



Diving into Digital Skills with Florida Ready to Work

*Empower your Job Seekers with the Digital Skills
They Need to Thrive in Today's Workforce!*

June 18, 2025

Agenda

- Introductions - Meet the Florida Ready to Work Team
- Why Digital Skills?
- What's New
- Overview of Digital Skills Solution
- Digital Skills Solution Impact
- Implementation Scenarios
- Questions / Answers with Customer Success Team



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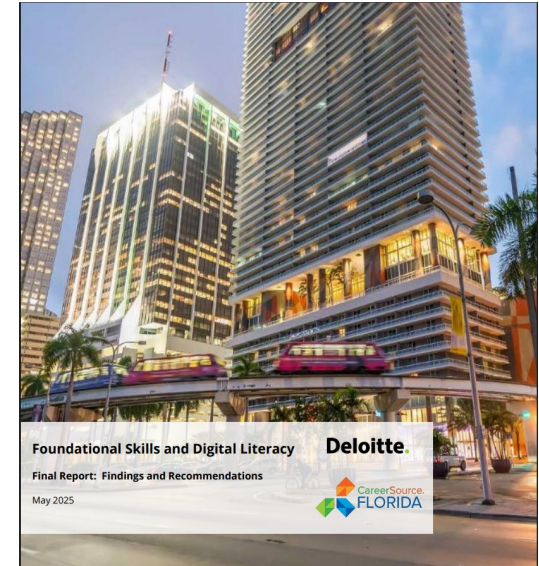
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Why Digital Skills?

CareerSource Florida Survey

- 92% of jobs require digital skills, yet more than a third of workers do not have foundational digital skills needed for today's jobs
- Computer Operations & Using Software ranked highest in top, in-demand skill groups
- Digital skills gaps are in different populations:
 - Individuals with limited access to broadband
 - Individuals re-entering the workforce
 - Career pivoters
 - GenZ'ers who lack computer operations skills



What's New

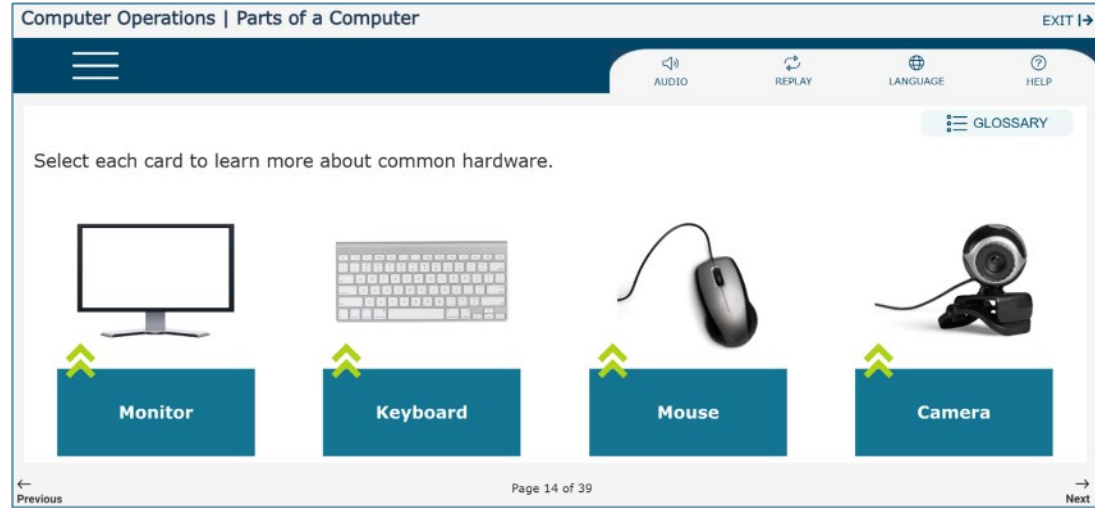
What's New

- Artificial Intelligence (AI) Instruction
- Introductory videos
- Enhanced interactive elements
- More approachable content
- Improved mobile experience

Overview of Digital Skills Solution

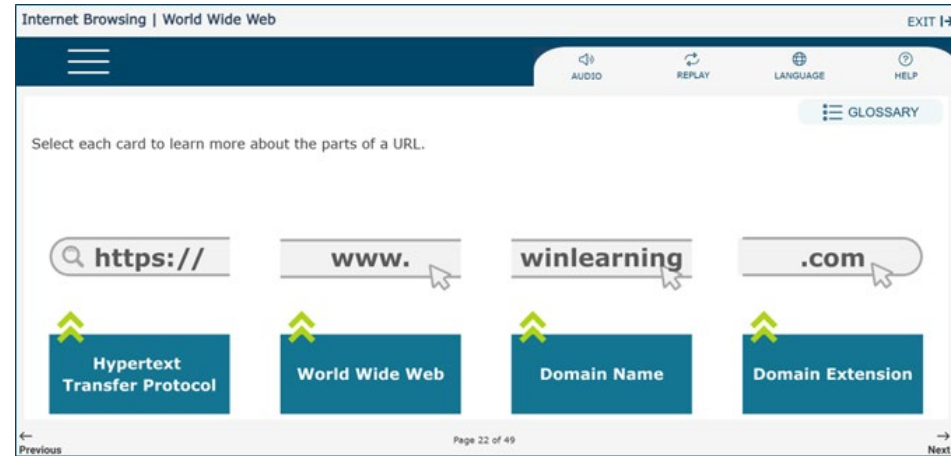
Computer Operations

Identify and understand device types, parts of a computer, operating systems, common software applications, basic computer operations, and professional use of devices.



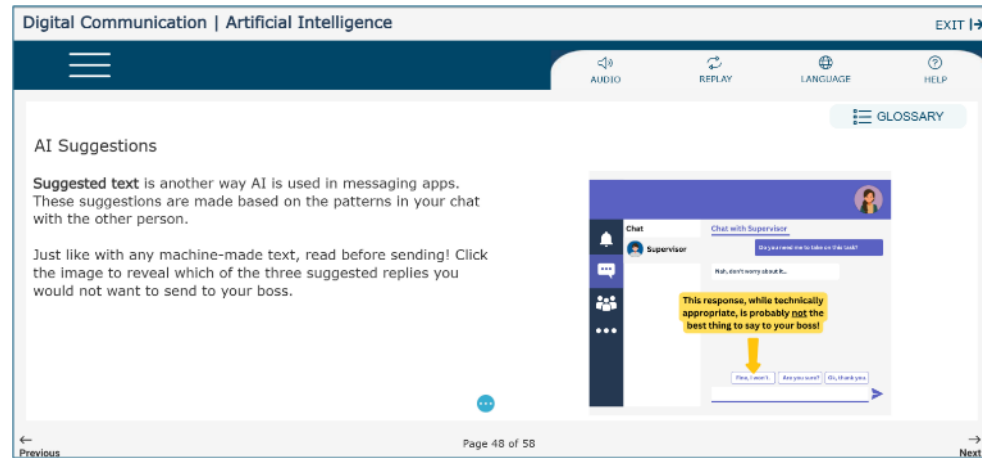
Internet Browsing

Identify and understand the internet and the World Wide Web, how to connect to the internet, browser basics and how to search the web, introduction to artificial intelligence (AI), and professional use of the internet.



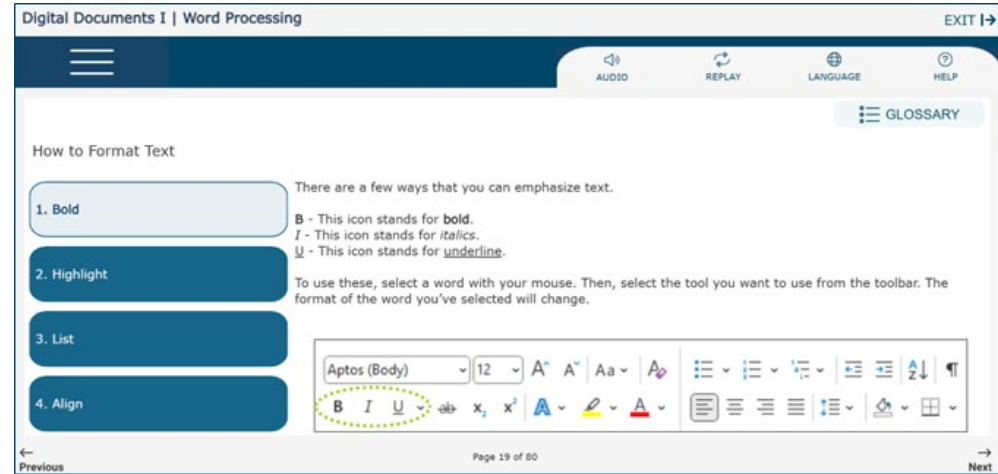
Digital Communications

Identify and understand methods of digital communication, email basics, video conferencing basics, instant messaging and text messaging, social media etiquette, use of artificial intelligence (AI) in communication, and professional use of digital communication tools.



Digital Documents

Identify and understand different types of digital documents used in the workplace, including word processing documents, spreadsheets, slide presentations, and online forms, document sharing, collaboration, and professional use of digital documents, as well as the use of artificial intelligence (AI) in document generation.
























Digital Security

Identify and understand security policies and procedures, password security, privacy settings, security software, safe and secure use of artificial intelligence (AI), and VPNs.



Digital Skills Training

- 5 online modules
- Each lesson per module corresponds to a learning objective
- Pretest benchmarks skills
- Embedded learner interactions and 'check your knowledge' activities
- Post test indicates readiness for proctored assessment required to earn the credential

Courseware Progress					
Module	Progress			Ebadge	Latest Score
Computer Operations	<div><div> Pretest</div><div> Course</div><div> Posttest</div></div>		64 Pretest 2/14/2025		
Internet Browsing	<div><div> Pretest</div><div> Course</div><div> Posttest</div></div>		40 Pretest 2/14/2025		
Digital Communication	<div><div> Pretest</div><div> Course</div><div> Posttest</div></div>		75 Pretest 2/14/2025		
Digital Documents	<div><div> Pretest</div><div> Course Level I</div><div> Course Level II</div><div> Posttest</div></div>		82 Pretest 2/14/2025		
Digital Security	<div><div> Pretest</div><div> Course</div><div> Posttest</div></div>		58 Pretest 2/14/2025		

Digital Skills 101

A 'quick start' resource introducing the most fundamental digital skills, such as defining mouse-hover behaviors and how to recognize and use hyperlinked text, for learners who have limited knowledge and experience with computers.




Digital Skills Courseware

Computer Operations

The Mouse

The mouse is an important tool for communicating with computers. Another name for a mouse is a pointing device; it lets you point to objects on the screen and click on them, such as a [hyperlink](#). Files and applications require a double click to open, which is two quick left clicks on the mouse or trackpad.




Hover: the act of moving the mouse cursor over a clickable object. When hovering over links on a page, the link will change color.

1. Place your thumb on the desk/tabletop on the left side of the mouse.
2. Your index finger should rest on the left button of the mouse.
3. Place the middle finger on the right button of the mouse.
4. Your ring finger and little finger should rest on the right side of the mouse.
5. Your palm should cup the end of the mouse gently.
6. The base of your wrist should rest on the desk.

Alternatives to a mouse:

1. **Trackball** - this device has a ball that rotates freely. You roll the ball with your thumb to move the pointer.
2. **Touchpad** - also known as a trackpad, a sensitive pad that allows you to control the pointer by making motions with your finger (more common on laptop computers).



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Digital Skills Objective Based Reports

Objective Based Report		
Name ↑▼	Group ↑▼	Category ↑▼
Learning Objective	Courseware ⓘ	
	Pretest / Placement Test	Posttest
🔍		
▼ Name: Mouse, Mickey	<div><div>9</div><div>14</div></div>	Not Started
▼ Digital Skills	<div><div>9</div><div>14</div></div>	Not Started
▶ Computer Operations	<div><div>3</div><div>3</div></div>	Not Started
▼ Digital Communication	<div><div>2</div><div>3</div></div>	Not Started
Methods of Digital Communication	<div><div>✖</div></div>	
Email Basics	<div><div>✖</div></div>	
Video Conferencing Basics	<div><div>✖</div></div>	
Instant Message and Text Basics	<div><div>✓</div></div>	
Social Media Basics	<div><div>✓</div></div>	

Displays mastery by learning objective at the individual and summary levels based on pretest to inform instruction as well as posttest and proctored assessment to benchmark learning gains and target remediation.

Digital Skills Assessment

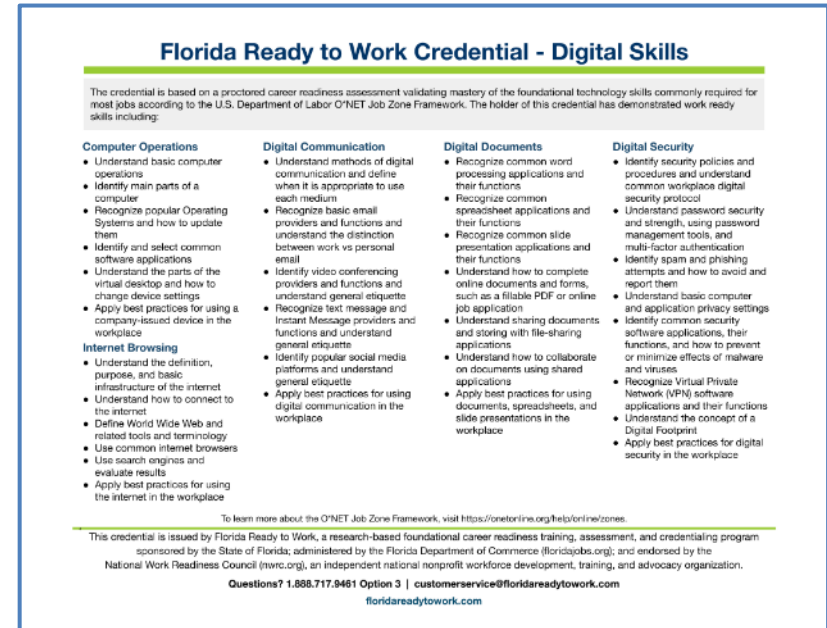
- One proctored assessment required to earn the Florida Ready to Work Digital Skills Credential
- 50 questions, all multiple choice
- 60 minutes, proctor option to extend testing time up to 3 hours
- Online assessment, scored in real time
- Pass / fail – passing scale score range of 205-240
- May be retaken

Digital Skills Credential



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

- State-sponsored, signed by Governor



Digital Skills Impact

Benefits for Participants

- Obtain nationally recognized, state-endorsed credentials
- Confidently navigate a tech-driven workforce & stand out to employers
- Develop effective digital communication skills and document generation
- Learn to explore the internet responsibly in a professional environment
- Ensure the security of workplace devices
- Gain experience with AI technology in web browsing, digital communication, and productivity tools — discovering how AI can enhance their job performance and be applied professionally

What to Say When a Job Seeker Asks Why?

Sample Script:

Employers want to hire individuals that have qualities that make them great workers. That's not always just the special skill for the work, but someone to join their workplace community.

More than 90% of jobs today require digital skills, yet more than a third of workers do not have foundational digital skills necessary. Don't you want to stand out?

Digital skills is more than posting a photo to Instagram. Being digitally literate means you can operate a computer; identify and use various digital communication channels for the message you're trying to deliver; create documents, presentations, and spreadsheets; and keep your workplace devices secure. The Florida Ready to Work career readiness solution helps you build these important skills. By taking this training, you can show you're ready to find your place then show up, step up, succeed, and advance in your job.

Digital Skills Impact

- Credentials
 - More than 18,350 Florida Ready to Work Digital Skills Credentials earned statewide since July 2023
- Who is Using Digital Skills Solution?
 - Middle / High Schools, Adult Ed, and Colleges are highest current utilizers
 - CareerSource Florida Network – Nearly 400 credentials

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 video conferencing

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

SNAP/WT:

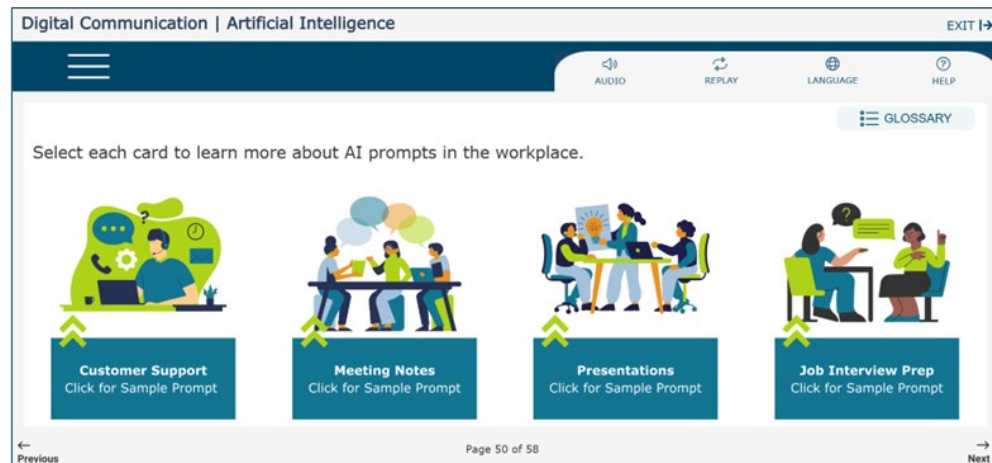
When to assign Digital Skills

Participant needs Job Search / Job
Readiness activities:

- Digital Skills Training can count for 2 – 5 hours
- Digital Skills Assessment can count for 1 hour

Barriers to employment include:

- Never used a computer before
- Incarcerated more than 10 years
- Does not have a digital profile
- Expressed concern with digital literacy



SNAP/WT: Digital Skills Training

Objective: Pass the corresponding post-test for all five curriculum modules before taking the proctored assessment required to earn the credential.

Training time is dependent on job seeker's education level:

- 2 +/- hours for job seekers with post-secondary education
- 2 - 5 +/- hours for job seekers with a high school diploma or higher or enrolled in GED
- Potentially more for job seekers without a high school diploma / low reading level or who have never had access to a computer
- Curriculum is available in Spanish, though job seekers must take the proctored assessment in English to earn the credential
- 1 +/- hour of testing = 1 proctored assessment required to earn the Florida Ready to Work Digital Skills Credential



Pacing Schedule for Long Term Participants

Florida Ready to Work Solution	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Digital Skills Solution	Introduction to Florida Ready to Work; Computer Operations	Internet Browsing & Digital Communications	Digital Documents	Digital Security & Review Posttests	Schedule Assessment	Assign Soft Skills and start working through this training.

Pacing Schedule for Short Term Participant

Florida Ready to Work Solution	Day 1	Day 2	Day 3	Day 4	Day 5
Digital Skills Solution	<p>Introduction to Florida Ready to Work; Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Digital Skills Pretests: Modules 1 & 2.</p>	<p>Digital Skills Pretests: Modules 3 – 5</p> <p>Ask participants to share their results.</p> <p>Instruct participants to begin with any modules that they scored below 82% on the pretest. Start with the lowest score and move forward from there.</p>	<p>Instruct participants to continue with any Digital Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Instruct participants to continue with any Digital Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Have participants take the Digital Skills Assessment. Participants will need at minimum 60 minutes for this assessment so make sure to schedule when they have enough time to complete.</p>

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

Questions

CareerSource Florida Network – Housekeeping

- Hope Florida Participants

www.FloridaReadytoWork.com/resources Scroll to 'Guides.'

- Indicating WIOA Eligible participants / State ID number – Optional, but not required

The screenshot shows a web form titled "Add New User". At the top, there is a checkbox labeled "User must change password at next logon". Below this is a section titled "Custom Field Information". This section contains several input fields: "Hope Florida Participant:" with a dropdown menu showing "Select..."; "Employ Florida State ID Number:" with a text input field; "CareerSource WIOA Eligible:" with a dropdown menu showing "Select..."; "DOB:" with a date input field showing "MM/DD/YYYY" and a red error icon; a checkbox labeled "No Response"; "Race Ethnicity:" with a dropdown menu showing "Select..."; "Gender:" with a dropdown menu showing "Select..."; and "Grade:" with a dropdown menu showing "Select...". At the bottom right of the form are two buttons: "Cancel" and "Save".

CareerSource Florida Network – Reminders

- Customer Service Team – 888-717-9461, Option 3
- CareerSource Florida Monthly Introduction / Training Webinar
 - Last Wednesday of the month; June 25, 2025 at 11 a.m.
- Next CareerSource Florida Network Webinar –
 - **Promoting Florida Ready to Work to Those Who Need it Most
Wednesday, July 23, 2025 – 11 a.m.**
 - Visit www.FloridaReadytoWork.com/Events



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