Microsoft

Digital capabilities for cloud-first, mobile-first healthcare

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.

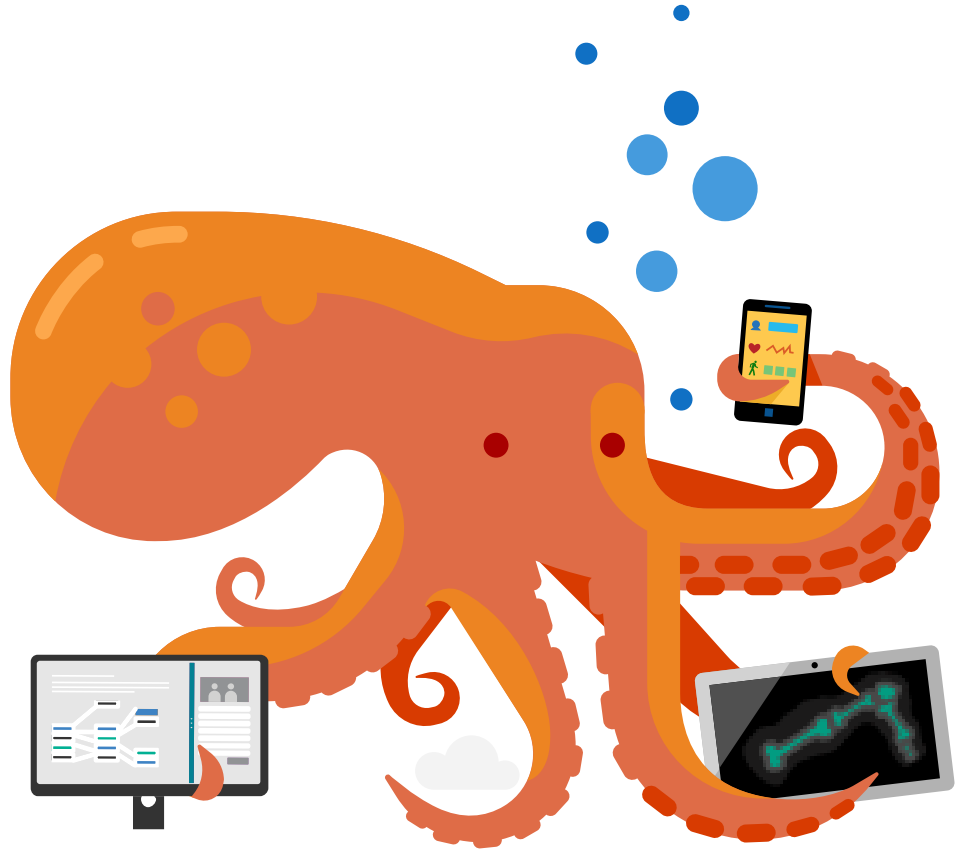
To help you accelerate your digital skills and personal development. This guide and easy-to-use tool can help you assess your digital literacy and capabilities and to easily find the necessary courses and resources to propel you forward.

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 future leaders in healthcare and business. 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 and Public Sector Business Manager
Microsoft

Microsoft



LEARNING ROLES

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 recognize that everyone has different needs and potential and so we have created four unique personas reflecting different job roles within the healthcare 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.

Community Patient Carers

Medical Practitioners

Managers

Non-clinical staff

SKILL LEVELS

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 our 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.

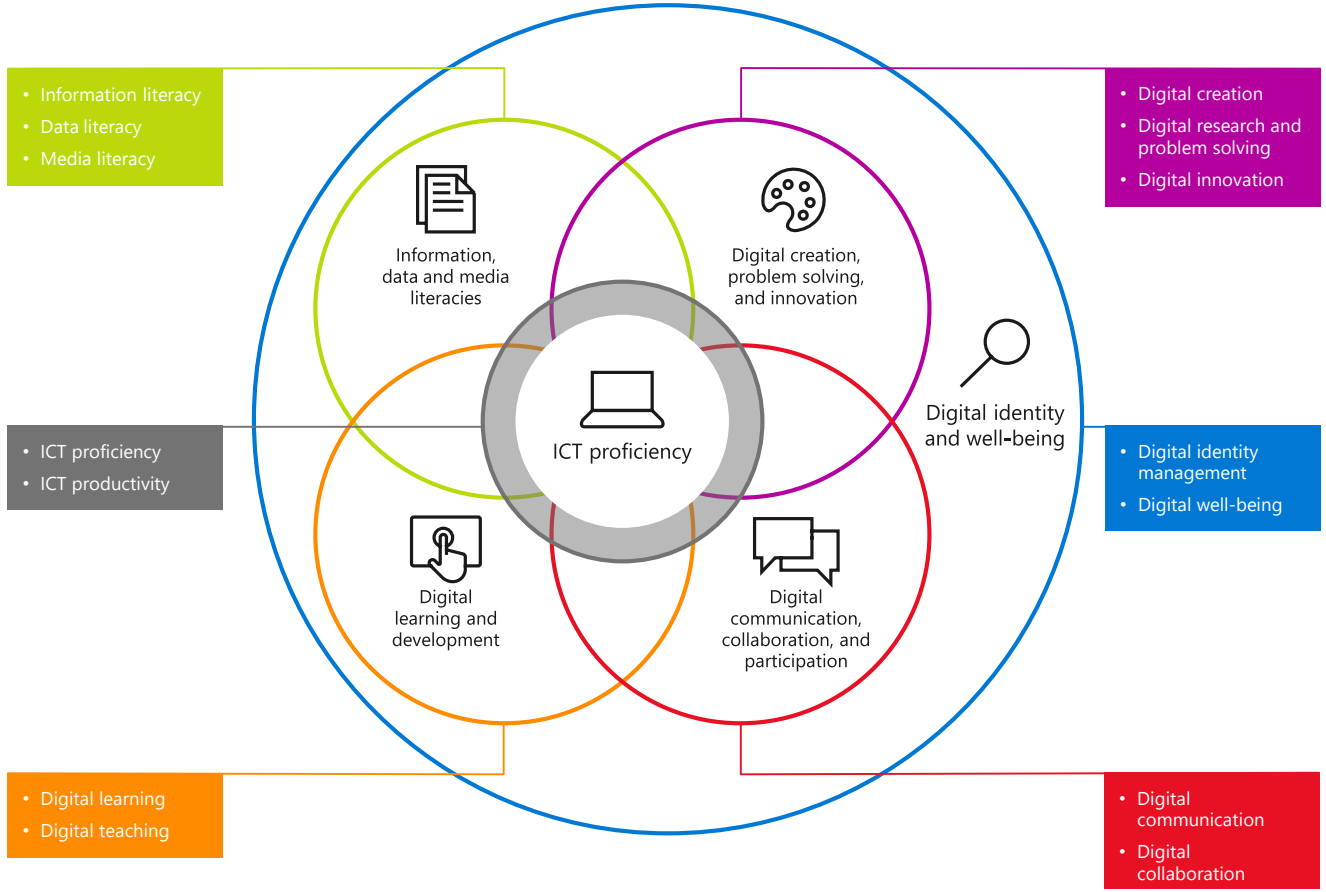
Where do your skills stand today?

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 academic, administrative, and professional 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 appropriate for your role.

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



USING THIS GUIDE

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 students, academics, researchers, and administrators 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.

CONTENTS

Navigate this guide

Tailored learning pathways

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Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

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Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

Managers
Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

Non-clinical staff
Jisc digital capabilities
Bronze productivity
Silver creativity
Gold innovation

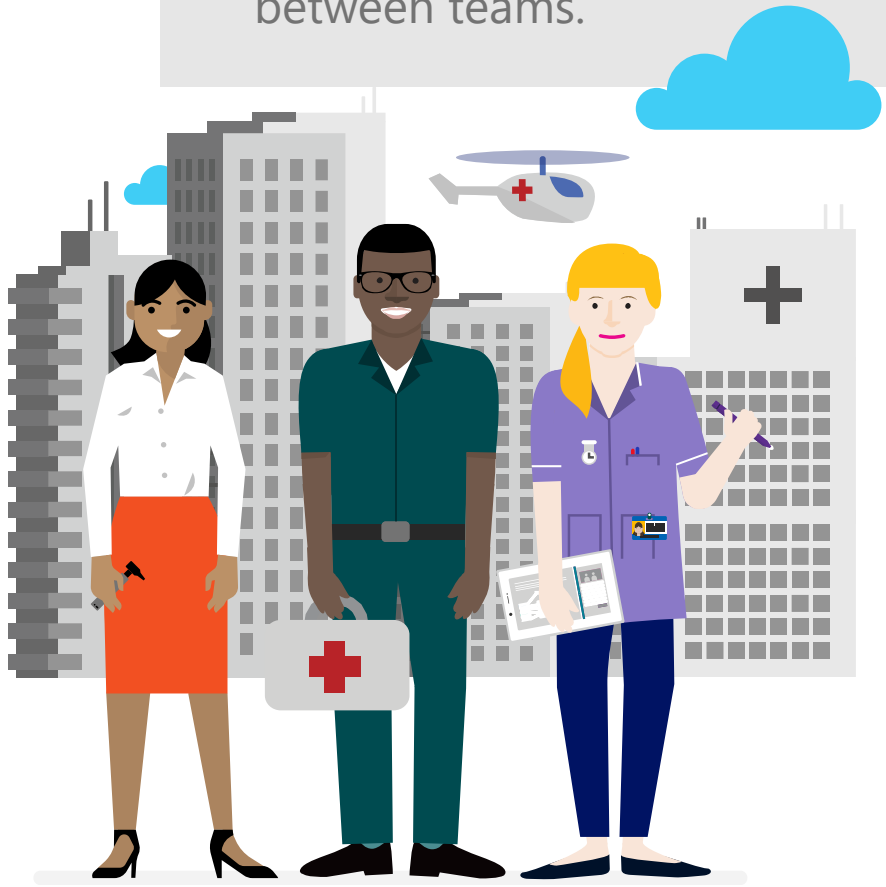
Glossary

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.

LEARNING ROLE

Community Patient Carers

> I need tools to help me effectively communicate and collaborate with my colleagues so information can be shared securely between teams.



Learn about tools which enhance peer collaboration

As a Community Patient Carer, your role is to oversee the welfare and health of those in the community, which is more than likely to include a large number of people. At the same time, there's also the added possibility that you will likely share responsibilities for patients across multiple colleagues.

This is where effective communication and a good knowledge and understanding of technology and digital capabilities can help you manage your time and resources more efficiently and make your job as easy and as straightforward as possible.

Having a knowledge of the digital skills you need to record and share information accurately and securely with confidence enables you to focus more of your attention on your patients and the care that they need.

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

Community Patient Carers

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 medical 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	

Community Patient Carers BRONZE

Working confidently & effectively in a digital world

PRODUCTIVITY

Use 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.

PRODUCTIVITY

Community Patient Carers BRONZE

The systems and tech you need for study

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	1/2
Stay Organised with OneNote	Boost your OneNote skills by learning how to take and draw notes with quick videos.	
O365 YouTube Channel	A collection of videos showcase how people and small businesses use Office 365 to be more productive.	
Outlook for Windows	Learn how to use Outlook efficiently with easy-to-follow videos, from setup and customisations to contacts and calendar management.	
OneDrive	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.	

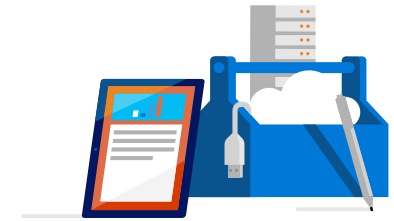
Community Patient Carers BRONZE

The systems and tech you need for study

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	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.	
Office Tips and Tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
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.	
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	Discover a wide range of lessons to help you navigate the basics of using Office 365.	



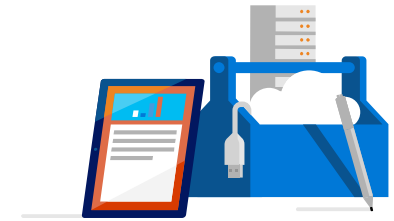
PRODUCTIVITY

Community Patient Carers 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 Guide	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.
Preview and Print in 0365	Learn how to preview and print files.



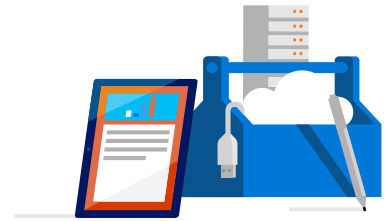
Community Patient Carers BRONZE

Work effectively in the digital world

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

PRODUCTIVITY

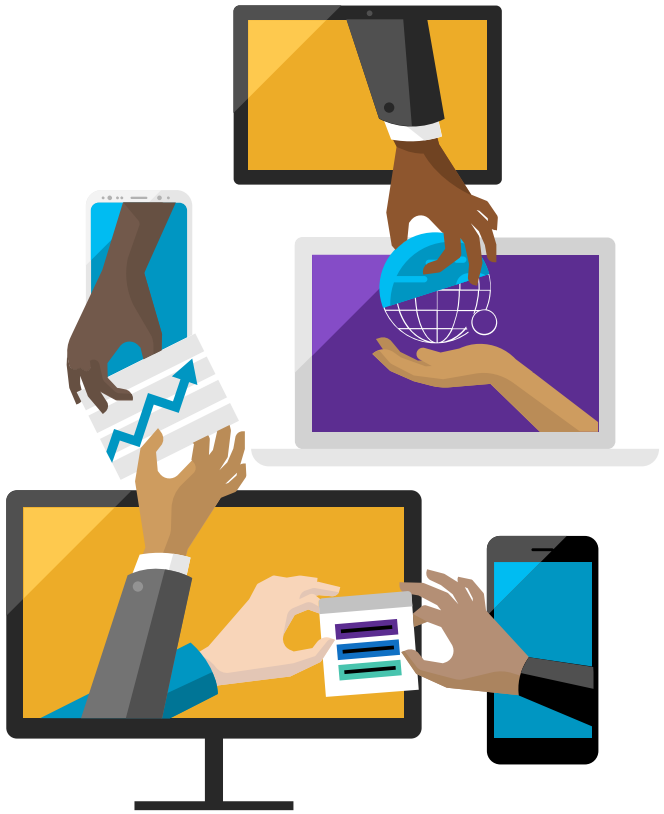
Course	Description
Collaborate with Office 365	Working with others in Office 365.
Meeting Microsoft Teams and Introduction to Microsoft Teams	Create collaborative workplaces and connect in professional learning communities.



Community Patient Carers SILVER

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 learning

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

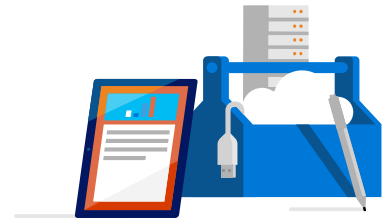
CREATIVITY

Community Patient Carers SILVER

Find, curate, and create digital resources

This could be done by developing a personal information environment to ensure that practice is influenced by the latest research or thinking in your field.

Course	Description	1/2
Protect and Share OneNote sections	Share your OneNote with those you need to.	
Learning Tools Sway	Make text more accessible and hear printed text spoken out loud.	
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	An overview of the AI and how to get started.	



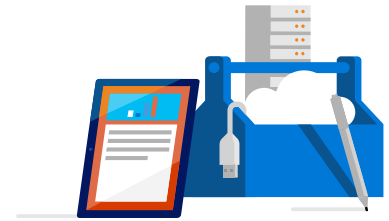
Community Patient Carers SILVER

Find, curate, and create digital resources

This could be done by developing a personal information environment to ensure that practice is influenced by the latest research or thinking in your field.

CREATIVITY

Course	Description	2/2
Features by disability type across Windows 10 and O365	The A-Z of accessibility features in Microsoft Technologies.	
The Inclusion in Action in Series	Microsoft's accessibility blog: making technology easier to see, hear, and use.	
Windows 10: Create a World of Tomorrow in your workplace	Navigate the Windows 10 environment for today's healthcare professionals.	



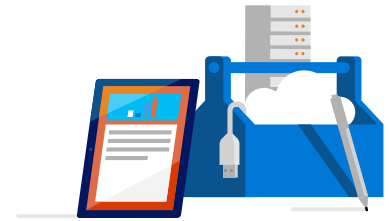
CREATIVITY

Community Patient Carers 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
Visualizing 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.



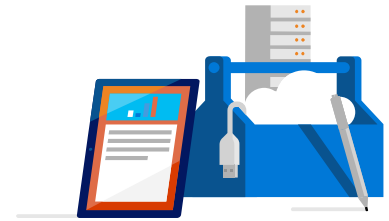
Community Patient Carers SILVER

Planning and developing your learning

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

CREATIVITY

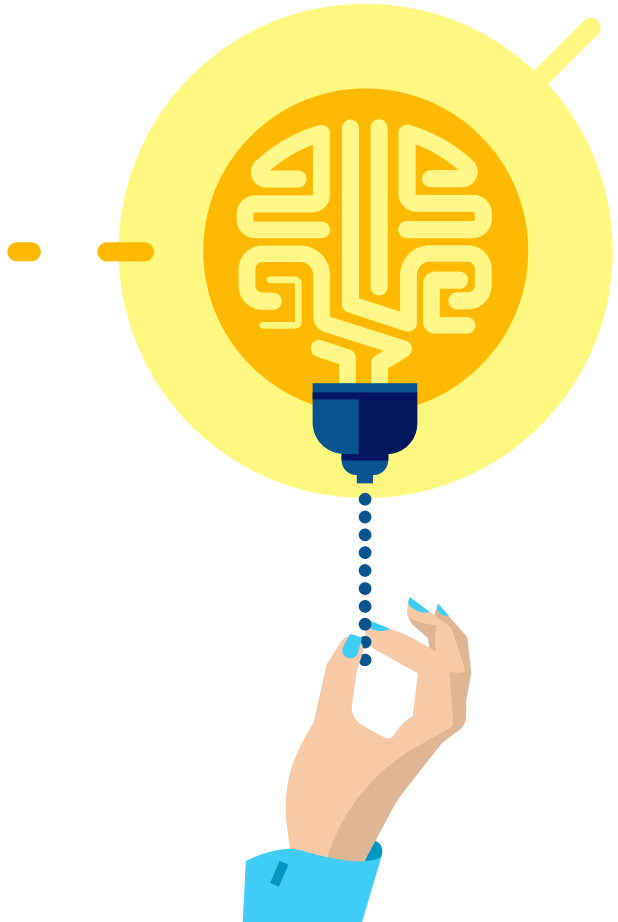
Course	Description
Accessible Office Templates	Accessible Office templates.
Windows 10 Help	FAQ for Windows 10.
Office 365 Help	FAQ for Office 365.
Introduction to Cloud for Leaders	An overview of the AI in health and how to get started.
Create a canvas app in PowerApps	This learning path introduces you to PowerApps, helps you create and customize an app, and then manage and distribute it.



Community Patient Carers 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 you brand

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

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others. Build your social media brand.

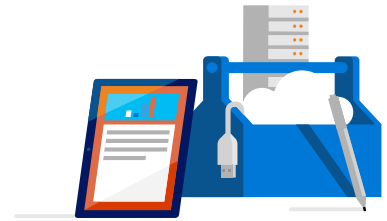
INNOVATION

Community Patient Carers 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 AL, VR, AR, etc.).

Course	Description
Microsoft Professional Programmes	Explore AI, machine learning, web development, and other new technologies.
AI Developer Bootcamp	This Path will guide anyone looking to dive into AI through the high level concepts and technologies in the Microsoft AI platform.
Machine learning Crash Course	A high-level overview of artificial intelligence (AI) for people with little or no knowledge of computer science or statistics.



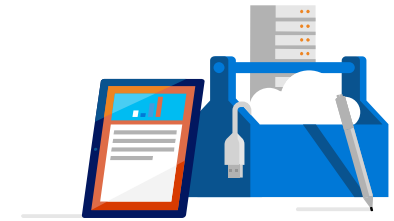
INNOVATION

Community Patient Carers GOLD

Managing your brand

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

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.



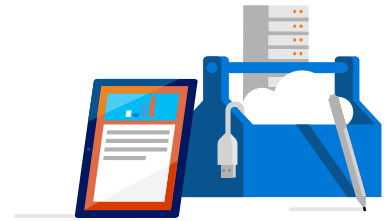
Community Patient Carers GOLD

Future planning and inspiring others

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

INNOVATION

Course	Description
Skype Explorer Badge	Skype Explorer Badge – Earn by completing five or more skype interactions.
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.



Medical Practitioners

> I want to know how digital platforms can help me improve patient care and discover new ways I can bring innovative ideas to the workplace.

Discover new practices that help you more innovative at work

It can be challenging to manage time, patients and personal growth in a job that is as demanding as a medical practitioner, but with the right technology, and knowing how to use it, you can quickly gather, present and share data safely and accurately.

You can benefit your research and practice through digital learning, which saves time and resources for yourself and department. It can inspire innovative ideas and practices to transform how you administer care. It can also aid a better understanding of diagnosis and treatment, and accelerate your progress in your career.

Up-to-date digital knowledge improves efficiency, too. Collaboration tools can help save time and mean you can provide care both in person and over the phone. This can also help to increase reliability and security of data for both patients and practitioners, while also being used for self development and team growth. The educational benefits are undeniable.

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

CAPABILITIES

Medical Practitioners

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 medical 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	

Medical Practitioners BRONZE

Working confidently & effectively in a digital world

PRODUCTIVITY

Systems you need for work and research

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.

PRODUCTIVITY

Medical Practitioners BRONZE

The systems and tech you need to succeed

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

Course	Description	1/2
Stay Organised with OneNote	Boost your OneNote skills by learning how to take and draw notes with quick videos.	
O365 YouTube Channel	A collection of videos showcase how people and small businesses use Office 365 to be more productive.	
Outlook for Windows	Learn how to use Outlook efficiently with easy-to-follow videos, from setup and customisations to contacts and calendar management.	
OneDrive	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.	

Medical Practitioners BRONZE

The systems and tech you need to succeed

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

PRODUCTIVITY

Course	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 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.	
Office Tips and Tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
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.	
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	Discover a wide range of lessons to help you navigate the basics of using Office 365.	

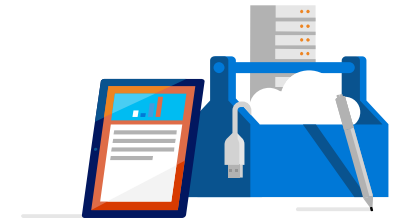
PRODUCTIVITY

Medical Practitioners 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
Preview and Print in 0365	Learn how to preview and print files.



PRODUCTIVITY

Medical Practitioners BRONZE

Work effectively in the digital world

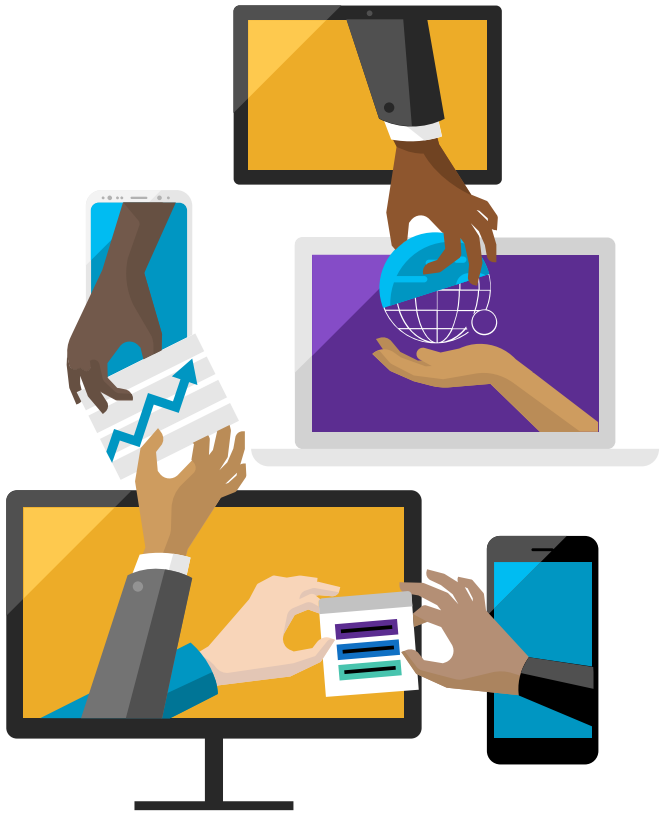
Be comfortable operating in the cloud and when mobile, and be able to communicate effectively across multiple platforms.

Course	Description
Collaborate with Office 365	Unlock the modern ways of working in Office 365, from collaborating with select peers to sharing beyond the team.

Medical Practitioners SILVER

Using digital technology to create and collaborate

CREATIVITY



Find, curate, and create digital resources

This can support learning or the development of your research. 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 your care via digital means

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

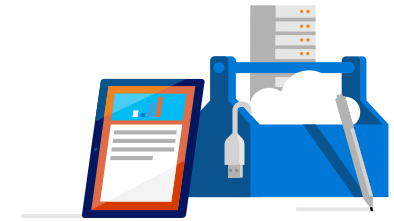
CREATIVITY

Medical Practitioners SILVER

Find, curate, and create digital resources

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

Course	Description
21st – Century Learning Design	A collaborative, practise-based set of 8 courses to transform the design of enriching learning activities.
Protect and Share OneNote sections	Share your OneNote with those you need to
Learning Tools Sway	Make text more accessible and hear printed text spoken out loud
Features by disability type across Windows 10 and O3065	The A-Z of accessibility features in Microsoft Technologies
Machine learning Crash Course	A high-level overview of artificial intelligence (AI) for people with little or no knowledge of computer science or statistics.

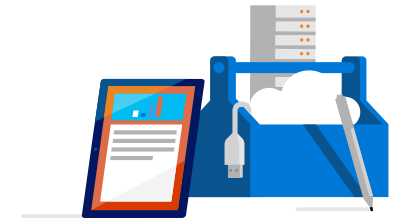


Medical Practitioners SILVER

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 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.



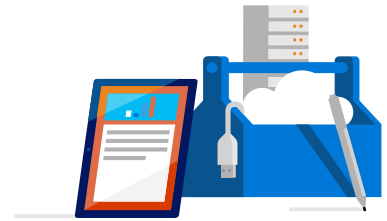
Medical Practitioners SILVER

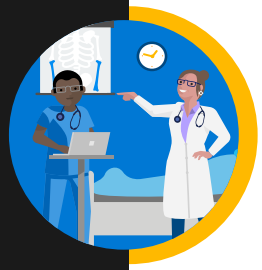
Planning and delivering services digitally

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 students and stakeholders.

CREATIVITY

Course	Description
Accessibility Office Templates	Accessible office templates.
Windows 10 Help	FAQ for Windows 10
Office 365 Help	FAQ for Office 365.

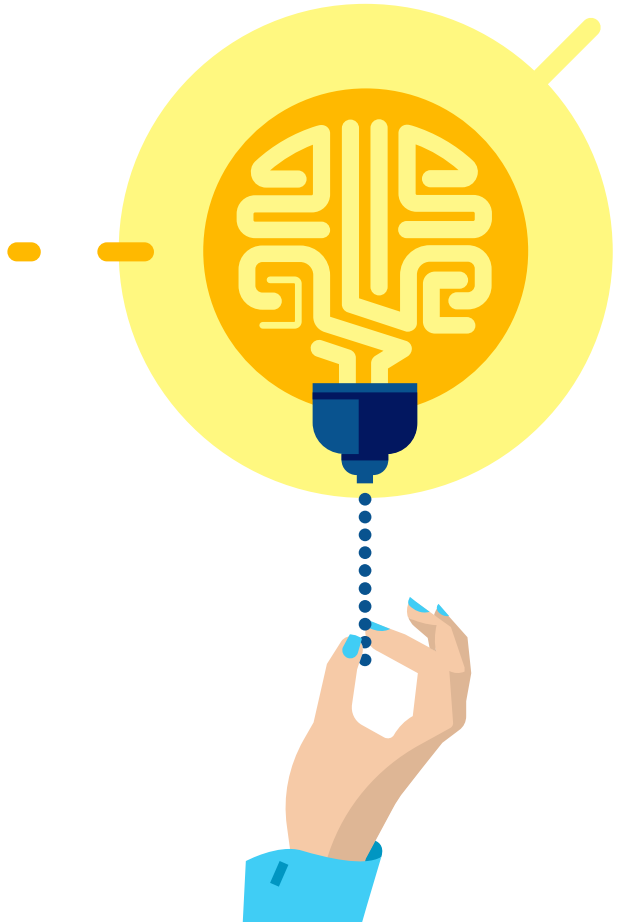




Medical Practitioners GOLD

Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

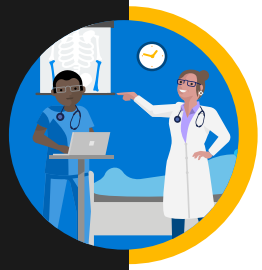
Understand how new technology can play a role in the current delivery of your job

Managing your brand

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

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others. Build your social media brand



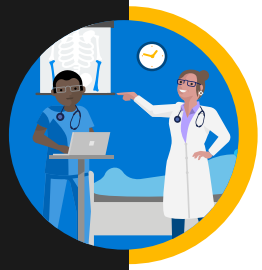
INNOVATION

Medical Practitioners 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 AL, VR, AR, etc).

Course	Description
Microsoft Professional Programme	Explore AI, machine learning, web development and other new technologies.
AI Developer Bootcamp	This Path will guide anyone looking to dive into AI through the high level concepts and technologies in the Microsoft AI platform.
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.
Deep Learning Explained	Learn an intuitive approach to building the complex models that help machine Learning solve real-world problems with human-like intelligence.



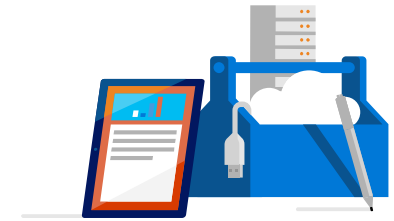
Medical Practitioners GOLD

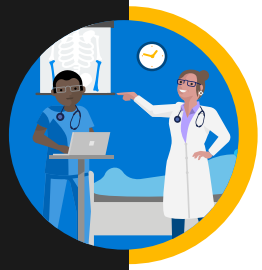
Managing your brand

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

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 profilec	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.





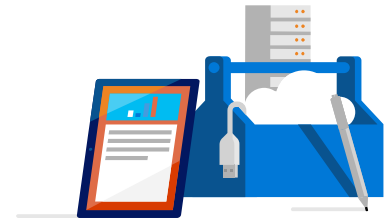
Medical Practitioners GOLD

Future planning and inspiring others

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

INNOVATION

Course	Description
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.
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.
Introduction to Azure	Follow a guided learning path. Develop practical job skills that you can start using straight away.



LEARNING ROLES

Managers

Acquire new skills to help you progress in your career

Digital expertise can transform the growth of your employees; knowing how to communicate in an efficient way, monitor progress and give advice means you are able to keep an organised track of your employees' development and well-being, which in turn builds a strong and confident workforce.

As a manager, you should already have digital skills built up over some years of experience, but there does not have to be a cap on your learning – this technological understanding can be used for personal growth to positively add to your organisations future progression.

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

> Being able to digitally track and develop employees' progress saves resources and makes it easy to communicate advice on next steps for improvement.

Navigate your digital journey

Overview of digital capabilities

Bronze-level skills

Silver-level skills

Gold-level skills

Glossary

CAPABILITIES

Managers

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 medical 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	

Managers BRONZE

Working confidently & effectively in a digital world

PRODUCTIVITY

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, 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.

PRODUCTIVITY

Managers BRONZE

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.

Course	Description	1/2
Stay Organised with OneNote	Boost your OneNote skills by learning how to take and draw notes with quick videos.	
O365 YouTube Channel	A collection of videos showcase how people and small businesses use Office 365 to be more productive.	
Outlook for Windows	Learn how to use Outlook efficiently with easy-to-follow videos, from setup and customisations to contacts and calendar management.	
OneDrive	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.	

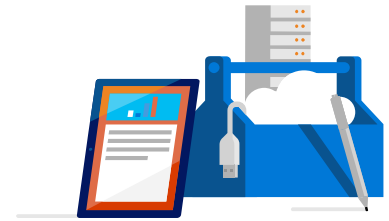
Managers BRONZE

The systems and tech you need at work

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

PRODUCTIVITY

Course	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.	
Office Tips and Tricks	Ready to improve your Office skills? Discover useful tips and tricks to use it more efficiently.	
Store online and collaborate	Learn how to save files online with OneDrive and SharePoint.	
Office training, templates, quick tips, and videos	Set up O365 and get started.	
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	Discover a wide range of lessons to help you navigate the basics of using Office 365	



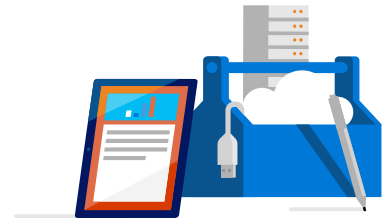
PRODUCTIVITY

Managers 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 Guide	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.
Preview and Print in 0365	Learn how to preview and print files.



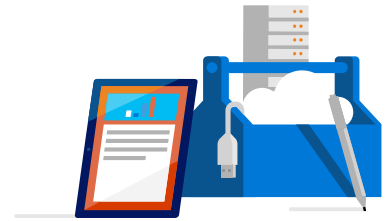
PRODUCTIVITY

Managers 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	Online collaboration with PowerPoint.
Collaborate with Office 365	Working with others in Office 365.
Introduction to Sway	Create and share interactive class materials, presentations, projects, and more.



Managers SILVER

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 services. 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, students, and stakeholders.

CREATIVITY

Managers SILVER

Find, curate, and create digital resources

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

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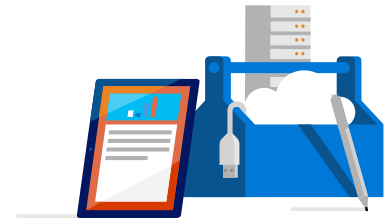

CREATIVITY

Managers SILVER

Find, curate, and create digital resources

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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.
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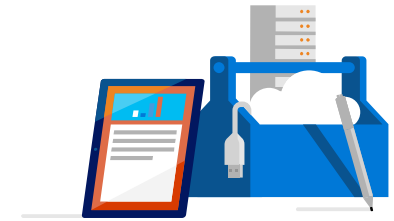

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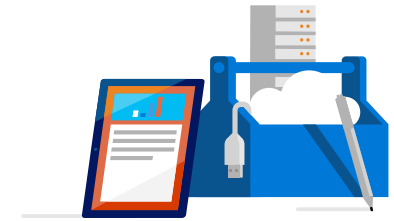


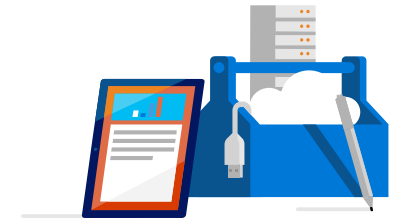
Managers SILVER

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 students and stakeholders.

CREATIVITY

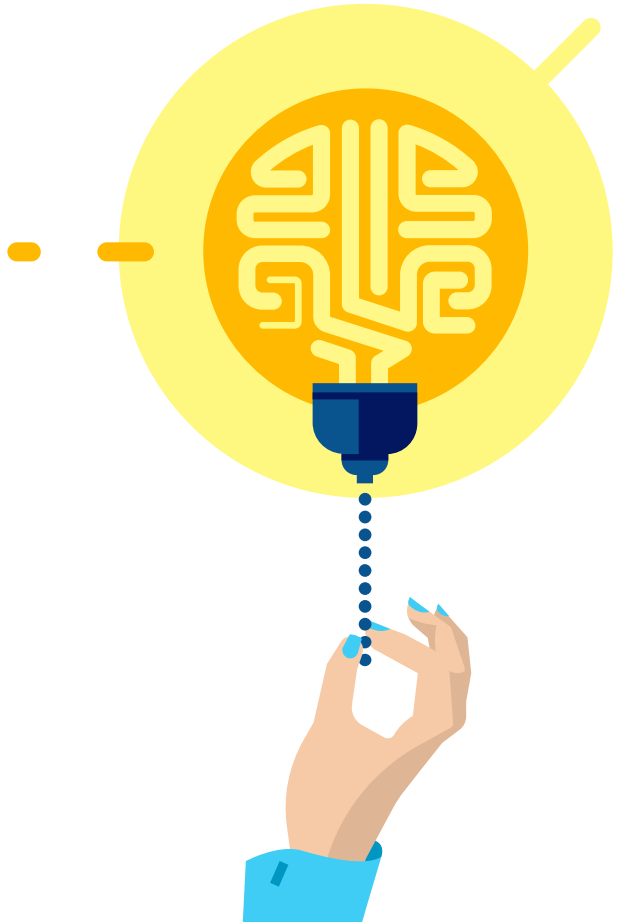
Course	Description
Skype Collaborations	Learn how to collaborate with Skype and why collaborations are important.
Accessible Office Templates	Accessible office templates.
Windows 10 Help	FAQ for Windows 10.
Office 365 Help FAQ for Office 365	Six modules on how to create a digitally rich and inclusive learning community.
Create a canvas app in PowerApps	This learning path introduces you to PowerApps, helps you create and customize an app, and then manage and distribute it.



Managers 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.

Future planning and inspiring others

Collaborate and participate to develop ideas and innovation. Support and help develop others. Build your social media brand

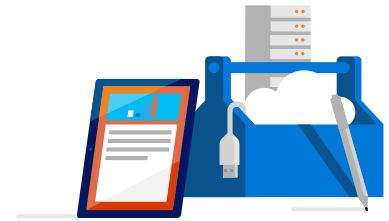
INNOVATION

Managers 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 AL, VR, AR, etc.).

Course	Description
Microsoft Professional Programme	The Microsoft Professional Programme 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.
Creating a great profile	Make the most of your LinkedIn profile.
Grow your network	Grow your professional network effectively.
Search for jobs	By harnessing the power of the LinkedIn platform, you can tap into an expansive network of professionals, companies, and groups in your industry and beyond.
Microsoft digital skills programme	In a world being transformed by technology, developing your digital skillset is now more important than ever before. That's why we've created our Digital Skills Programme: a company-wide commitment and effort to support the growth of digital skills in the UK. Browse the website to find free resources for digital literacy, the cloud, and AI.



INNOVATION

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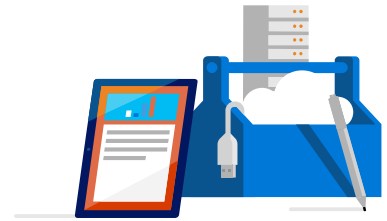
Be an active member of internal and external social networks and communities which form part of your personal learning environment. Regularly experiment with new technology (currently AL, VR, AR, etc.).

Course	Description
AI Developer Bootcamp	This Path will guide anyone looking to dive into AI through the high level concepts and technologies in the Microsoft AI platform.
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	Easily start building a sophisticated bot able to perform several intelligent actions
Deep Learning Explained	Learn an intuitive approach to building the complex models that help machine Learning solve real-world problems with human-like intelligence.



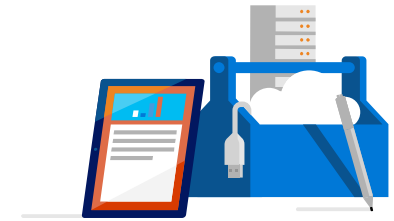
INNOVATION

Managers GOLD

Managing your brand

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

Course	Description
Setting up a new LinkedIn account	LinkedIn courses which will enable you to leverage the power of the platform, 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	By harnessing the power of the LinkedIn platform, you can tap into an expansive network of professionals, companies, and groups in your industry and beyond.
Microsoft digital skills programme	In a world being transformed by technology, developing your digital skillset is now more important than ever before. That's why we've created our Digital Skills Programme: a company-wide commitment and effort to support the growth of digital skills in the UK. Browse the website to find free resources for digital literacy, the cloud, and AI.



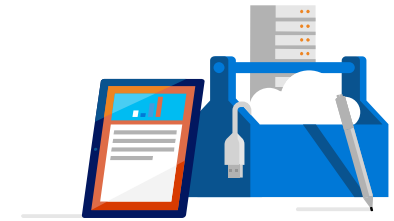
INNOVATION

Managers GOLD

Future planning and inspiring others

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

Course	Description
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.
Introduction to Azure	Follow a guided learning path. Develop practical job skills that you can start using straight away.



LEARNING ROLES

Non-clinical staff

> I want to progress in my role and know I'm making improvements. Learning key digital skills means I can track my growth and go further.

Develop new skills to keep you connected to teams

Non-clinical staff play a vital role in the smooth running of medical practices behind the scenes.

Communication and digital literacy are consequently critical to your day-to-day role as you perform an array of different tasks and work with a variety of different teams.

Your training and development should therefore be as easy and flexible as possible with obvious levels of progression.

This comes from having a sound digital understanding, that you can learn while working, to communicate effectively with colleagues and managers on your development.

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

Non-clinical staff

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 medical 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	

Non-clinical staff BRONZE

Working confidently & effectively in a digital world

PRODUCTIVITY

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.

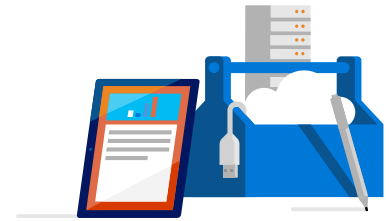
PRODUCTIVITY

Non-clinical staff BRONZE

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.

Course	Description	1/2
Stay Organised with OneNote	Boost your OneNote skills by learning how to take and draw notes with quick videos.	
O365 YouTube Channel	A collection of videos showcase how people and small businesses use Office 365 to be more productive.	
Outlook for Windows	Learn how to use Outlook efficiently with easy-to-follow videos, from setup and customisations to contacts and calendar management.	
OneDrive	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.	



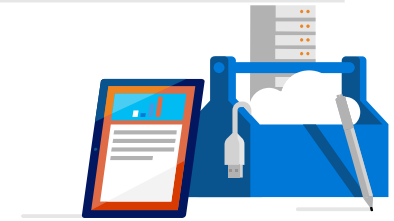
PRODUCTIVITY

Non-clinical staff BRONZE

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.

Course	Description	2/2
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.	
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.	
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	Discover a wide range of lessons to help you navigate the basics of using Office 365.	



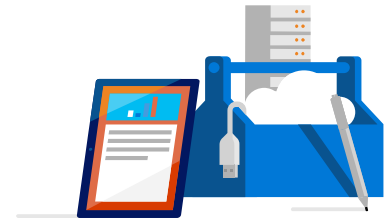
PRODUCTIVITY

Non-clinical staff 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
Working with templates	Try a training template to learn more about Word, Excel and PowerPoint.
Preview and Print in 0365	Learn how to preview and print files.



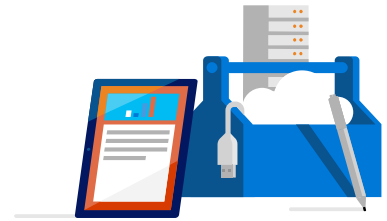
PRODUCTIVITY

Non-clinical staff 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.

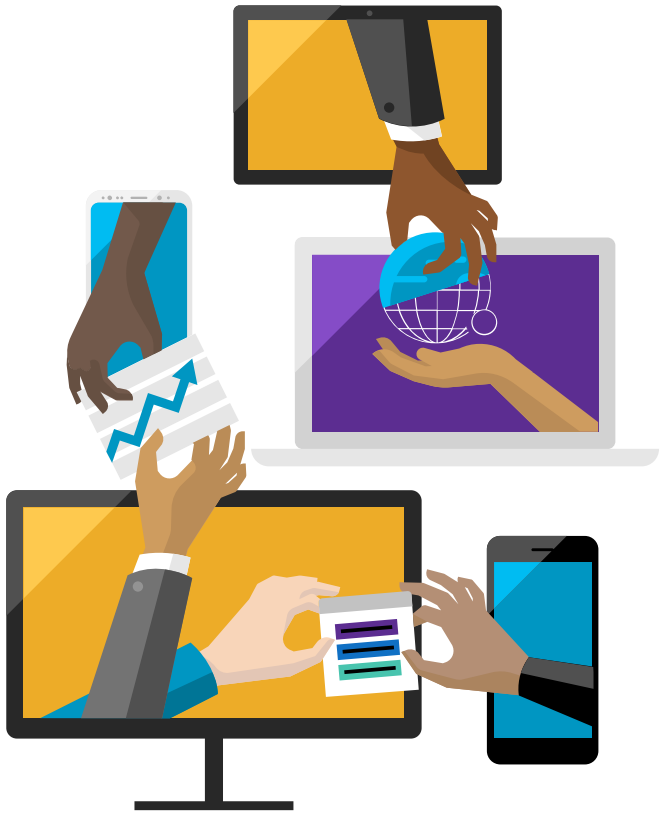
Course	Description
Collaborate Using PowerPoint Online	Online collaboration with PowerPoint.
Collaborate with Office 365	Working with others in Office 365.
Introduction to Sway	Create and share interactive class materials, presentations, projects, and more.



Non-clinical staff SILVER

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 services. 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, students, and stakeholders.

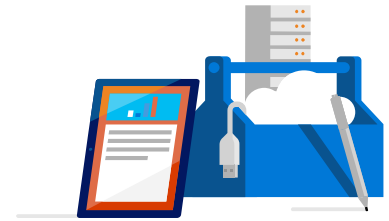
CREATIVITY

Non-clinical staff SILVER

Find, curate, and create digital resources

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

Course	Description
Learning Tools Sway	Make text more accessible and hear printed text spoken out loud.
Features by disability type across Windows 10 and O365	The A-Z of accessibility features in Microsoft Technologies.
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	An overview of the AI and how to get started.



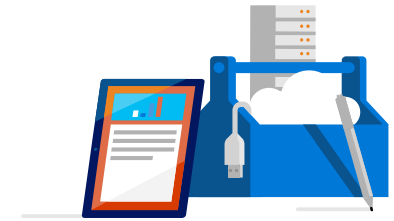
Non-clinical staff SILVER

Capture, analyse, and present data

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

CREATIVITY

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.



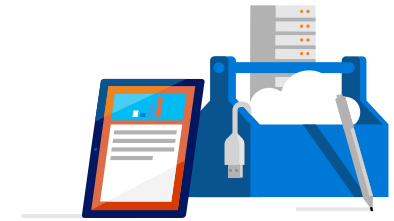
Non-clinical staff SILVER

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 students and stakeholders.

CREATIVITY

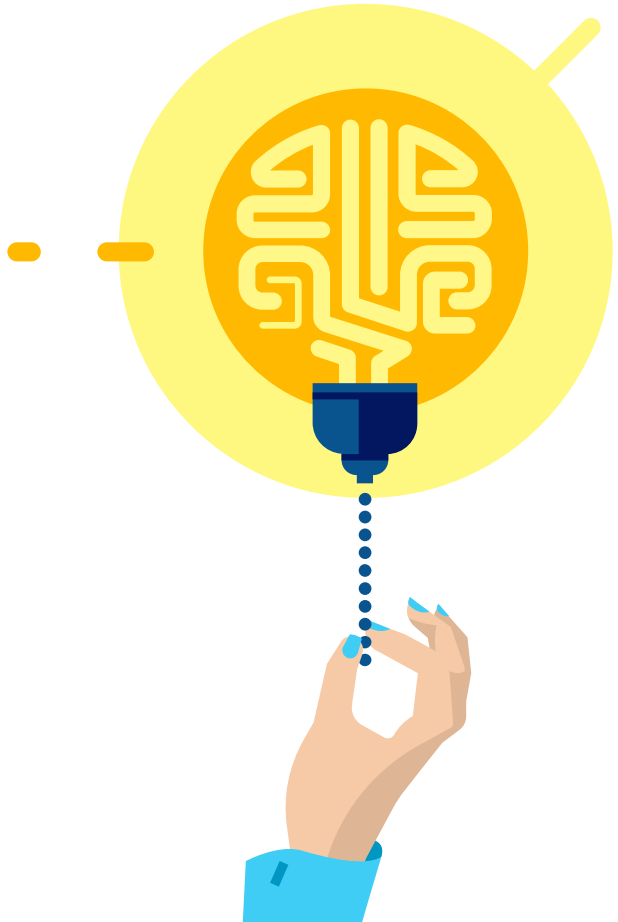
Course	Description
Accessible Office Templates	Accessible office templates.
Windows 10 Help	FAQ for Windows 10.
Office 365 Help FAQ for Office 365	Six modules on how to create a digitally rich and inclusive learning community.



Non-clinical staff GOLD

Inspiring and innovating using digital technology

INNOVATION



Continuous learning and reflection

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

Managing your brand

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

Future planning and inspiring others

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

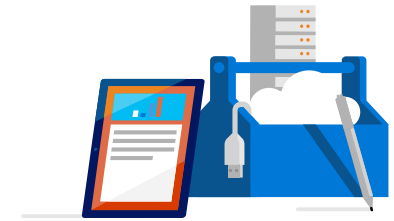
INNOVATION

Non-clinical staff 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 AL, VR, AR, etc.).

Course	Description
Microsoft Professional Programme	The Microsoft Professional Programme 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.
AI Developer Bootcamp	This Path will guide anyone looking to dive into AI through the high level concepts and technologies in the Microsoft AI platform.
Machine learning Crash Course	A high-level overview of artificial intelligence (AI) for people with little or no knowledge of computer science or statistics.



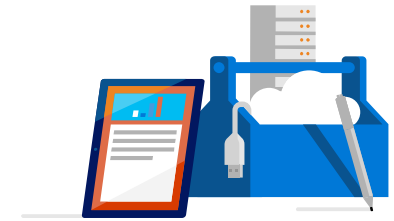
Non-clinical staff GOLD

Managing your brand

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

INNOVATION

Course	Description
Setting up a new LinkedIn account	LinkedIn courses which will enable you to leverage the power of the platform, 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	By harnessing the power of the LinkedIn platform, you can tap into an expansive network of professionals, companies, and groups in your industry and beyond.
Microsoft digital skills programme	In a world being transformed by technology, developing your digital skillset is now more important than ever before. That's why we've created our Digital Skills Programme: a company-wide commitment and effort to support the growth of digital skills in the UK. Browse the website to find free resources for digital literacy, the cloud, and AI.



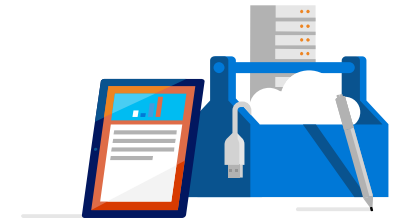
Non-clinical staff GOLD

Future planning and inspiring others

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

INNOVATION

Course	Description
HoloTour	Experience HoloTour: Immersive, virtual travel experiences with Windows Mixed Reality.
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.
Introduction to Azure	Follow a guided learning path. Develop practical jobs and skills that you can start using straight away.



Microsoft

Glossary

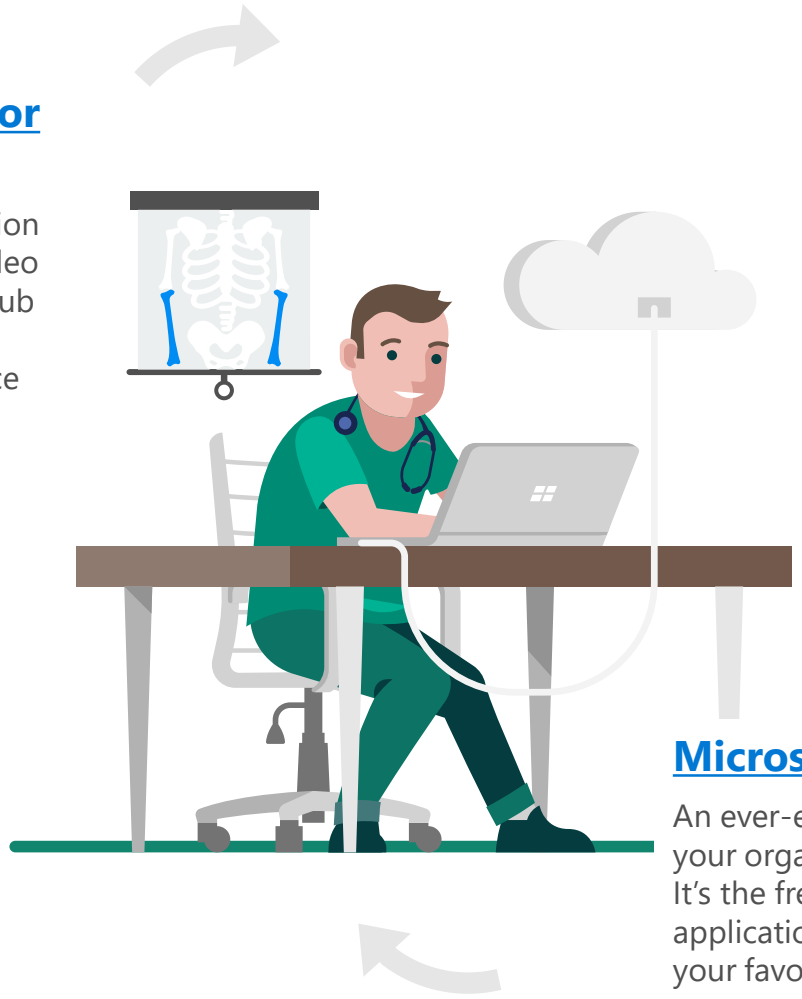
Microsoft sources and information used in this interactive guide.

GLOSSARY

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.

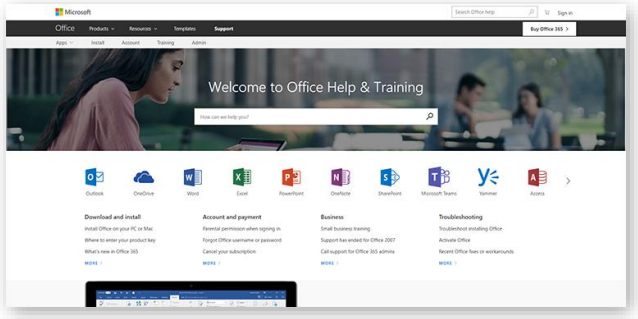
Microsoft Azure for health

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.

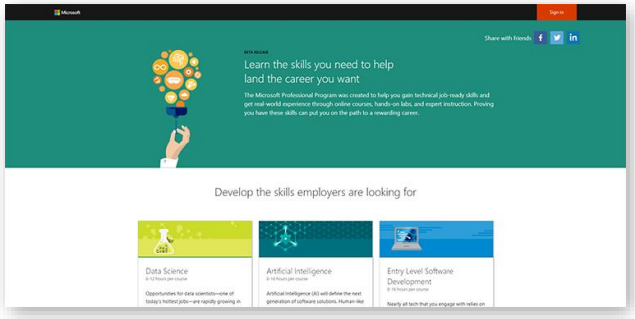
RESOURCES

Microsoft sources and information

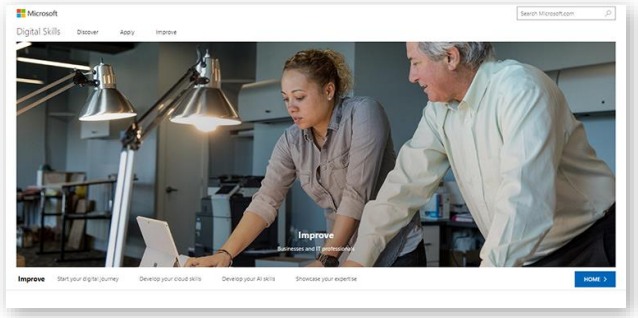
Microsoft has selected the courses and resources in this interactive guide from the six websites below, which provide rich collections of free materials to boost your digital capabilities.



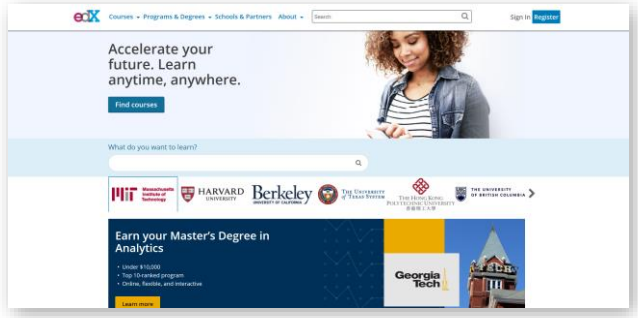
The Office Support Centre has videos/info/quick-start info for the Office 365 suite.



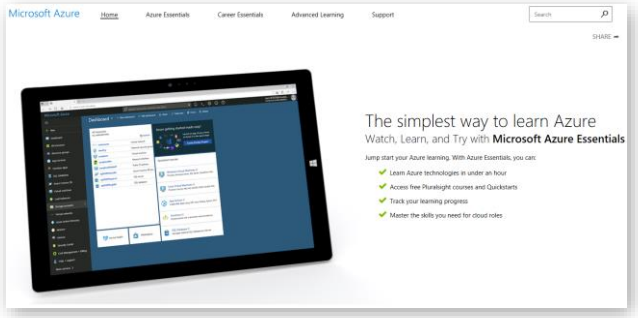
Microsoft Professional Programmes offers role-based training for the technical jobs most in demand.



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.

Microsoft

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