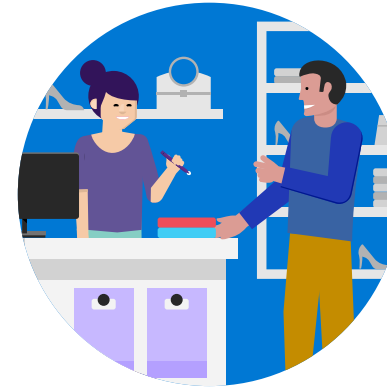
Choose the learning path tailored for you

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 retail 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.



Shop worker



People manager



Commercial
role



Supply
chain/distribution



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?

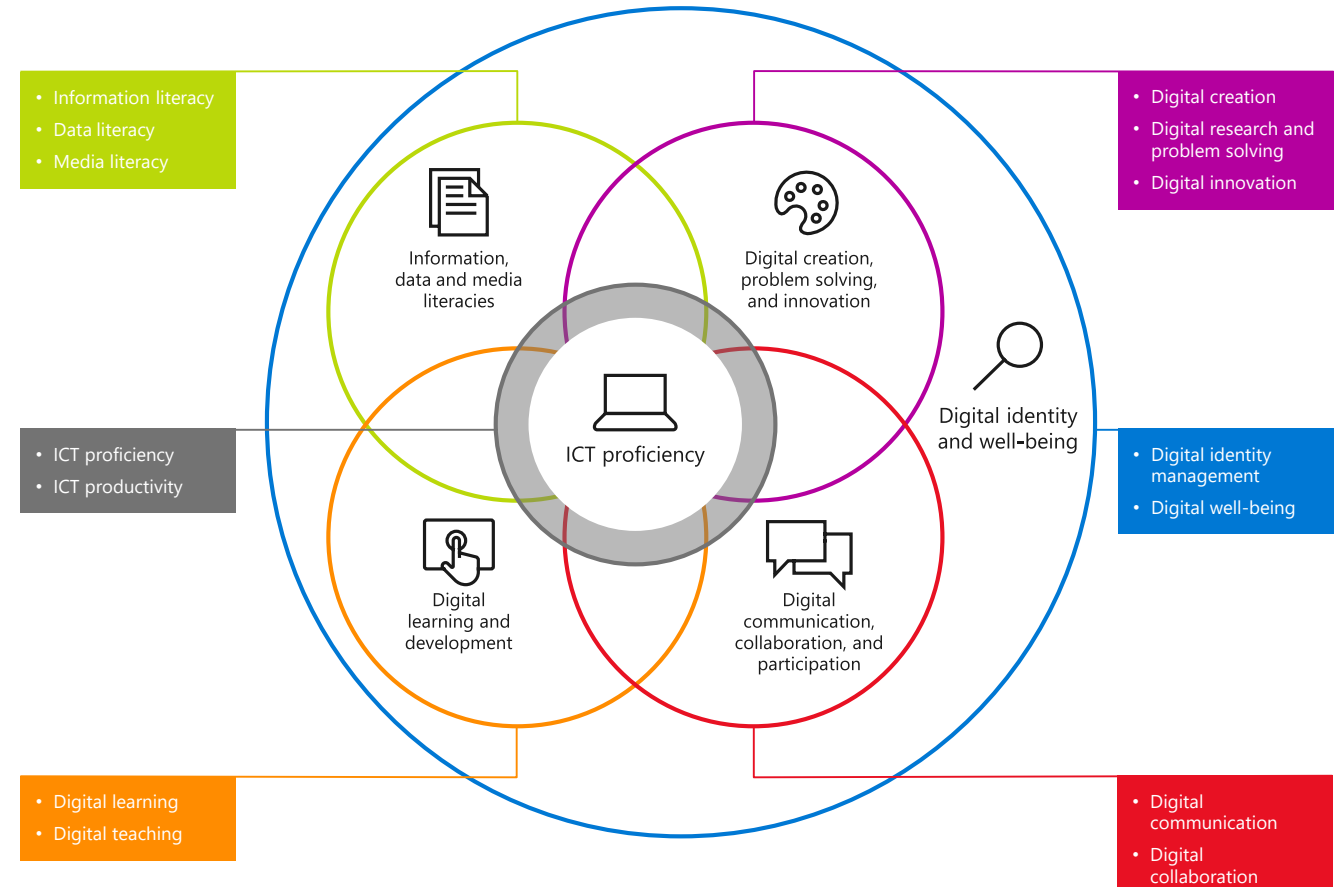
Building digital capability: from surviving to thriving in a digital world

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 shop workers, people managers and individuals in a commercial or supply chain/distribution role 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](#)



Shop worker

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



People manager

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



Commercial role

[Jisc digital capabilities](#)

[Bronze productivity](#)

[Silver creativity](#)

[Gold innovation](#)



Supply chain/distribution

[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.



Shop worker

Learn about tools which enhance peer collaboration

As a shop floor worker you deal with a fast-paced, customer-heavy day and rely on the technology to be easy to navigate – customers want their request dealt with quickly, and managers want solutions found easily.

The success of this is partly the responsibility of the type of technology you're using, but also the individual's responsibility to know how to work your way around the tech no matter what request is sent your way; being tech-savvy is important for the flow of business.

In today's market, digital training and generating business go hand in hand and can set you apart from your competitors.

Use the icons below to discover the courses and tools you need to enhance your skills and improve the way your collaborate with other team members.

Navigate your digital journey



Overview
of digital
capabilities



Bronze-level
skills



Silver-level
skills



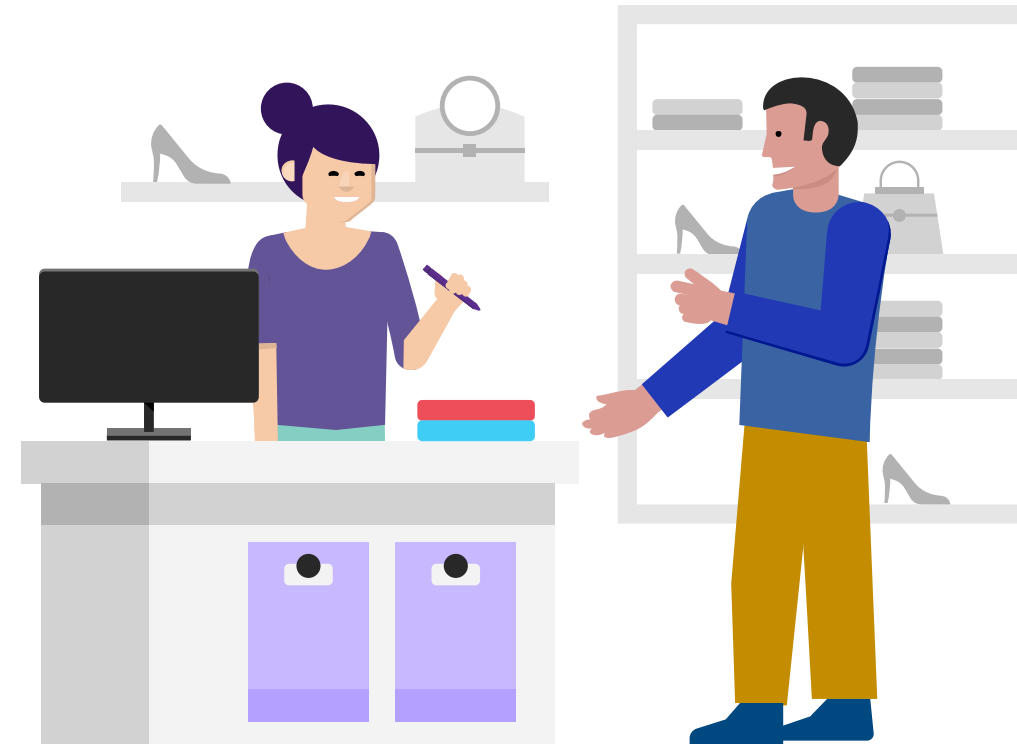
Gold-level
skills



Glossary

































The shop floor is always busy, so being trained in digital know-how has and is transforming how I deal with requests and cope with managing a full-on day.





Shop 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	

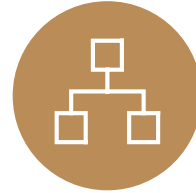


Shop worker



BRONZE

Working confidently & effectively in a digital world



The systems and tech you need to 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

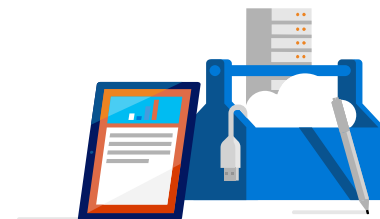
Be comfortable operating in the cloud and with mobile, and be able to communicate effectively across multiple platforms.

Shop worker  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	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.	
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.	

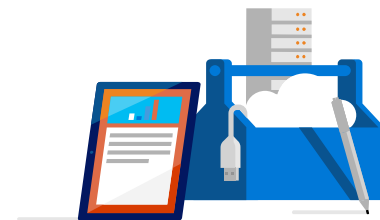


Shop worker  BRONZE

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	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.	
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.	





Shop worker



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
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.	



Shop worker  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.



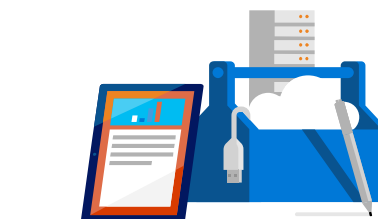


Shop worker  **BRONZE**

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 retail outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.

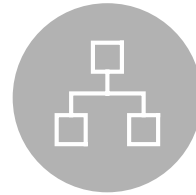
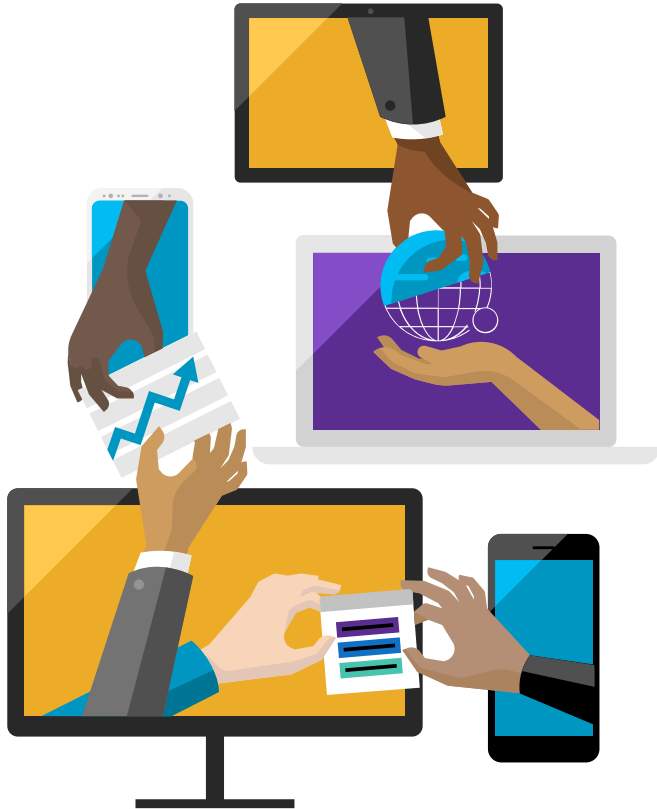




Shop worker



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.



Shop worker



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	Description
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 organization.
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.





Shop 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.





Shop worker

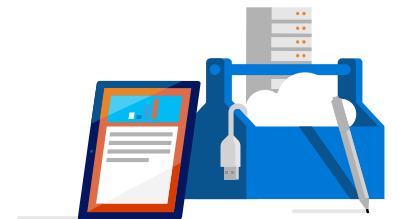


SILVER

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.

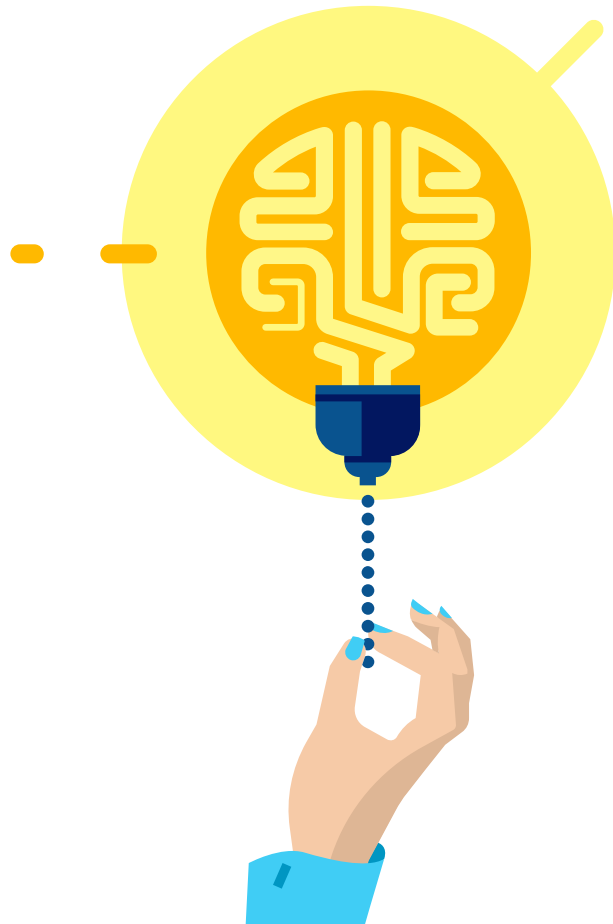




Shop worker  GOLD

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.



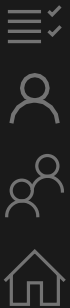
Managing your brand

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.





Shop worker  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.
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.



Shop worker  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.





Shop 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.	
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.	





Shop worker  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 of Microsoft Azure with a range of self-paced courses.	





People manager

Acquire new skills to help you progress in your career

Allocating time for increasing your digital literacy is a worthwhile investment that will benefit yourself and your employees in the long term. Each manager has a unique skillset and way of teaching, which the digital future is malleable to; we are no longer restricted to a rigid learning or teaching structure, but instead there is a wealth of opportunity to grow and develop alongside a rapidly changing business-orientated world.

Digital know-how can transform the development of your employees. Tracking progress and strengths of individuals digitally allows you to easily see where you can praise those for reaching their targets, or where extra attention is needed if improvements should be made.

Inspire, innovate and participate in this exciting tech-focused future.

Use the icons below to discover the courses and tools you need to enhance your skills and career.

Navigate your digital journey



Overview of digital capabilities



Bronze-level skills



Silver-level skills



Gold-level skills



Glossary

































I enjoy seeing people progress individually, as a team and as a part of the company. Tracking progress digitally has transformed how I assess areas of improvements and areas where we are thriving.





People manager

Jisc digital capabilities

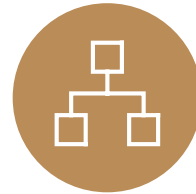
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use 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	



People manager



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

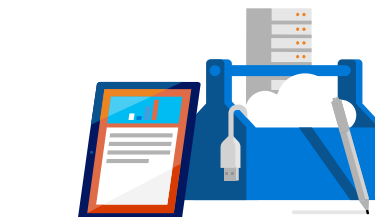
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.



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 people and organisations 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.	

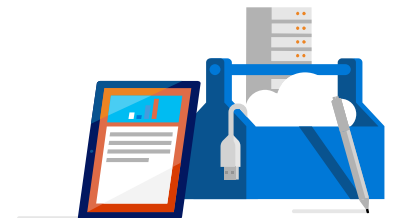


People manager  BRONZE

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.	
Office troubleshooting	Find out to make the most of Office 365 with these helpful tips and tricks.	



People manager  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
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.	





People manager  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 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.



People manager  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 retail outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.



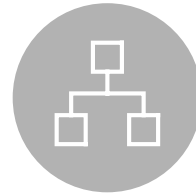
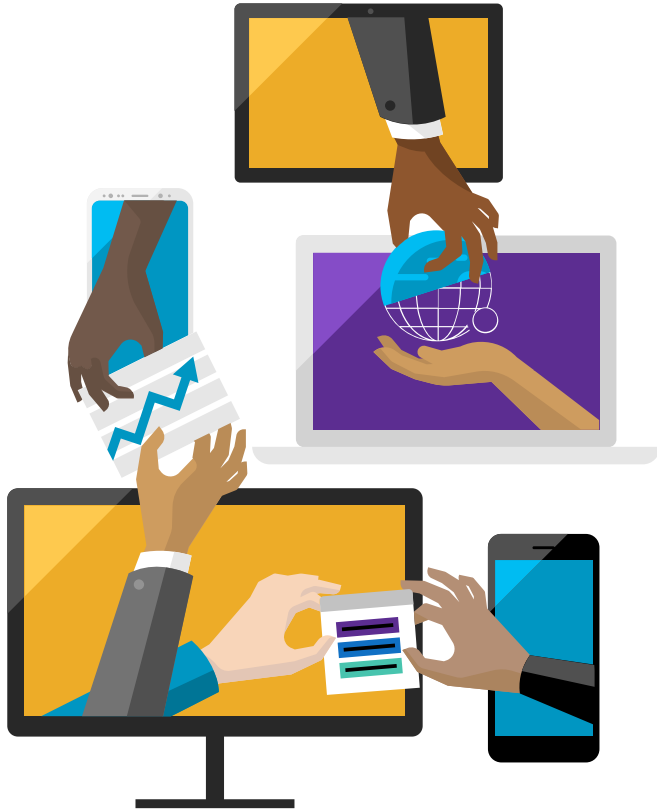


People manager



Using digital technology to create and collaborate

CREATIVITY



Find, curate, and create digital resources

This could be to support your learning, provide information or the development of your team. 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

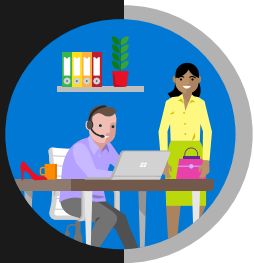
This includes qualitative and quantitative data capture via tools including digital media. Data can be presented in a variety of ways such as charts, infographics, and live dashboards.



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 staff or other stakeholders.



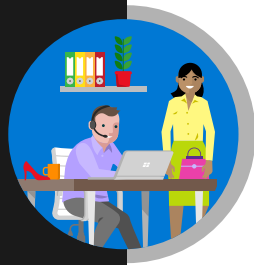
People manager  SILVER

Find, curate, and create digital resources

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

Course	Description	1/2
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.	





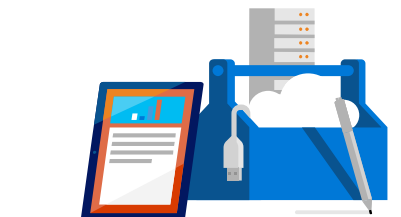
People manager



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	2/2
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.	

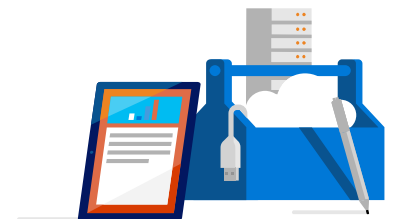


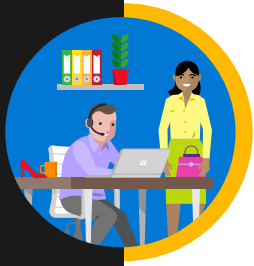
People manager  SILVER

Planning and delivering your 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 staff or other 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.



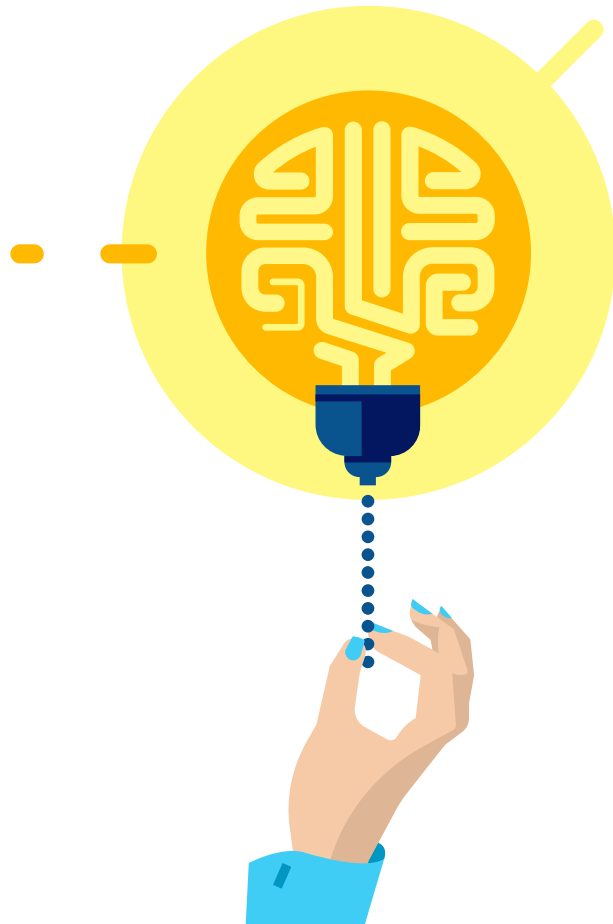


People manager



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.



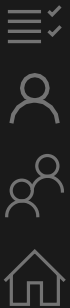
Managing your brand

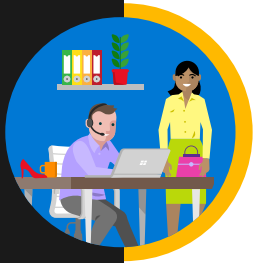
Publish resources, opinion, and information on internal and external social communities in a professional manner. Build your social media brand.



Future planning and inspiring others

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





People manager



Continuous learning and reflection

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

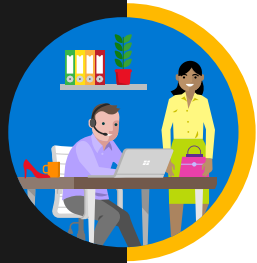
Course	Description	1/2
Embedding an AI culture	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI-ready organisation.	
AI Business School	Explores the basics of machine learning and deep learning, and how it can be used to optimise business 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	See how Face API recognise faces on the edge, on premises and in the cloud using containers.	
Building an intelligent bot	Create your first intelligent bot with Microsoft AI	
Deep learning explained	Learn an intuitive approach to building the complex models that help machine Learning solve real-world problems with human-like intelligence.	



 GOLD

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





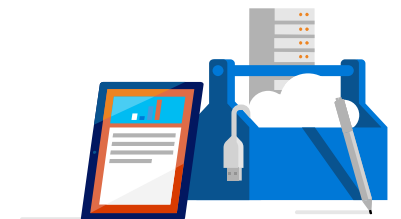
People manager



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.





People manager



Future planning and inspiring others

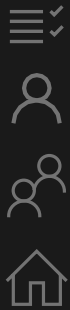
Collaborate and participate to develop ideas and innovation. Support and help develop others.

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.	
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.	



 GOLD

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





Commercial role

Develop new skills to keep you connected to teams

Watching the company you own or work for succeed is motivating, and using digital skills to support this growth is necessary if you want to keep up with the competition. Technology can be used to track sales, understand customer retention and analyse what's on trend, which frees up time to focus on where the business is heading and what the plan is to get there.

Success in the commercial sector relies on productivity, creativity and innovation. A digital make-over seamlessly ties all three of these together and makes the transformation look effortless.

Plan, grow and securely develop yourself and your commercial business through digital awareness.

Use the icons below to discover the courses and tools you need to enhance your skills and increase your future employability.

Navigate your digital journey



Overview
of digital
capabilities



Bronze-level
skills



Silver-level
skills



Gold-level
skills



Glossary

































I was sceptical at first how digital skills could improve sales when I've been doing just fine up until now, but a digital revamp has opened up a world of opportunities for me that I wasn't previously aware of. I'll never look back.





Commercial role

Jisc digital capabilities

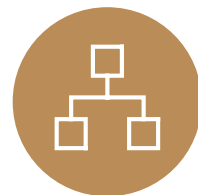
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use 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 retail 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 academic and professional/vocational purposes.	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Commercial role



Working confidently & effectively in a digital world



The systems and tech you need at work

These could be business, teaching, and learning 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.



Commercial role



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 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.	





Commercial role



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
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 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.	





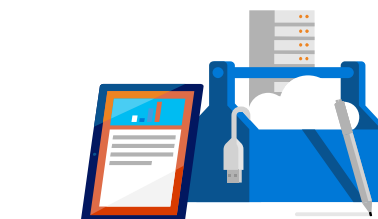
Commercial role



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
Store online and collaborate	Find out how to make the most of Office 365 with these helpful tips and tricks.	
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.	





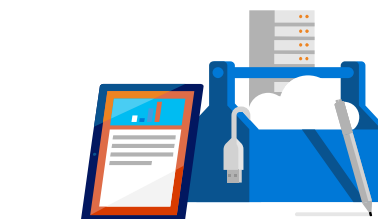
Commercial role



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 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.





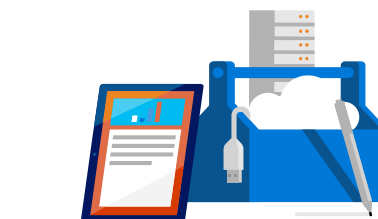
Commercial role



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 retail outcomes across disciplines and tasks.
Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.



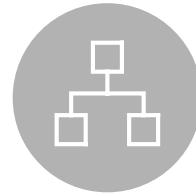
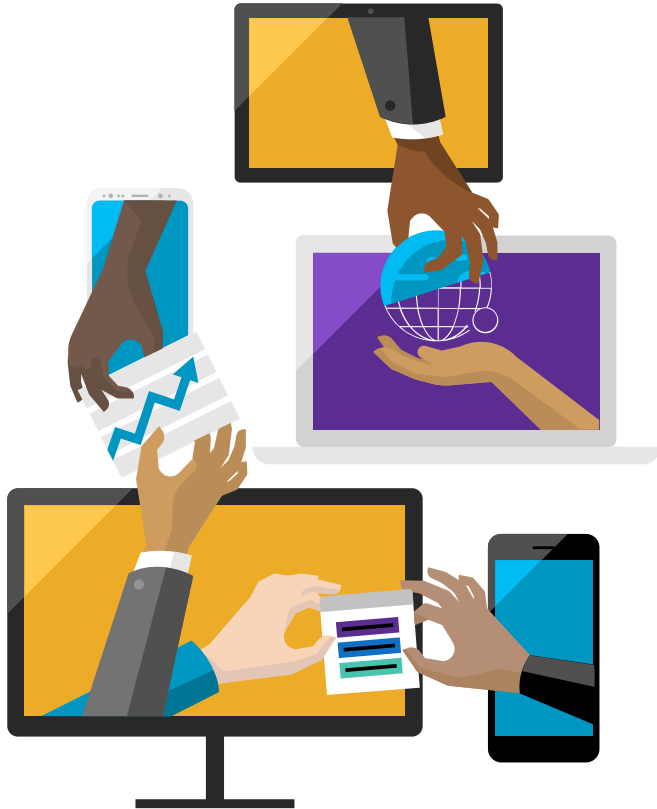


Commercial role



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 your existing processes. It could be developing a personal information environment to ensure that practice is influenced by the latest research and debate.



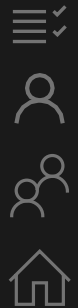
Capture, analyse, and present data

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, financial 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.

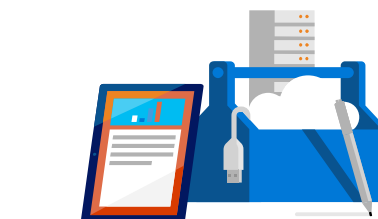


Commercial role  SILVER

Find, curate, and create digital resources

This could be to support learning, provide information or the development of your existing 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.



Commercial role  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.



Commercial role  SILVER

Planning and delivering services digitally

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



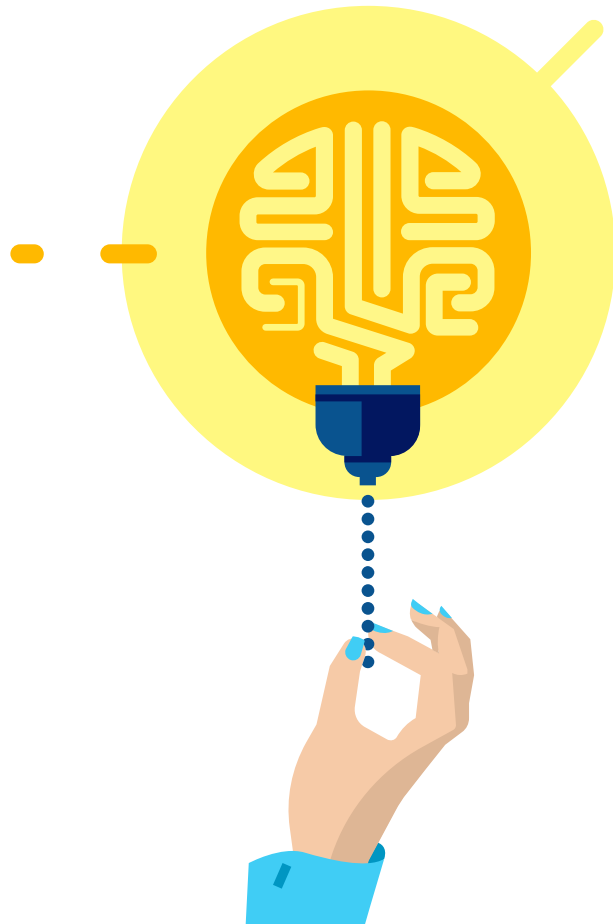


Commercial role



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.



Commercial role  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	Learn which principles are the cornerstones 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.
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.





Commercial role  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.



Commercial role  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.	
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.	





Commercial role



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 of Microsoft Azure with a range of self-paced courses.





Supply chain/distribution

Discover new practices that help you be more innovative at work

Digital literacy is important at all stages of the distribution/supply process to improve efficiency and transparency of the business. If training is kept consistent and up to date, then it has a knock on effect for the business to prove itself as reliable and professional. Technology supports each stage of the distribution chain, from face-to-face with customers, to the behind the scenes logistics and stock levels, and so it is important for digital training to be made available and taken on by employees.

Learn to solve problems, analyse distribution data and manage large numbers easily and securely with a sound digital understanding.

Use the icons below to discover the courses and tools you need to enhance your skills and accelerate your own personal development.

Navigate your digital journey



Overview
of digital
capabilities



Bronze-level
skills



Silver-level
skills



Gold-level
skills



Glossary

































I use technology everyday in my job. We move a lot of stock globally and can't afford to make mistakes, which is where a sound digital understanding is essential to use technology confidently and easily.





Jisc digital capabilities

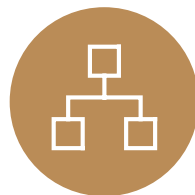
Jisc digital capability	Skill	Mapping	Tools
ICT proficiency	Use the systems and technology that you need for work.	 BRONZE	
	Use systems and technology to carry out tasks efficiently.	 SILVER	
Digital creation, problem solving, and innovation	Find, curate, and create digital resources.	 SILVER	
	Use 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 logistics 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 academic and professional/vocational purposes.	 SILVER	
Digital identity and well-being	Manage privacy settings and personal profiles.	 BRONZE	
	Work safely and securely.	 BRONZE	



Supply chain/distribution



Working confidently & effectively in a digital world



The systems and tech you need to succeed

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 to succeed

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

Course	Description	1/2
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 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	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 to succeed

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
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 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.	





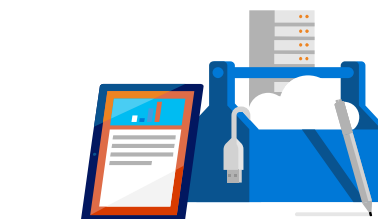
Supply chain/distribution



The systems and tech you need to succeed

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.	





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.





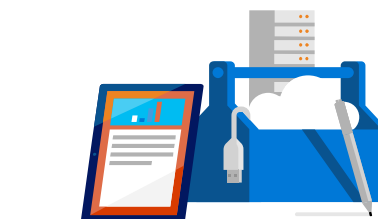
Supply chain/distribution



Work effectively in the digital world

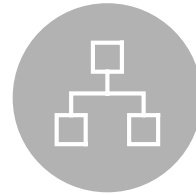
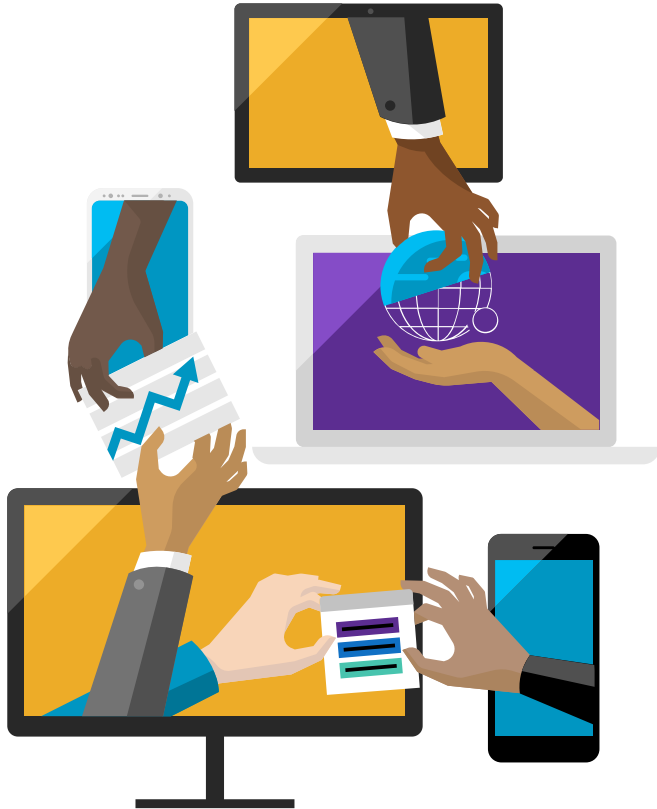
Be comfortable operating in the cloud and while mobile, and be able to communicate effectively across multiple platforms.

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 retail 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 your existing 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 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, financial 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.



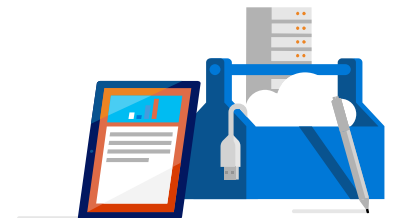
Supply chain/distribution



Find, curate, and create digital resources

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

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	Learn from top Microsoft executives about a framework to drive the key changes that are necessary to become an AI -ready organization.
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.





Supply chain/distribution



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 visualize 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.





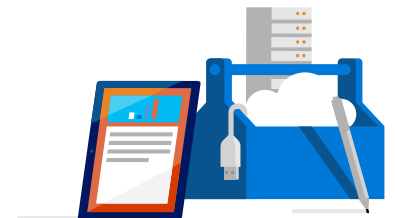
Supply chain/distribution



Planning and delivering services digitally

Utilise technology to aid collaboration, financial 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
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.



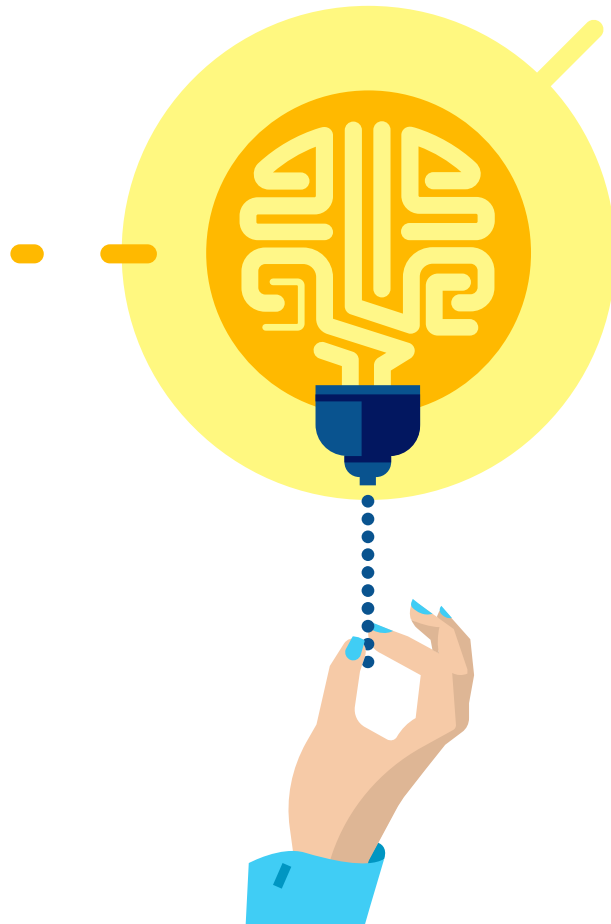


Supply chain/distribution



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.



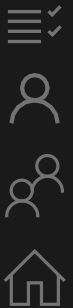
Managing your brand

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.





Supply chain/distribution



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 analyse content in different ways with our quick starts, tutorials, and samples.
Building an intelligent bot	See how AI plays an ever increasing role in bot-to-people interactions.
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.





Supply chain/distribution



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.



Supply chain/distribution  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.	
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.	



Supply chain/distribution  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 of Microsoft Azure with a range of self-paced courses.	





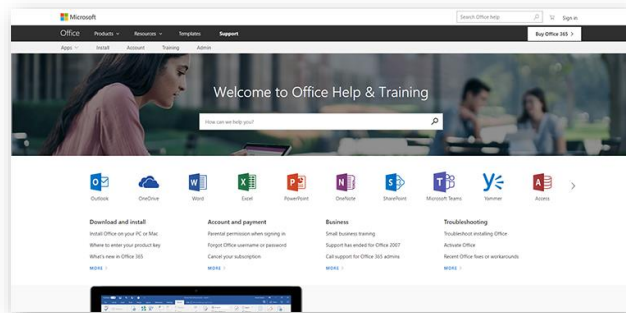
Glossary

Microsoft sources and information used in this interactive guide.

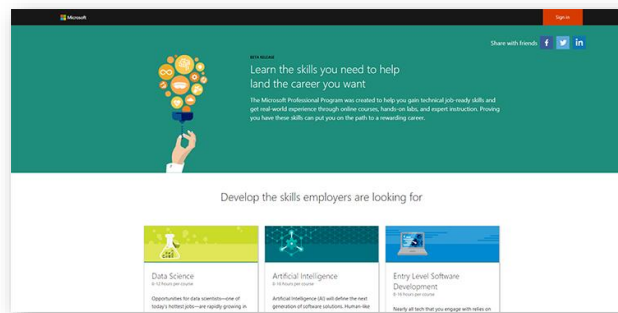
An ever-expanding set of cloud services to help your organisation meet your business challenges. It's the freedom to build, manage, and deploy applications on a massive, global network using your favourite tools and frameworks.

Microsoft sources and information

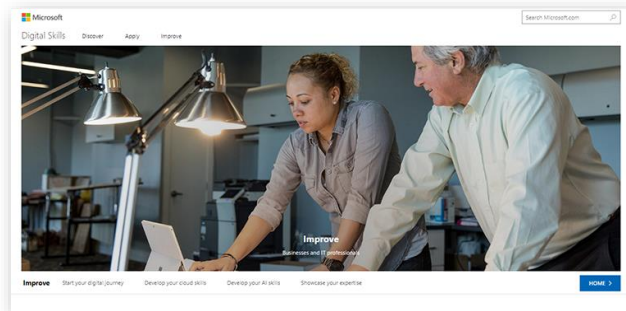
Microsoft has selected the courses and resources in this interactive guide from the six websites below, which provide rich collections of free materials to boost your digital capabilities.



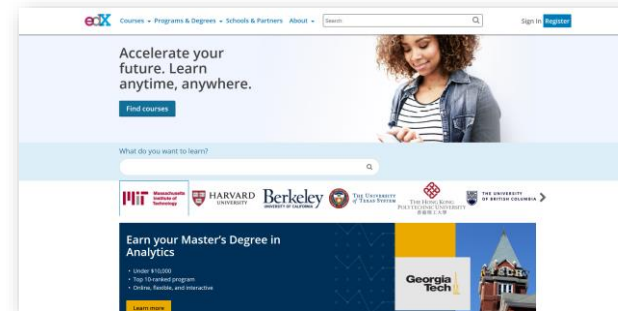
The [Office Support Centre](#) has videos/info/quick-start info for the Office 365 suite.



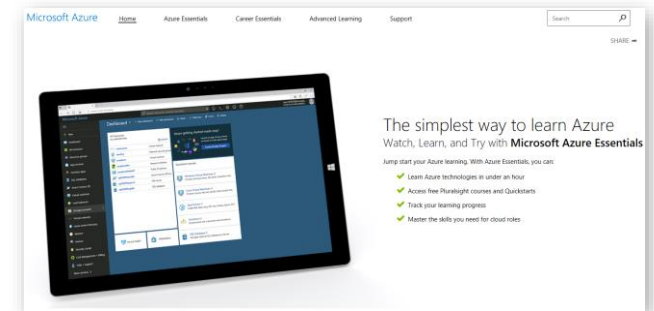
[Microsoft Professional Programs](#) offers role-based training for the technical jobs most in demand.



[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.

