



BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

DIGITAL SKILLS

Digital skills are important for many jobs, as well as for applying for the jobs in the first place. It is therefore important that you help your client assess their digital skills as part of the coaching process and identify areas where progress can be made to support the client in their journey towards employment.

As a coach, you will already have a huge amount of useful experience in your working and personal life that you can share, such as using emails, applying for jobs, creating documents, or creating a LinkedIn profile. Your role here is to help the client identify areas for improvement, navigate some of the support that's out there and to share your knowledge.

Below you will find several useful resources which can be shared with your client to support them in developing digital skills.

You will also find links to videos and practice activities that your client can access in between your sessions to help develop their skills. You can ask them to reflect on how accessible and useful they found those activities in your sessions and help troubleshoot any areas where they are struggling.

We have organised the resources according to subject matter and the appendix at the end covers resources to support essential digital skills as defined in the Government's Digital Skills Framework.

The client's starting point

This will be assessed in the Skills Questionnaire which you will complete with your client in session one, and you should use this information to jointly establish the areas for development so that you can log progress with your client. The client's referral form will include information on what level of access they have to a device and/or internet connection, so you can use this information to tailor your suggestions.

Supporting your client with digital skills for the world of work

It may be useful to start by helping the client consider how digital skills are useful for the world of work:

- Ask the client how they have used digital skills in previous jobs or volunteering roles. If they have not worked before you can ask them if they have used the internet to keep in touch with friends or relatives or shopped or paid bills online.
- Use your coaching questioning techniques as some clients may need help to identify that they have already got experience of these skills.
- Help your client to understand how these skills are needed in the workplace and can be transferred to many different roles. For example, a client might have worked in retail on a till, used a keyboard and an in-house programme or, if they have volunteered during the pandemic, they may have used email to stay in touch with managers.
- Explain to the client how you use digital skills in your role and how this helps you.



Resources for developing digital skills

The following resources can be accessed by the client in between sessions to develop their digital skills. It may be helpful to highlight any that you think the client would most benefit from focusing on.

Digital skills to help your career

- [Information from the National Careers Service](#)

Understanding documents

- [Lloyds Bank Academy video: Learning Documents](#)
e.g. word, excel, power point, PDF. Also creating folders, filing system and having the right software to create documents. Followed by a mini quiz.
- [LinkedIn Learning video: Working with computers](#)

Working with digital devices

- [Lloyds Bank Academy video: Understanding devices](#)
A brief explanation of the way you might work with digital devices and how to keep data safe

Presenting yourself online

- [Lloyds Bank Academy video: Presenting yourself online](#)
- [Barclays Life Skills: Build your personal brand](#)
- [Barclays Life Skills: Use social media for job searching](#)
- [Barclays Life Skills: Get your LinkedIn profile employer-ready](#)
- [Barclays Life Skills: How to build a network](#)
- [National Careers Service: Create a LinkedIn Profile](#)

Searching for jobs

- [Careers Wales: Finding jobs online](#)
- [Learn My Way: Finding a job online](#)
- [National Careers Service: Job vacancies](#)

Applying for jobs online

Help the client to understand there are different ways to apply for jobs, sometimes with a CV and cover letter (both covered in the employability skills section of this toolkit) and other times via an online application form. You may also wish to cover this as part of the focus on employability skills and refer to the Employability resource.

Cover practical considerations such as using a CV to cut and paste information into an online form and how to upload documents to a jobsite. Use a practical example where you can.

- [Youth Employment UK: How to apply for a job online](#)

Virtual interviews

Many interviews are currently conducted online via different platforms. These online resources can help the client prepare, alongside the resources on interview in the Employability part of the toolkit.

- [National Careers Service: How to do well in a video interview](#)
- [Barclays Life Skills: virtual interview practice tool](#)

Further free resources and courses:

- [Lloyds Bank Academy Learn for Life](#)
Topics such as:
 - Using online forms
 - Preparing for a digital workplace
 - Understanding the digital world
- [Barclays LifeSkills](#)
Tools, tips and learning resources to support job seekers with the skills, knowledge and confidence they need for work.
- [Barclays Digital Wings](#)
Barclays Digital Wings helps boost your digital know-how. Find out how to stay safe online, learn how to navigate social media, discover how to make your business digital-friendly and much more.
- [Accenture Future Learn Digital Skills](#)
Accenture Digital Skills is a free interactive series of courses which help and prepare people to build the digital skills necessary to gain a job or start a business.

The Essential Digital Skills Framework

The government's [Essential Digital Skills Framework](#) sets out the digital skills needed in a day-to-day professional or personal context. Many of these resources link to everyday life and start with the basics.

<p>Understanding and participating in the digital world</p> <p>The fundamentals of being able to use digital technologies, such as using a browser, connecting to the internet, and keeping passwords secure.</p>	<ul style="list-style-type: none"> • Understanding the digital world. This could be helpful for someone leaving a manual role who needs an introduction to the digital world. • What is a computer? • Using your computer or device • Using the internet • Setting passwords
<p>Communicating & collaborating</p> <p>Sending emails securely, using attachments, and participating on social media.</p>	<ul style="list-style-type: none"> • Using email • Setting up and using email • Using online communication tools. Covers Zoom, Google hangouts, skype, online chat functions. • Video calling • Working together online • Sharing documents online
<p>Managing information and content</p> <p>Using search engines, being aware that not all online content is reliable, accessing content across devices.</p>	<ul style="list-style-type: none"> • Using search engines
<p>Transacting</p> <p>Setting up accounts to use or purchase goods/services online, using different secure payment methods, filling in online forms.</p>	<ul style="list-style-type: none"> • Using online forms. Useful for someone who has previously completed paper forms and completely new to online forms for applications etc. • Online shopping • Make money work
<p>Problem solving</p> <p>Finding solutions to problems using FAQs/tutorials/chat, presenting solutions through software, and improving productivity.</p>	<ul style="list-style-type: none"> • Overcoming problems on the internet
<p>Being safe and legal online</p> <p>Understanding best practice in data storage/sharing, updating and keeping passwords secure, and taking precautions against viruses.</p>	<ul style="list-style-type: none"> • Staying safe from scams • Being safe online • Keeping your personal data safe • Keeping your device safe