

HODAN DIGITAL LITERACY SKILLS FRAMEWORK

Foundation skills	I can do this by myself	I can do this with help	I can't do this yet
Explain what a device is and what they do			
Turn on a device			
Explain how to create a strong password			
Explain why passwords need to be kept safe			
Change my password			
Use the mouse and keyboard (for a computer)			
Use the touchscreen (on a smartphone or tablet)			
Change the display settings, if needed			
Set up and voice controls, if needed			
Use the home screen on a device			
Find and open applications (apps) on a device			
Explain how Wi-Fi is different from mobile data			
Explain the difference between open and secure Wi-Fi networks			
Connect a device to a secure Wi-Fi network			
Explain what a web browser is and what it does			
Open a browser to find and use websites (e.g., Chrome, Internet Explorer, Safari)			

Communicating	I can do this by myself	I can do this with help	I can't do this yet
Describe different electronic communications methods (e-mail, text, messaging apps, etc.)			
Set up an e-mail account			
Use a code to verify my e-mail account			
Compose a new e-mail			
Reply to an e-mail			
Recognise suspicious e-mails and attachments			
<i>Attach a file to an e-mail*</i>			
Send a text message in an app (e.g., WhatsApp, Messenger, Signal)			
Send a photo or video in an app			
Send a recorded voice message in an app			
Make a voice-only (audio) call in an app			
Make a video call in an app			
Join a video call (e.g., Zoom) by clicking on a link			
Log out of my account			

Finding and handling information	I can do this by myself	I can do this with help	I can't do this yet
Explain why not all online content is reliable			
Recognise suspicious links and pop-ups			
<i>Use Snopes to fact-check information*</i>			
<i>Use a pop-up blocker*</i>			
Use a search engine to find information on a topic			
Use a search engine to find a recipe			
<i>Set up bookmarks on a browser*</i>			
Search for today's news on a reliable site			
Search for a weather forecast			
Explain the difference between legal and illegal content online			
Stream music through legal websites and/or apps			
Watch streamed movies and videos on legal websites and/or apps			

Device maintenance	I can do this by myself	I can do this with help	I can't do this yet
Install updates on your device			
Change the sound or display settings			
Install a new app			
<i>Uninstall an app*</i>			
<i>Change the order or position of apps*</i>			
Explain what I would do with my device if it needed maintenance			

Buying things online	I can do this by myself	I can do this with help	I can't do this yet
Explain different online shopping methods and what to use them for			
Set up an account online to buy goods or services			
Identify secure websites (padlock symbol / https)			
Use a credit or debit card to pay online			
Use a phone app (e.g., ApplePay) to pay online			
<i>Check the status of an order*</i>			
<i>Send a query or complaint about an order*</i>			
<i>Book a ticket for travel or an event*</i>			

Getting help and support	I can do this by myself	I can do this with help	I can't do this yet
Use the chat function on a website to ask for help			
Use a search engine to find sources of help			
<i>Use a video tutorial, e.g., on YouTube*</i>			
<i>Use the 'FAQs' section of a website*</i>			

Using public services	I can do this by myself	I can do this with help	I can't do this yet
Fill in a simple online form, e.g., registration form			
<i>Fill in a more complex form, e.g., benefit claim*</i>			
<i>Upload a file attachment to an online form*</i>			
<i>Update an online account, e.g., UC journal*</i>			
<i>Sign up to, and access, the Government digital service at gov.uk*</i>			
Book an appointment with a GP			
Request a repeat prescription			

Using online banking	I can do this by myself	I can do this with help	I can't do this yet
Set up online banking and log in securely			
Check my bank balance online			
<i>Transfer money to another of my accounts*</i>			
<i>Transfer money to someone else (BACS transfer)*</i>			
<i>Use a code to verify an online transaction*</i>			
<i>Search my bank statement*</i>			
<i>Change or update my online banking details*</i>			
Explain how to avoid fraud and online scams			

Looking for a job	I can do this by myself	I can do this with help	I can't do this yet
Explain the privacy concerns around online job application websites			
Find and use job search websites			
Complete an online application form			
<i>Create and save a CV*</i>			
<i>Create and save a covering letter*</i>			
<i>Back up files to an external storage device*</i>			
<i>Attach a CV or other files to an application form*</i>			
<i>Keep a record of jobs applied for*</i>			

Using social media	I can do this by myself	I can do this with help	I can't do this yet
Explain the different social media platforms and what they are used for			
<i>Create an account on a social media platform (e.g., Facebook, Twitter, Instagram, Snapchat)*</i>			
<i>Check & update privacy settings on social media*</i>			
<i>Post messages/photos/videos*</i>			
<i>Join a group or forum on social media*</i>			
<i>Ask permission before posting about others*</i>			