

Essential digital skills

As a Digital Mentor, there are a few essential digital skills you should teach others first before diving into more specialised topics. This will help set a solid foundation for them to start learning more about other things.

Here we will explore the range of digital skills needed to safely benefit from, participate in and contribute to the digital world of today and the future. These skills are divided into two categories:

- **Foundational digital skills:** Supports the essential skills. The absolute basics.
- **Everyday digital skills:** Essential skills needed for work and everyday life.

Please note: Preparation for different devices may be needed depending on which devices you will be teaching on.

Foundational digital skills

The below list is a good starting point, but is not considered a definitive list.

The focus:

 Device basics

 Data and the internet

 Internet basics

 Passwords

The relevant skills:

- Turning on a device
- Using device controls
- Accessibility features
- Interacting with the home screen
- Understanding the internet, data and WiFi
- Connecting to safer WiFi networks
- Opening browsers
- Finding and using websites
- Knowing their passwords and keeping them safe
- Ability to update passwords

Everyday digital skills

The below list is a good starting point, but is not considered a definitive list.

The focus:

The relevant skills:

Communication

- Using messaging apps and emails
- Joining and participating in video calls (like Zoom or Google Meet)
- Using social media to connect with community groups or family

Handling info

- Finding more reliable news/info
- Organising files and photos into folders or cloud storage
- Using bookmarks to quickly find frequently visited websites

Transacting

- Making payments online
- Setting up and using digital wallets (like Apple Pay or Google Pay)
- Booking appointments or tickets (like a GP visit or train fare)

Problem solving

- What to do if an app looks different
- Using a search engine to find "how-to" guides or video tutorials
- Restarting a device or app when it freezes or stops responding

Being safer online

- Understanding privacy settings
- Creating strong, unique passwords or using a password manager
- Identifying "red flags" in suspicious emails or text messages (scams)