

FLORIDA

ready to work

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Digital Skills Solution for CareerSource Florida

February 20, 2024

Agenda

- Introductions - Meet the Florida Ready to Work Team
- Overview of Digital Skills Solution
- Digital Skills Solution Impact
- Implementation Scenarios
- Questions / Answers with Customer Success Team

Why Digital Skills?



It may seem surprising that in this day and age some workers have few or no digital skills. It is important to note that many of these workers may have fragmented knowledge: That is, they may be comfortable using a mobile phone to text a photo, but not be familiar with how to operate a mouse or upload a job application.

National Skills Coalition,

The New Landscape of Digital Literacy, 2020



NEW! Work Ready Digital Skills

- **Computer Operations** – Identify and understand device types, parts of a computer, operating systems, common software applications, basic computer operations, and professional use of devices.
- **Internet Browsing** – Identify and understand the world wide web and internet, how to connect to the internet, browser basics and how to search the web, and professional use of the internet.
- **Digital Communication** – Identify and understand methods of digital communication including email, video conferencing, instant messaging and text messaging, social media etiquette, and professional use of digital communication tools.
- **Digital Documents** – Identify and understand different types of digital workplace documents including word processing spreadsheets, slide presentations, and online forms; document sharing and collaboration tools; and professional use of digital documents.
- **Digital Security** – Identify and understand security policies and procedures, password security, privacy settings, security software, spam and phishing, and virtual private network (VPN).

NEW! Digital Skills Credential



- Digital – may be downloaded, printed and emailed on demand

- State-sponsored, signed by Governor

Florida Ready to Work Credential - Digital Skills

The credential is based on a proctored career readiness assessment validating mastery of the foundational technology skills commonly required for most jobs according to the U.S. Department of Labor O'NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

Computer Operations

- Understand basic computer operations
- Identify main parts of a computer
- Recognize popular Operating Systems and how to update them
- Identify and select common software applications
- Understand the parts of the virtual desktop and how to change device settings
- Apply best practices for using a company-issued device in the workplace

Internet Browsing

- Understand the definition, purpose, and basic infrastructure of the internet
- Understand how to connect to the internet
- Define World Wide Web and related tools and terminology
- Use common internet browsers
- Use search engines and evaluate results
- Apply best practices for using the internet in the workplace

Digital Communication

- Understand methods of digital communication and define when it is appropriate to use each medium
- Recognize basic email providers and functions and understand the distinction between work vs personal email
- Identify video conferencing providers and functions and understand general etiquette
- Recognize text message and Instant Message providers and functions and understand general etiquette
- Identify popular social media platforms and understand general etiquette
- Apply best practices for using digital communication in the workplace

Digital Documents

- Recognize common word processing applications and their functions
- Recognize common spreadsheet applications and their functions
- Recognize common slide presentation applications and their functions
- Understand how to complete online documents and forms, such as a fillable PDF or online job application
- Understand sharing documents and storing with file-sharing applications
- Understand how to collaborate on documents using shared applications
- Apply best practices for using documents, spreadsheets, and slide presentations in the workplace

Digital Security

- Identify security policies and procedures and understand common workplace digital security protocols
- Understand password security and strength, using password management tools, and multi-factor authentication
- Identify spam and phishing attempts, and how to avoid and report them
- Understand basic computer and application privacy settings
- Identify common security software applications, their functions, and how to prevent or minimize effects of malware and viruses
- Recognize Virtual Private Network (VPN) software applications and their functions
- Understand the concept of a Digital Footprint
- Apply best practices for digital security in the workplace

To learn more about the O'NET Job Zone Framework, visit <https://oneline.org/help/online/zones>.

This credential is issued by Florida Ready to Work, a research-based foundational career readiness training, assessment, and credentialing program sponsored by the State of Florida; administered by the Florida Department of Commerce (floridajobs.org); and endorsed by the National Work Readiness Council (nwrc.org), an independent national nonprofit workforce development, training, and advocacy organization.

Questions? 1.888.717.9461 Option 3 | customerservice@floridareadytowork.com
floridareadytowork.com

NEW! Digital Skills Training

- 5 online modules
- Each lesson per module corresponds to a learning objective
- Pretest benchmarks skills
- Embedded learner interactions including video-based ‘best and worse’ scenarios and ‘check your knowledge’ activities
- Post test indicates readiness for proctored assessment required to earn the credential

NEW! Digital Skills Assessment

- One proctored assessment required to earn the Florida Ready to Work Digital Skills Credential
- 50 questions, all multiple choice
- 60 minutes, proctor option to extend testing time up to 2.59 hours
- Online assessment, scored in real time
- Pass / fail – passing scale score range of 205-240
- May be retaken

Digital Skills Impact

Digital Skills Impact

- Who is Using Digital Skills Solution?
 - Middle / High Schools, Adult Ed, and Colleges are highest current utiliziers
- Credentials
 - Nearly 2,400 Florida Ready to Work Digital Skills Credentials earned statewide

Digital Skills Implementation Scenarios

Jobseekers Returning to the Workforce

- Returning citizens / Seniors second career / Labor and skilled workers
- Individuals who are uncomfortable with a computer and/or internet browsing
- Individuals who have not had access to the internet beyond their phones
- Digital Communication – Helping individuals become comfortable with Zoom

Summer Youth Participants

- Understanding how to use the internet appropriately in a workplace setting
- Digital Communication – When is it ok to text your boss versus having an in-person conversation
- Being secure with workplace devices
- Employers WANT Summer Youth participants to have these skills BEFORE they come onsite
- Participant earns a credential

Business Services

- Selling point for jobseekers with barriers to employment
- Assurance of jobseekers' digital competency
- Apprenticeships
- Preferred hirings with Florida Ready to Work Credential
- New Employee Training

Apprenticeship Advantage

- **Free** training that can be used for **related technical instruction hours**
- Tool to evaluate jobseeker readiness for apprenticeship
- Foundational skill training / remediation for those who are rusty or not ready for apprenticeship curriculum
- Maximize apprenticeship completion and return on investment
- Underlying skills aligned to U.S. Department of Labor O*NET Job Zones Framework / career pathways
- **For the Apprentice:** Employer valued credential, giving jobseekers a competitive advantage when applying for work and reducing employer hiring / training costs

CareerSource Florida Network – Implementation Ideas

- Make Soft Skills & Digital Skills Credentials a prerequisite for Work Based Learning / Applying for Apprenticeships
- Incorporate solution into Adult Education Programs – IET, ESOL, GED
- Use Academic Employability Skills as a part of preparation for apprenticeships
- Career-contextualized instructional relevance for jobseekers requiring foundational math or reading refresher
- Require youth participants to earn Soft Skills & Digital Skills Credentials as a part of Summer Youth Program
- Tell YOUR Business Community

Implementation Highlights

CareerSource Central Florida



Two Week Soft Skills Development

CAREER + CARE

Participants could earn certification for Florida Ready to Work. Also, learn about resources in our community, including important information presented by the Early Learning Coalition of Osceola.

WHERE
CareerSource Central Florida Osceola
Career Center at Valencia College Campus
1800 Denn John Lane CIT Building, Suite 300
Kissimmee, FL 34744

WHEN
Monday - Thursday 10am - 3pm
September 18th - 28th
Parking Available in Lot G

Who can participate in Career + Care?

- Single mothers-to-be
- Single mothers with children 5 and under
- Must reside in Lake, Orange, Osceola, Seminole, or Sumter County
- Must be eligible to work in the United States



[CareerSourceCentralFlorida.com/CareerCare](https://www.CareerSourceCentralFlorida.com/CareerCare) 1.800.757.4598

Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/120 equipment.
A proud partner of the AmeriCorps JobCenter network.

Questions

CareerSource Florida Network – Reminders

- THREE Stackable Credentials available for jobseekers
 - Digital Skills, Soft Skills, and Academic Employability Skills
- Digital Badging available for jobseekers
- New Learner Dashboard went live January 2024 – Visit FloridaReadytoWork.com/Resources for more information
- Customer Service Team – 888-717-9461, Option 3
- Next CareerSource Florida Network Webinar – Incorporating Florida Ready to Work in Summer Youth Programs – March 2024

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