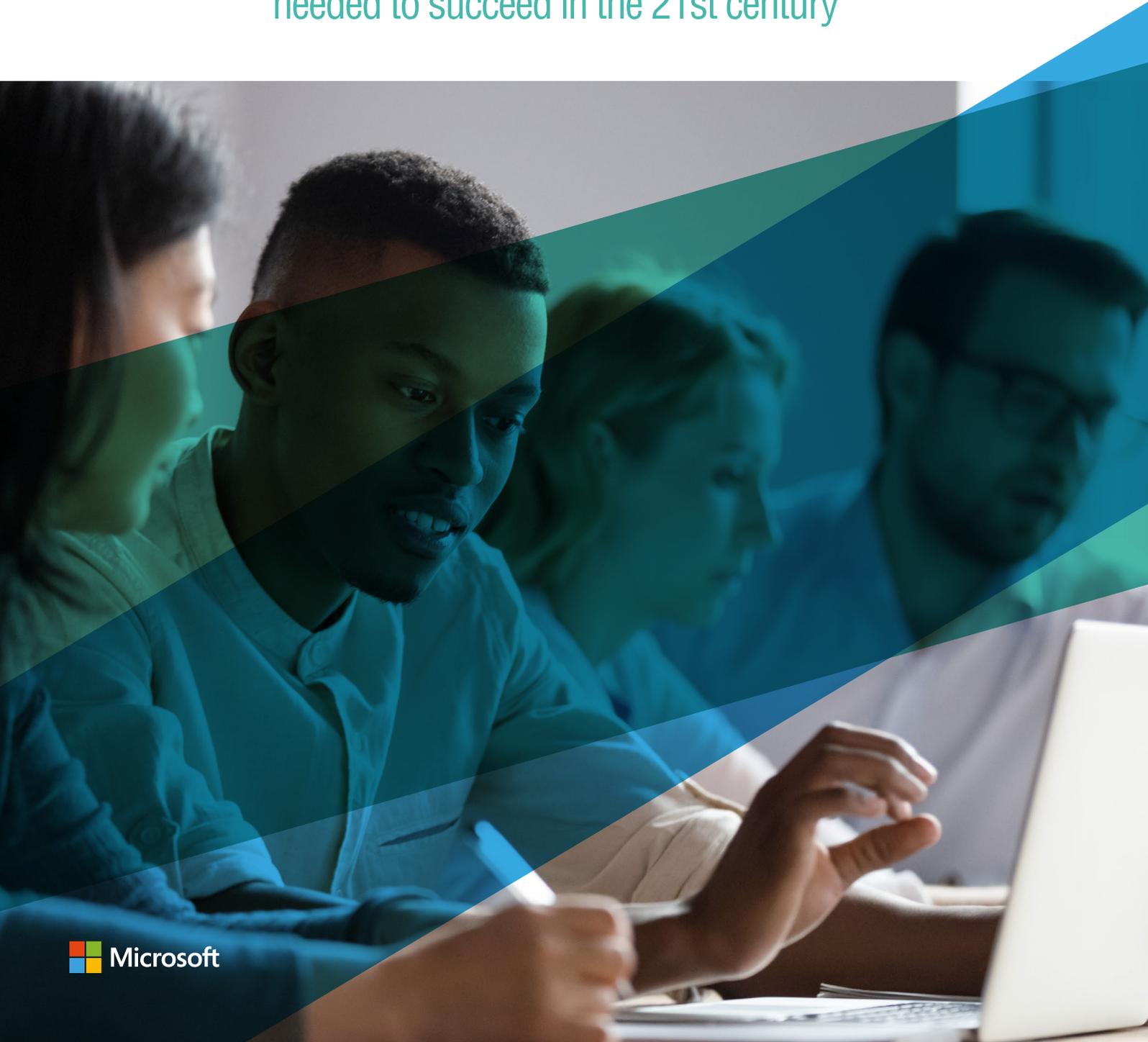


Ensuring that everyone has the

digital skills

needed to succeed in the 21st century





What are Digital Skills?

Digital skills are broadly defined as those needed to use digital devices, communication applications and networks to access and manage information. Let's take a closer look at what it really means for citizens:



Digital Foundation Skills

Make use of accessibility tools on my device to make it easier to use; understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi; understand that my passwords and personal information need to be kept safely as they have value to others



Communicating

Understand the importance of communicating securely; communicate with others digitally using email and other messaging apps; post messages, photographs, videos or blogs on social media platforms



Handling Information & Content

Use search engines to find information and make use of search terms to generate better results; understand that the cloud is a way that I can store information and content in a remote location; understand that not all online information and content that I see is reliable



Transacting

Set up an account online, using appropriate websites or Apps, that enables me to buy goods or services; manage my money and transactions online and securely, such as my bank, through the use of websites or apps; access and use public services online, including filling in forms



Being Safe & Legal Online

Keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts; recognise suspicious links in email, websites, social media messages and pop ups and know that clicking on these links or downloading unfamiliar attachments could put me and my computer at risk, make sure that any information or content is backed up frequently by making a copy and storing it separately either in the cloud or on an external storage device; understand that my online activity produces a permanent record which could be accessed by others and used both now and in the future



Problem Solving

Use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices, software and applications; use the internet to find sources of help for a range of activities

Why Digital Skills?

11.3m

people (21%) lack the full basic digital skills

4.3m

people (8%) have no basic digital skills at all

5.4m

working adults (10%) are without basic digital skills

28%

of those aged 60+ are offline

The problem we need to solve

Within only a few months, COVID-19 had provoked a massive demand shock, setting off job losses that far exceed the scale of the Great Recession a decade ago. The world will need a broad economic recovery that will require in part the development of new skills among a substantial part of the global workforce.

According to Microsoft calculations, global unemployment in 2020 may have reached a quarter of a billion people. It is a staggering number.

As is often the case, the biggest brunt of this downturn is being born by those with lower educational attainment, people with disabilities, people of colour, women, younger workers and individuals who have less formal education.

The challenges ahead reach beyond the immediate pandemic. Crises have a way of accelerating trends already in motion, and the COVID-19 pandemic has proven no exception. Our data shows that two years' worth of digital transformation have been concentrated into the past two months. By one account, the final weeks of March alone witnessed as much broadband traffic growth as would be expected in a full year.

The pandemic has shined a harsh light on what was already a widening skills gap around the world – a gap that will need to be closed with even greater urgency to accelerate economic recovery. This longer-term disconnect between supply and demand for skills in the labour market appears to be driven by three primary long-term factors:

1. The rapid emergence of AI-powered technologies that are propelling a new era of automation.
2. The growing need for technological acumen to compete in a changing commercial landscape.
3. The drop-off in employer-based training investments over the past two decades.



“

Digital skills are the currency of digital transformation.

Simon Lambert
Chief Learning Officer at Microsoft UK

”

In the shorter-term COVID-19 will continue to lead to unprecedented reliance on digital skills. In many situations, some workers may spend several months or longer in a “hybrid economy,” where some will be in the workplace while others continue to work from home. The shorter-term “hybrid economy” is a more digital economy. With continued consumer and employee reliance on almost “remote everything,” we can expect digitisation of the economy to continue to advance at an accelerated speed. And as companies respond to a recession by increasing efficiency, this need for digital transformation will increase even further.

Second, the economic recovery will take place amid the longer-term and already-unfolding wave of automation based on the new technologies that underpin what some have called the Fourth Industrial Revolution. Over the next five years, we estimate that the global workforce can absorb around 149 million new technology-oriented jobs. Software development accounts for the largest single share of this forecast, but roles in related fields like data analysis, cyber security and privacy protection are also poised to grow substantially.

Digital technologies will be key to narrowing the divide, not only because they can expand the reach and accessibility of training, but because proficiency in these tools is in top demand. The UK must seize the opportunity to become a leader in the use of technology to drive better business outcomes and create inclusive workplaces that support employees’ mental wellbeing, by accelerating investments in digital skills. Although organisations have access to more data than ever before, many lack the skills to extract true value from it. This must change if the UK is to thrive in a post-COVID, post-Brexit world.

35%

of UK business leaders believe there will be an AI skills gap in the next two years, while 28% believe we’re already experiencing one (above the global average of 24%).

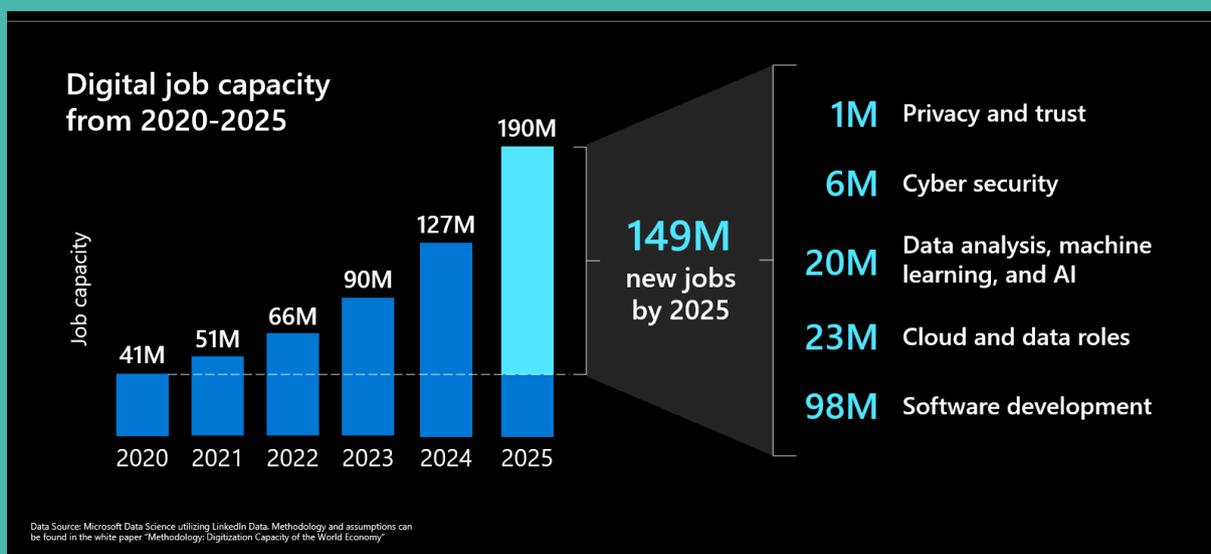
32%

of UK employees feel their workplace is doing enough to prepare them for an AI-enabled future (well below the global average of 42%), compared to 68% who do not (compared to 58% globally).

52%

of UK employees are using AI to work faster and smarter, compared to 69% of employees globally.

UK companies understand they need to use AI in order to remain competitive but many are not spending enough time or money to ensure their staff can use and build AI-based solutions effectively. A lack of budget (34%) was cited as the top barrier to AI reskilling in the UK, followed by unclear return on investment (28%).



Digital Skills - What's Available?

Click on the **blue** and **orange** buttons in this document to follow the link.



Build a career in technology

For job seekers, professionals, students and more



Drive success and sustainable growth

For IT and organisation leaders



Get on 2021

A new five-year campaign to help 1.5 million people build careers in technology and help 300,000 connect to tech job opportunities



Unlock the UK's potential with digital skills

New insights for leaders on how to close the UK's skills gap and prepare for the new world of work



Find out how organisations are creating data literacy programmes to become insight driven



How to equip University Students with the skills for the digital workplace



How to skill up while stuck at home



Learn new skills to negotiate the toughest jobs market for a generation





Microsoft Digital Literacy is for anyone with basic reading skills who wants to learn the fundamentals of using digital technologies.



Discover digital literacy

Learn how to effectively use devices, software and the Internet to collaborate with others and discover, use and create information.



Expand economic opportunity for everyone

Digital skills can play a powerful role in helping people connect, learn, engage with their community and create more promising futures. This course can help individuals gain the digital skills necessary to engage in a digital economy and improve livelihoods.



Downloadable resources

Microsoft Digital Literacy offers resources, including SCORM packages, lesson guides, transcripts, videos and closed caption files.

Microsoft Skills Gap Report

Conducted in the summer and autumn of 2020, this new academic study from Microsoft and Goldsmiths, University of London, explores the state of digital skills in UK organisations and sets out a roadmap for the journey ahead. Featuring quantitative research and commentary from subject matter experts and UK leaders, this interactive report assesses the nation's strengths and weaknesses when it comes to skills investment, and provides actionable insights to help leaders unlock their organisation's potential, empower their workforce and achieve more in the new world of work.

Put AI into action with AI Business School

Explore Microsoft's online leadership series for the age of AI.

Create a holistic approach to AI

Successful AI implementation depends on more than the technology. Learn how to drive lasting business impact with these six learning paths in AI Business School.

AI technology for business leaders

Get an overview of the primary concepts of AI and the technologies behind it along with an inside look at the latest advancements in AI tools, products and services.

Enabling an AI-ready culture

Lead key changes necessary to become AI-ready and explore successful implementations of AI with relevant scenarios in finance, marketing, sales and customer service.

Scale AI in your organisation

Everyone has a role to play in AI transformation. Learn about fuelling innovation at all levels, evaluating AI investments and establishing technical processes for AI throughout your organisation.

Enable business users with AI

AI can empower all people within an organisation to achieve more, not just developers and data scientists. Understand the AI tools and technologies that make it possible.

Defining an AI strategy

Your AI initiatives start with an understanding of holistic AI strategy. Industry leaders follow a framework for creating an AI vision that can be applied strategically across an organisation.

Responsible AI

Explore Microsoft AI principles and resources to develop a responsible AI strategy.



Learn the latest AI technology at your own pace and at any skill level. Explore in-depth guided learning paths to get started:

Conversational AI

Add intelligent chat to your apps and channels with AI-powered bots that incorporate features like natural language processing, intent recognition and more.

AI services

Learn the essential concepts of Machine learning and Cognitive Services to infuse AI within your custom AI solutions.

Autonomous systems

Learn more about this new class of systems evolving beyond basic automation - sensing and dynamically responding to changing environments to accomplish a desired goal.

Knowledge mining

Combine intelligent services to quickly learn from vast amounts of information, allowing your organisation to uncover hidden insights, and find patterns at scale.

Responsible AI

Discover how to think, design and develop AI solutions in a more responsible way.

Interactive AI demos

Dive into interactive demos that showcase a selection of the capabilities of the Microsoft AI platform.

AI Lab

Get details, how-to and code from Microsoft's most popular projects and experiments, demonstrating the possibilities of AI.

Experience AI

Get up close and personal with the Microsoft AI platform and discover how it's being used in the world today



Microsoft Imagine Academy gives teachers technology skills and helps students succeed through employability and industry certification. Prepare students for college and careers with on-demand, industry-recognised courses and certifications in IT, computer science, productivity and more. The Microsoft Imagine Academy Program (MSIA) is available to all Microsoft EES (Enrollment for Education Solutions), School, and OVS-ES (Open Value Subscription – Education Enrollment) volume license agreements as a program skills benefit at no additional cost for those that meet the Qualified Educational User requirements.



Computer Science

Learn coding skills based on the latest tools and technologies.



IT Infrastructure

Develop in-demand skills in IT administration and cloud platform solutions.



Data Science

Get an introduction to data science concepts and tools.



Productivity

Master the productivity applications in demand in today's workplace



Whether you're just starting or an experienced professional, Microsoft's hands-on approach helps you arrive at your goals faster, with more confidence and at your own pace.



Learn on your own schedule

Explore a topic in-depth through guided paths or learn how to accomplish a specific task through individual modules.



Become Microsoft certified

Jump-start your career and demonstrate your achievements through industry-recognised Microsoft certifications.



Watch live and recorded events

View streaming technical content about Microsoft products from the experts that build and use it every day.



Azure Fundamentals

This course provides foundational-level knowledge of Microsoft Azure cloud services and cloud computing concepts. Learning focus areas include cloud computing services and models of Infrastructure as a Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS).

Azure AI Fundamentals

This course trains on demonstrating knowledge of common Machine Learning (ML) and Artificial Intelligence (AI) workloads and how to implement them on Azure. The course will cover foundational knowledge of AI workloads, principles of ML and features of computer vision and conversational AI related to Microsoft Azure services.

Power Platform Fundamentals

This course trains on the business value and capabilities of Power Platform. The course will cover building a Power BI dashboard, creating simple Power Apps canvas app experiences, connecting data with a Common Data Service for apps and automating a workflow process with Power Automate.

Azure Data Fundamentals

This course trains on the concepts of relational and non-relational data, and different types of data workloads such as transactional or analytical. The course will cover core data concepts and working with relational and non-relational data on Microsoft Azure.

Programmes

Microsoft Innovative Educator

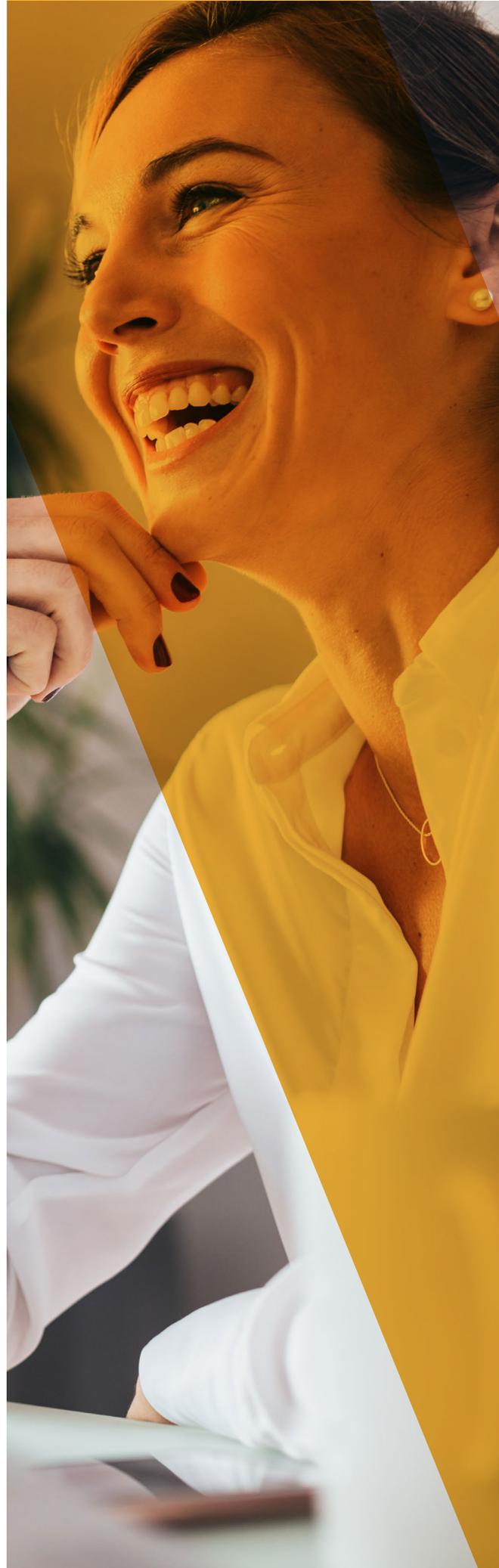
The Microsoft Innovative Educator (MIE) programmes recognise global educator visionaries who are using technology to pave the way for their peers for better learning and student outcomes. These are a variety of programmes to help both educators who are just beginning this journey, as well as programmes for educators who are leaders in innovative education.

Student Teacher Education Programme

The Student Teacher Education Programme (STEP) is designed to prepare pre-service teachers to be successful in using technology tools to create learning environments that empower students to be independent and creative learners, build reading, language and STEM skills and prepare them for their futures. Additionally, they will have the skills and understanding of how technology can be leveraged to transform their time spent outside teaching planning and assessing, so they will have more time to focus on their students. It is a curated and aligned learning path (also available to existing teachers) focusing on pedagogy, product and productivity. This flexible curriculum that can be delivered in one of two ways, first as an autonomous self-learning experience for university students or second, as a fully integrated experience, led by university faculty and tied to existing university curriculum. STEP offers badges and certifications to showcase digital proficiency to potential employers (including industry recognised certifications).

Showcase School Programme

The programme is an opportunity to engage with Microsoft and like-minded school leaders around the world to deepen and expand education transformation using Microsoft Education Transformation Framework. Showcase Schools create student-centred, immersive and inclusive experiences that inspire lifelong learning, stimulating development of essential future-ready skills so students are empowered to achieve more.





Prepare for the modern workplace with strong technology skills and real-world experience. Thousands of organisations worldwide manage business processes such as marketing, sales, service, manufacturing, operations and people management with Microsoft Dynamics 365 applications. In addition, a global network of Microsoft partners sell, implement and support Dynamics 365. Accelerate your career and gain experience with intelligent business applications.

A Business Applications Academic Community membership will give your institution:

- **Access to product licences, service and support.**
- **Access to resources, online training and curriculum inspiration.**
- **Connections to Microsoft partners and customers.**

The Mixed Reality ecosystem is an emerging landscape of physical and digital interactions, limited only by your imagination. If you're new to mixed reality, it's important you start from the bottom and work your way up through its core concepts, experiences and capabilities. Microsoft have created a sequential journey of sorts to help you set a firm foundation for designing and developing your own ideas in Mixed Reality.



Become a Creator - Learn the basic concepts you need to begin designing and prototyping.



See how industry partners are using Mixed Reality



Build a foundation in the core concepts, terminology and design processes unique to the Mixed Reality development space.



Explore HoloLens and Mixed Reality services

To support those who have lost their job due to the pandemic, Microsoft, LinkedIn and GitHub launched a commitment to upskill 25 million people for the 10 most in-demand roles.

LinkedIn, Microsoft, and GitHub are offering free learning paths mapped to jobs that are in-demand, discounted Microsoft certifications to validate skills and best practices for job searching and interview prepping, so you can put your best foot forward.

These 10 jobs were identified as having the greatest number of job openings, have had steady growth over the past four years, pay a liveable wage and require skills that can be learned online:

- **Software Developer**
- **IT Administrator**
- **IT Support/Helpdesk**
- **Sales Representative**
- **Customer Services Specialist**
- **Data Analyst**
- **Project Manager**
- **Digital Marketer**
- **Financial Analyst**
- **Graphic Designer**



We are committed to enabling our customers,
and those they serve, with digital skills that
prepare them for the future.

To find out how we can work with you to upskill and empower
your workforce through personalised programmes and courses,
get in touch today.

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