

Annexure 2

Digital Capabilities: International and Domestic Frameworks

Jurisdictions and institutions around the world are adapting to the digitisation of daily life, working to ensure government frameworks address the new skills that citizens need to fully participate in society. There is an array of work in Australia, the UK, Canada and New Zealand that articulates what it means to be a digitally capable individual.

The ADIA has reviewed a range of frameworks and the capabilities they include, and assembled the table below. This work could be leveraged in developing an Australian Digital Capabilities Framework.

The international and domestic frameworks reviewed include:

- UK Department of Education (UK) - [Essential Digital Skills Framework](#)
- New Zealand (NZ) - [Digital Inclusion Outcomes Framework](#)
- [DQ Institute Framework](#) (DQ)
- Commissioned by the Government of Canada (CA) - [Defining Essential Digital Skills in the Canadian Workplace: Final Report](#)
- University of Tasmania (UTAS) - [Digital Capabilities Framework: The future is digital](#) report
- Department of Employment, Skills, Small and Family Business - Foundation Skills for Your Future: [Digital Literacy Skills Framework](#) (DLSF)
- QUT for the Queensland Department of Housing and Public Works (QUT) - [Measuring and Evaluating Digital Ability for Digital Inclusion in Queensland](#)
- University of Twente, the London School of Economics and Oxford University - [International Skills Scale](#)

Below is a compilation of digital skills to be considered for an Australian Digital Capabilities Framework, organised into the following categories:

[Foundational Skills](#)
[Communication and Social Skills](#)
[Information Handling Skills](#)
[Transactional Skills](#)
[Problem Solving Skills](#)
[Navigating the Internet Safely Skills](#)

Item #	Item	Source
Foundational Skills		
1	Able to turn on and log in to a device	UK CA DLSF
2	Able to use the controls of a device (keyboard, mouse, touchscreen or accessible equivalents)	UK DLSF UTAS
3	Able to make use of accessibility tools to make a device easier to use (eg, changing display brightness)	UK UTAS
4	Able to interact with the home screen of a device	UK CA
5	Able to safely and securely connect a device to the internet	UK CA DLSF
6	Able to open a web browser to find and use websites	UK CA
7	Understand that account information such as usernames and passwords need to be kept safely	UK CA DLSF
8	Able to create and update passwords when prompted to do so	UK QUT CA DLSF
9	Able to install and update software on a device	CA DLSF
Communication and Social Skills		
10	Understand the need to communicate safely online	UK DLSF UTAS
11	Able to set up and use an email account	UK DLSF
12	Able to communicate using messaging apps	UK DLSF UTAS

13	Able to use word processing programs to create documents	UK CA DLSF UTAS
14	Able to use internet-based software to create documents	CA DLSF
15	Able to share documents by creating attachments to emails	UK DLSF UTAS
16	Able to communicate using video tools	UK QUT DLSF
17	Able to post content such as messages, photos and videos to social media platforms	UK QUT DLSF
18	Able to use social media for organisation and promotion	QUT DLSF
19	Able to use a mobile phone to make voice calls	QUT DLSF
20	Able to use a digital camera to take photos	QUT DLSF UTAS
21	Able to use an internet connected TV to watch programs	QUT DLSF
22	Able to use a mobile phone or tablet to access email	QUT DLSF
23	Able to use a device to play games socially online	QUT
24	Able to use a device to create and edit photos	QUT DLSF UTAS
25	Able to demonstrate ethical and considerate behaviour and netiquette when using devices across different audiences	DQ CA DLSF UTAS
26	Able to develop and manage personal and professional relationships online	DQ DLSF UTAS
27	Able to manage 'digital footprint' in a manner that contributes to a positive personal/professional reputation	DQ CA

		DLSF UTAS
28	Able to use voice to text/text to voice applications	DLSF
29	Able to locate phone number in own contacts list	DLSF
30	Able to connect to free wifi	DLSF
Information Handling Skills		
31	Understand that not all content online is accurate and reliable	UK DLSF UTAS
32	Able to evaluate whether or not content is reliable	UK CA UTAS
33	Able to use search engines to find information	UK CA DLSF
34	Able to use tools such as bookmarks and favourites to save important information on a web browser	UK DLSF UTAS
35	Able to access content such as calendars across multiple devices	UK CA DLSF
36	Understand that the cloud is a way of storing information in a remote location	UK DLSF
37	Able to organise and store information on a device or the cloud using folders	UK CA DLSF
38	Able to use the internet to legally access entertainment content	UK CA DLSF
39	Understand the importance of and able to create backups of devices and key documents	CA DLSF
40	Able to comply with an employer's digital policy	CA DLSF
41	Able to take notes on a device/tablet	DLSF

Transactional Skills		
42	Able to set up an account online for buying goods or services	UK DLSF
43	Able to access and use public services online including filling out forms	UK QUT DLSF
44	Able to use different forms of payment systems online such as credit/debit cards, bank transfers, epayment tools to complete transactions	UK DLSF
45	Able to upload documents and photos when required to do so to complete an online form	UK DLSF
46	Able to use online banking applications	UK DLSF
47	Able to top up public transport payment card	DLSF
Problem Solving Skills		
48	Able to solve problems by finding relevant information online	UK CA DLSF
49	Able to use the internet to find a range of sources of help for different activities	UK DLSF
50	Able to use chat tools (where available) on websites	UK DLSF
51	Able to use online tutorials and advice forums to solve problems and improve skills	UK DLSF
52	Able to solve simple tech problems	QUT DLSF UTAS
53	Able to use the help function available in software	QUT DLSF
54	Able to use GPS functionality to navigate	DLSF
Navigating the Internet Safely Skills		
55	Understand the risks and threats involved in carrying out activities	UK

	online and the importance of working securely	DQ DLSF
56	Understand the risks of storing data online	QUT DLSF
57	Understand that virus can infect and damage computers and that this can be mitigated through the use of security software	UK QUT DQ DLSF
58	Able to use anti-virus software to help protect devices from cyber threats	CA DLSF
59	Understand that activities online are tracked and permanently recorded and that records of these activities could be accessed by others now and in the future	UK DLSF
60	Understand that others can capture and use personal data and that this can be mitigated through the use of privacy settings	UK QUT DLSF
61	Understand that it could be illegal to share other people's data without their permission	UK DLSF
62	Able to respond to requests to authenticate online accounts	UK DLSF
63	Understand the need to keep passwords secure by using multiple passwords for different accounts	UK DQ CA DLSF
64	Able to use privacy settings on social media and other accounts	UK DQ DLSF
65	Able to identify secure websites by looking for the padlock symbol in a web browser window	UK DLSF
66	Able to recognise suspicious links in emails and in popup windows and understand that clicking on these links could infect devices with malicious software	UK CA CA DLSF
67	Understand why it is important to keep devices and security software up to date and able to do so when prompted	UK DLSF
68	Understand that it may be illegal to reuse content that belongs to others without their permission	UK DQ DLSF UTAS

69	Understand the need to backup devices regularly either by making a physical copy of the device or storing the backup on the cloud	UK CA DLSF
70	Able to develop appropriate communicative, technical and decision-making skills to address behavioural cyber incidents as they occur	DQ DLSF
71	Able to use conflict management techniques to mitigate the risk of cyber incidents such as by avoiding confrontation with individuals or groups or reporting incidents to platform administrators	DQ CA DLSF
72	Able to evaluate and identify weaknesses in networks that leave devices vulnerable to cyber threats	DQ DLSF
73	Delete sensitive digital content	CA DLSF