The Essential Digital Skills Framework 2.0 – Tasks and Skills

The Essential Digital Skills Advisory Panel

Following three years of the Essential Digital Skills (EDS) benchmark being published, working with the Department for Education, Lloyds Banking Group led a review of the EDS framework to ensure it remained fit for purpose for today's digital society.

During late 2021, an Advisory Panel was convened and a survey was circulated, receiving inputs from 40 cross-sector partners to collate thoughts across industry on how the demands for digital capability may have evolved during the last three years. The Advisory Panel reviewed, ratified and collectively agreed the updates to the Framework.

Thank you to the organisations who contributed to the shaping of the Framework:

There continues to be three components to the Essential Digital Skills Framework, the Foundation Level, Essential Digital Skills for Life and Work.

Please see below and on the next page for the complete list of skill areas and the tasks within.

The Foundation Level

The Foundation Level consists of the most fundamental tasks to set up an individual for success online. There are eight tasks that comprise the Foundation Level. An individual needs to perform all eight tasks without assistance to have the Foundation Level.

1. You can turn on the device and enter any account login information as required

2. You can use the available controls on your device (e.g. mouse, keyboard, touchscreen, trackpad)

3. You can use the different settings on your device to make it easier to use (e.g. adjust font size, volume settings, brightness of screen, voice activation or screen readers)

4. You can find and open different applications/programmes/platforms on your devices (e.g. opening a web browser, messaging applications)

5. You can set up a connection to a Wi-Fi network on your devices (e.g. when at home, work, out in public or visiting family and friends)

6. You can open an Internet browser to find and use websites (e.g. Safari, Google Chrome, Mozilla Firefox, Microsoft Edge)

7. You can keep your login information and passwords for a device and any accounts secure (e.g. not shared with anyone or written down or left prominently near a device)

8. You can update and change your password when prompted to do so

	Communicating 💬	**Handling Information and Content** ⓘ	**Transacting** £	**Problem Solving** ?	**Being Safe and Legal Online** 🔒
Life EDS Essential Digital Skills for Life are the tasks/skills required to be digitally proficient in day-to-day life. An individual must be able to do at least one task within each of the five Life skills to have Life EDS.	1. You can set up accounts which help you communicate online (e.g. email, social media, forums) 2. You can communicate with others digitally using email or other messaging applications (e.g. WhatsApp or Messenger, direct messaging on social media such as Instagram, Facebook etc) 3. You can use software to create, write or edit documents (e.g. Microsoft Word/Google docs/Pages for a CV/letter) 4. You can share files or links with others by attaching to an email, uploading to a website or an application (e.g. proof of address/identity, sharing an image, or link via WhatsApp) 5. You can make and receive video calls (e.g. Facetime, Zoom, Facebook Portal or WhatsApp call) 6. You can post messages, photographs, videos or blogs on social media platforms (e.g. Facebook, Instagram, TikTok, Twitter or Snapchat)	1. You can recognise what information or content online may, or may not, be trustworthy (e.g. fact checked information, "fake news" or assess the trustworthiness of a company based on customer reviews) 2. You can use search engines to find information you're looking for (e.g. search for news, the weather, train times) 3. You can store and back up photos, messages, documents or other information (e.g. iCloud, Google Drive, Dropbox, OneDrive, desktop or storage drive) 4. You can use the cloud to access content from different devices (e.g. smartphone, tablet, laptop and desktop) 5. You can use the Internet to stream or download entertainment content (e.g. films, TV series, music, games or books through services like YouTube, Spotify, Netflix, BBC iPlayer)	1. You can set up an account online that enables you to buy goods or services (e.g. Amazon, eBay, supermarkets or other retailers) 2. You can fill in forms online to access the services you need (e.g. Voting registration, ordering repeat prescriptions, booking doctor appointments, booking train tickets or beauty appointments) 3. You can buy goods/services online using online payments (e.g. Debit/credit card, PayPal, Apple Pay, Google Pay, Worldpay) 4. You can manage your money and transactions online (e.g. View balance or transfer funds via Internet or mobile banking app, manage spending through PayPal account, manage payments on finance plan)	1. You can use the Internet to find information that helps you solve problems (e.g. by using search engines, web chat, FAQs and forums) 2. You can use the Internet to improve your skills and ability to do new things (e.g. using online tutorials, learning platforms and how-to guides)	1. You can act with caution online and understand that there are risks and threats involved in carrying out activities online (e.g. use anti-virus software, classify and share information securely or avoid certain types of websites such as piracy websites) 2. You can set privacy and marketing settings for websites and your accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences) 3. You can follow data protection guidelines online (e.g. following data storage and retention guidelines, not sharing or using other people's data or media such as movies or music without their consent) 4. You can respond to requests for authentication for online accounts (e.g. resetting your password when you've forgotten it, two factor authentication, using a remote access key or an authenticator app) 5. You can identify secure websites (e.g. by looking for the padlock and 'https' in the address bar)
Work EDS Essential Digital Skills for Work are the tasks/skills required to be digitally proficient in the workplace. An individual must be able to do at least one task within each of the five Work skills to have Work EDS.	1. You can communicate in the workplace digitally using messaging applications (e.g. Email, Microsoft Teams, Zoom, Slack, internal Intranet, WhatsApp) 2. You can use workplace digital tools to create, share and collaborate with colleagues (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, DropBox, WebEx, Slack) 3. You can set up and manage an account on a professional online network/community/job site (e.g. LinkedIn, Total Jobs, Indeed)	1. You can follow your organisation's IT policies when sharing information internally and externally (e.g. classifying emails/documents, encrypting sensitive information, sharing appropriate information on social media) 2. You can securely access, synchronise and share information at work across different devices (e.g. manage email, calendar or appointment system via different devices)	1. You can complete digital records on behalf of, or within your organisation (e.g. absence management, holidays, timesheets, expenses, tax returns) 2. You can access salary and tax information digitally (e.g. password protected payslips, P60, P45)	1. You can find information online that helps you solve work related problems (e.g. Search Engines, IT helpdesk, software providers, peer networks) 2. You can use appropriate software that is required of your day-to-day job (e.g. spreadsheets, online booking systems, HR management, workflow or sales management) 3. You can improve your skills and ability to do new things at work using online tutorials, learning platforms and how-to guides (e.g. LinkedIn Learning, YouTube, iDEA, Skillsoft, internal learning platforms) 4. You can improve your own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	6. You can recognise suspicious links and know that clicking on these links or downloading unfamiliar attachments is a risk (e.g. Spam/phishing emails, texts, pop ups) 7. You can update your device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so) 8. You can identify secure Wi-Fi networks to connect to (e.g. Wi-Fi networks where a unique password is required, trusted source or padlock next to Wi-Fi network) 9. You can be careful with what you share online as you know that online activity produces a permanent record that can be accessed by others (e.g. publicly shared photos, forums, personal information or opinions)

Key terminology

Due to the nuances of the framework, a number of key terms have been defined to clarify the different definitions within the framework and how this relates to the tasks, skills and levels.

In 2022, the Essential Digital Skills Framework was updated to reflect more accurately the current technological landscape and opportunity for digital activities. Thus, definitions for key terminology have changed compared to 2019-2021.

Level

There are three levels within the Essential Digital Skills Framework:

- **The Foundation Level**
- **Life Essential Digital Skills (EDS)**
- **Work Essential Digital Skills (EDS)**

Each level is standalone and pre-requisites are no longer in place within the framework.

Skills

The same five skill areas are used within Life and Work EDS:

- **Communicating**
- **Handling information and content**
- £ **Transacting**
- ? **Problem solving**
- **Being safe and legal online**

Tasks

There are specific tasks that demonstrate an individual's proficiency across different levels:

- **Eight tasks within Foundation (also referred to as fundamental tasks)**
- **26 tasks within Life**
- **20 tasks within Work**

Glossary Term	Definition	Level Summary
Without the Foundation Level	I do not have the Foundation Level – I can do 0-7 of the Foundation tasks by myself	There are eight Foundation tasks that comprise the Foundation Level (digital basics). An individual needs to perform all eight tasks without assistance to have the Foundation Level.
No Foundation tasks	I cannot do any of the eight Foundation tasks by myself	
Partial Foundation Level	I can do 1-7 of the Foundation tasks by myself	**The Foundation Level is no longer a pre-requisite for Life and Work EDS.**
The Foundation Level	I can do all eight Foundation tasks by myself	'On the cusp' refers to those who can do 6-7 of the eight Foundation Level tasks.
Without Life EDS	I do not have Life EDS – this means I have only 0-4 of the Life skills	There are 26 Life tasks in total, split across five skill areas: Communicating, Handling Information and Content, Transacting, Problem Solving and Being Safe and Legal Online. All 26 Life tasks are not required to have Life EDS.
Zero Life Skills	I do not have any of the five Life skills – this means I cannot do any of the 26 Life tasks	An individual needs to perform at least one task within each of the five Life skill areas.
Partial Life Skills	I have 1-4 of the five Life skills – this means I can do at least one task in 1-4 of the five Life skill areas	'On the cusp' refers to those who can do 22-25 of the 26 Life tasks.
Life EDS or Essential Digital Skills for Life (EDS for Life)	I have all five Life skills – this means I can do at least one task in each of the five Life skill areas	
Without Work EDS	I do not have Work EDS – this means I have only 0-4 of the Work skills	There are 20 Work tasks in total, split across five skill areas: Communicating, Handling Information and Content, Transacting, Problem Solving and Being Safe and Legal Online. All 20 Work tasks are not required to have Work EDS.
Zero Work Skills	I do not have any of the five Work skills – this means I cannot do any of the 20 Work tasks	An individual needs to perform at least one task within each of the five Work skill areas without assistance. Anyone can be measured for Work EDS as long as they are not retired. They also may be able to perform the task in their working life but not need to use it.
Partial Work Skills	I have 1-4 of the Work skills – this means I can do at least one task in 1-4 of the five Work skill areas	
Work EDS or Essential Digital Skills for Work (EDS for Work)	I have all five Work skills – this means I can do at least one task in each of the five Work skill areas	'On the cusp' refers to those who can do 17-19 of the 20 Work tasks.