Workplace Digital Skills *Spring 2025*

This answer book will only be marked and certificated if this is completed by the learner AND prison staff

Learner Statement of Authenticity

By returning this answer book you are confirming that the work contained is entirely your work and does not include any work completed by anyone other than yourself. You also confirm that you have completed the assignment/portfolio in accordance with the instructions given by your establishment.

Learner Prison No. in CAPITAL LETTERS							**Prison:**

Learner's Initials:			**Date:**	

Establishment Confirmation of Authenticity

I confirm that the above-mentioned learner, to the best of my knowledge, is the sole author of this completed answer book.

Staff Name:		**Signed**:	
		Date:	

STAFF USE ONLY			
Date Issued	**Date Marked**	**Assessor Initials**	**Result**
			☐ **PASS** ☐ **REFER**

Way2Learn

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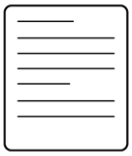
How it works

Welcome to your Way2Learn course.

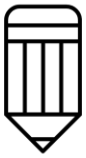
This course is designed to enable access to education for all – whether in-cell or in your establishment's education facility.

To complete this course, you will need to watch all of the episodes. Times for each episode are provided on the next page.



You can request a copy of the episode transcript from your Distance Learning Coordinator or Learning and Skills Manager if you need to revisit any of the information.

If you have any difficulties in completing this course, please speak to a suitable peer mentor or member of staff for some help.



Once completed, return your answer book to the appropriate member of staff. After it has been received, it can take up to 3 weeks to be assessed and issued a certificate.

You can ask a member of staff for a copy of our policies and practices for further details.

Episode Guide

Workplace Digital Skills

Saturday

Content Guide	Saturday
Ep 1: Using and Managing Information Find smarter ways to search, identify and evaluate information effectively to meet personal and organisational needs. Ensuring that the information that is obtained is reliable and from creditable sources.	**11:00 (am & pm)** **5:00pm**
Ep 2: Trusting and Organising Information What websites are real or fake? Applying a simple test to decide if you can trust the information. Looking at ways to organise your information so that it is easy to find and identify.	**11:18 (am & pm)** **5:18pm**
Ep 3: Keeping Safe Online Prevent yourself and others from being attacked by nasty viruses and bugs, which can compromise your data, devices and systems.	**11:30 (am & pm)** **5:30pm**
Ep 4: The Law and Your Data Explaining the rules for businesses in relation to storing people's data, and the implications if data is not processed fairly or securely.	**11:44 (am & pm)** **5:44pm**
Ep 5: Communicating Online Think before you tweet! The online equivalent of not revealing too much information about yourself and minding your P's and Q's. What is acceptable behaviour online and what isn't? Communicating effectively using various messaging tools.	**12:00 (am & pm)** **6:00pm**
Ep 6: Digital Career Development The art of selling you and your business online. Ways in which to promote yourself and your business to maximise profits and customers and to snare that dream job.	**12:18 (am & pm)** **6:18pm**

Learning Outcomes

1. Understand how to digitally search, select, and store appropriate information.

2. Demonstrate how to handle personal data and protect it from threats.

3. Be able to communicate socially and professionally using digital platforms.

4. Understand the impact your online presence could have on your employment.

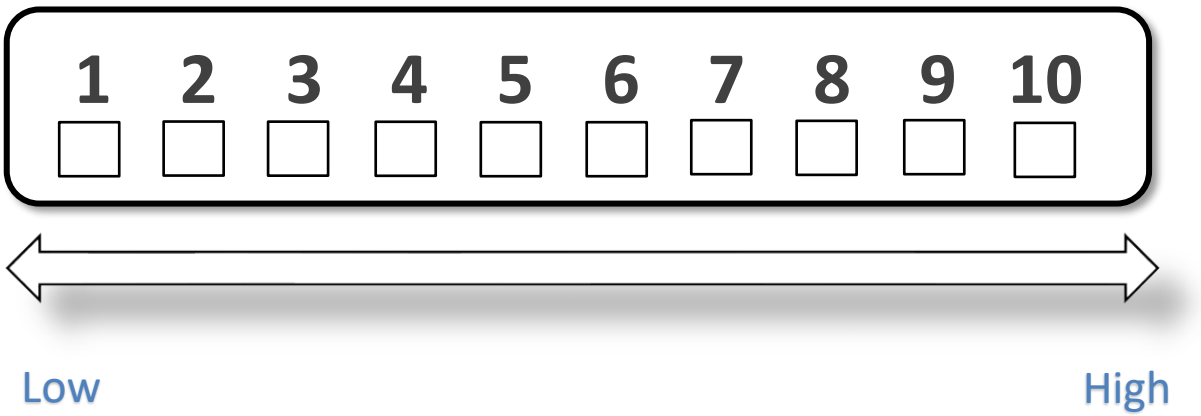
5. Be able to use digital skills to facilitate personal and professional learning and career progression

Starting Out

Consider the learning outcomes above.

On a scale of 1 -10, how would you rate your knowledge of **'Digital Skills'** before starting this course?

(Please tick the appropriate box)



At the end of this course, you will have the opportunity to rate your knowledge once more.

Knowledge Check

To pass this course you will need to correctly answer **80%** of the questions.

This equates to **29** correct answers out of the 36 marks available.

Episode 1

Question 1

Which three processes do search engines use to find and display results?

(Please tick the appropriate box)

A	Crawling, Indexing, Ranking	
B	Searching, Sorting, Scanning	
C	Uploading, Storing, Sharing	
D	Filtering, Categorising, Publishing	

Question 2

Which of the following strategies help refine a search to find the most relevant results?

*(Please tick **all** appropriate boxes)*

A	Using Boolean operators like AND, OR, NOT	
B	Filtering by date of publication	
C	Typing fewer keywords	
D	Searching for 'all words' instead of 'exact phrase'	

Question 3

True or False:

You can use 'subject searching' if keyword searching does not give you the results you desire?

(Please tick the appropriate box)

A	True	
B	False	

Question 4

You are researching workplace safety online and find an important webpage that you will need to reference later. What is the best way to ensure you can easily find this page again?

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Episode 2

Question 1

Which of the following best describes the purpose of the CRAAP test?

(Please tick the appropriate box)

A	A tool for creating secure passwords	
B	A system used by search engines to rank results	
C	A method to check if an online source is reliable	
D	A process for organising digital files	

Question 2

Which website domain is a more reliable source of information online?

(Please tick the appropriate box)

A	.com and .net	
B	.gov and .edu	

Question 3

A company's HR department stores all employee records in one folder without clear naming conventions. What problems could this cause, and how would you improve their file organisation system?

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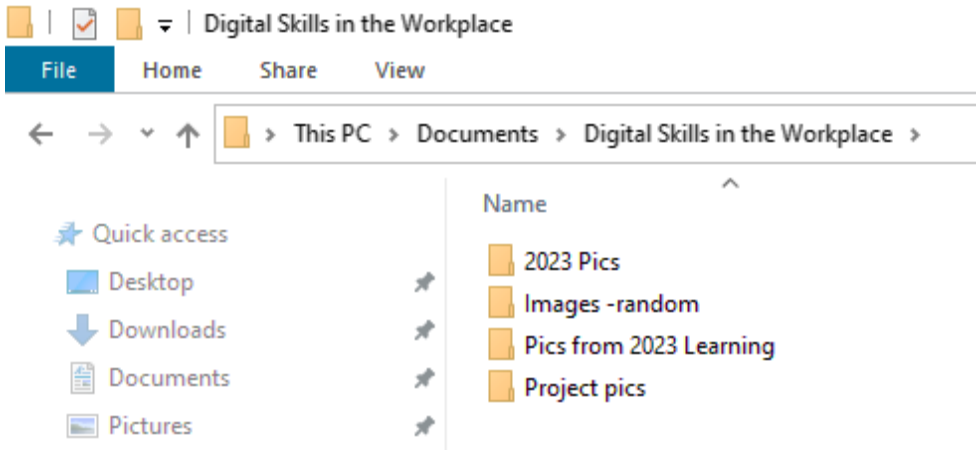
Question 4

Look at the three examples of file structure for organising your folders in date order.

Choose the diagram that would be the most effective method of organisation.

(Please tick the appropriate box)

A



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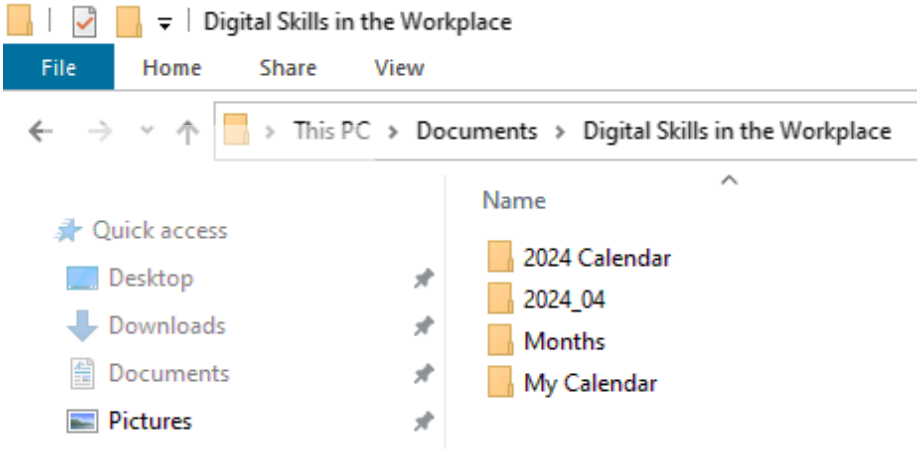

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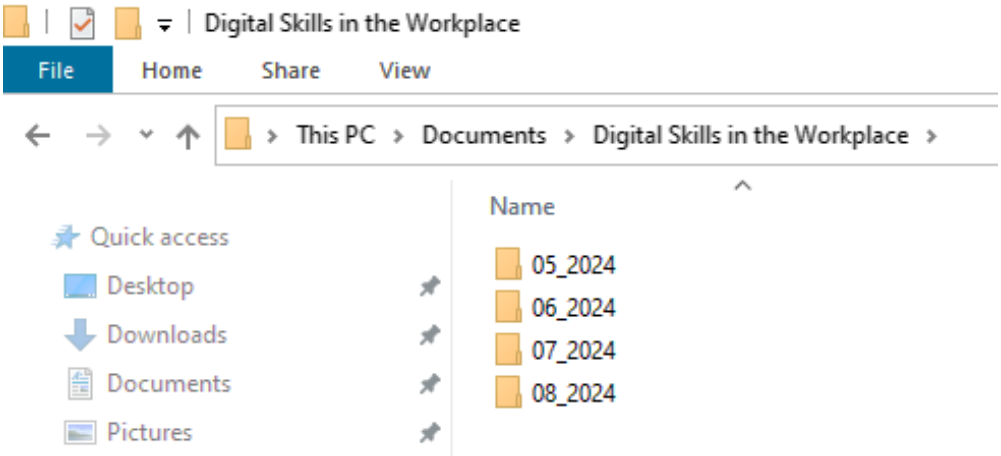

Episode 3

Question 1

List at least 4 types of personal data that can be used to identify an individual.

1.	2.
3.	4.
5.	6.

Question 2

You receive an email that appears to be from your bank, asking you to click a link and enter your login details. What type of cyber-attack is this, and how should you respond?

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Question 3

True or False:

Public Wi-Fi networks can be used safely for any online activity as long as they require a password to access?

(Please tick the appropriate box)

A	True	
B	False	

Question 4

Which one of these is most likely to be an insecure website that could be a threat to your personal data?

(Please tick the appropriate box)

A	www.google.com	
B	www.amazon.com	
C	www.yahoo.co.uk	
D	www.amazon3.net	

Episode 4

Question 1

The General Data Protection Regulation (GDPR) and Data Protection Act (DPA), are the legislation that covers the protection of your personal data.

This law requires that data is used how?

*(Please tick **all** appropriate boxes)*

A	Fairly, lawfully and transparently	
B	Used for specific purposes	
C	Accurate and up-to-date	
D	Handled and stored securely	

Question 2

Which of the following are effective ways businesses can protect data?

*(Please tick **all** appropriate boxes)*

A	Encrypting sensitive files	
B	Using strong passwords and two-factor authentication	
C	Writing down passwords on paper for easy access	
D	Educating employees on cybersecurity threats	

Question 3

How quickly does a data breach have to be reported to the Information Commissioner's Office (ICO)?

(Please tick the appropriate box)

A	Within 24 hours	
B	Within 48 hours	
C	Within 72 hours	
D	Within 96 hours	

Question 4

Which of the following is a requirement under GDPR for reporting data protection issues in the workplace?

(Please tick the appropriate box)

A	Employees can report data breaches only if they personally caused them	
B	Businesses must have a written policy for employees on how to report data protection issues	
C	Only managers are allowed to report data breaches to the ICO	
D	Businesses are not required to document minor data breaches	

Episode 5

Question 1

A colleague posts a joke online that others find offensive. How could this affect their job and future career opportunities?

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Question 2

Which of the following are priorities when communicating safely on social media?

*(Please tick **all** appropriate boxes)*

A	Privacy Settings	
B	A good-looking profile picture	
C	Remembering who can view your posts	
D	Having the highest number of followers or friends	

Question 3

Which of the following is an inappropriate use of social media that could negatively affect future employment prospects?

(Please tick the appropriate box)

A	Using LinkedIn to connect with professionals in your field	
B	Keeping your personal social media accounts private	
C	Posting complaints about your manager or workplace online	
D	Sharing articles about industry trends and developments	

Question 4

Which of the following are ways of protecting your privacy online?

*(Please tick **all** appropriate boxes)*

A	Restarting your computer after every use	
B	Clearing cookies from your web browser	
C	Using end-to-end encrypted programs such as 'WhatsApp'	
D	Using a screen saver	

Question 5

True or False:

Making your email or mobile number known online can result in unwanted messages known as 'spam'?

(Please tick the appropriate box)

A	True	
B	False	

Question 6

Your team communicates mainly by email, but some messages are getting lost or misunderstood. Suggest two benefits and two challenges of email communication in a professional setting.

Benefits	Challenges
1. 2.	1. 2.

Episode 6

Question 1

What might potential employers check about you before deciding to offer you a job?

(Please tick the appropriate box)

A	Shoe size	
B	Social media accounts	
C	Your old school report	
D	Unpaid parking fines	

Question 2

Which of these social media platforms is typically best suited for developing and showcasing a professional presence?

(Please tick the appropriate box)

A	X (Formerly Twitter)	
B	Instagram	
C	Tik Tok	
D	LinkedIn	

Question 3

Which of the following would make the best impression on a potential employer reviewing your online presence?

(Please tick the appropriate box)

A	A social media account full of personal rants about previous employers	
B	A profile with no information at all, making it impossible to find you online	
C	A collection of viral prank videos showcasing your sense of humour	
D	A LinkedIn profile with a professional photo and details of your work experience	

Question 4

Your LinkedIn profile is professional, but your Facebook has posts that might seem unprofessional to employers. What three steps can you take to manage your online presence effectively?

1.....

2.....

3.....

Question 5

What digital research could you do to learn about a potential employer?

*(Please tick **all** the appropriate boxes)*

A	Watch interviews with company representatives	
B	Read online articles about the company	
C	Read company reviews on websites e.g. Glassdoor	
D	Ask family what they think about the company	

Question 6

Which of the following options demonstrates how technology can support personal and professional development, as well as career progression?

(Please the appropriate box)

A	Attending in-person courses	
B	Reading books and articles related to personal growth	
C	Joining local hobby groups and clubs	
D	Completing online courses	

Workplace Scenarios

Question 1 (Episode 1)

Scenario: You are working in an office, and your manager asks you to find recent statistics on workplace cybersecurity threats for an upcoming presentation. You search online and find multiple sources, but some contradict each other.

How would you determine which source is the most reliable? Explain two steps you would take to ensure the information you provide is accurate and trustworthy.

Word Count: 50-100 words, (*2 marks available*)

Question 2 (Episode 2)

Scenario: You receive an email that looks like it's from your company's HR department, asking you to confirm your personal details by clicking a link. The email says your payroll information needs updating immediately to avoid payment delays.

How would you handle this situation to protect your personal data and company security? Explain what you should do before responding?

Word Count: 50-100 words, (*2 marks available*)

Question 3 (Episode 3)

Scenario: You are working in a company where all important updates are sent via email. A colleague frequently forgets to check their inbox and misses key information, leading to mistakes in their work. They insist that email is outdated and prefer using instant messaging apps instead.

How would you explain the importance of email in a professional setting and encourage them to use it effectively?

Word Count: 50-100 words, (*2 marks available*)

Question 4 (Episode 3)

Scenario: A company is reviewing candidates for a management position. One candidate has strong qualifications, but when the hiring manager checks their social media, they find public posts criticising former employers and sharing unprofessional content. The manager is concerned about how this reflects on the company.

Based on best practices for maintaining a professional online presence, what issues does this candidate's social media activity present, and how could they have managed their digital reputation more effectively?

Word Count: 50-100 words, (*2 marks available*)

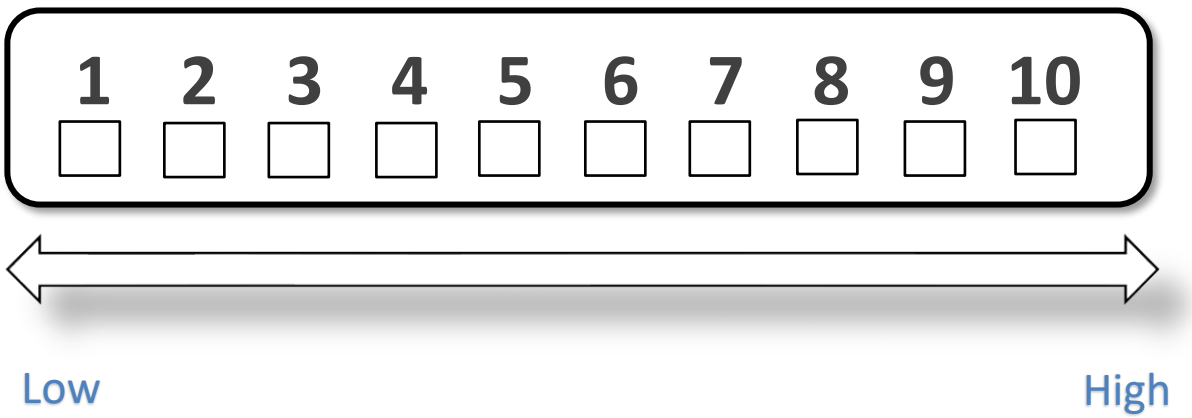
Learning Evaluation

You must comment on the three most important things you have learnt and complete distance travelled.
1..... .... 2..... .... 3..... ....

Distance Travelled

Now that you have completed this course, on a scale of 1 -10, how would you rate your knowledge of Workplace Digital Skills?

(Please tick the appropriate box)



End of Knowledge Check

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Course Feedback – Workplace Digital Skills

TO QUALIFY FOR A MUG OR WATER BOTTLE YOU MUST COMPLETE IN FULL, THE LEARNING EVALUATION. THIS IS A VOLUNTARY SUBMISSION. IF YOU DO NOT COMPLETE THIS YOUR WORKBOOK WILL STILL BE MARKED AND CERTIFICATED, BUT YOU WILL NOT BE ELIGIBLE FOR ANY OF OUR INCENTIVISED GIFTS.

Please clearly write your full name here:

We value your feedback. Please rate each aspect on the scale below:

1. **The quality, style and tone of the videos.**

1	2	3	4	5	6	7	8	9	10

Low **High**

2. **The clarity of the answer book.**

1	2	3	4	5	6	7	8	9	10

Low **High**

3. **Your enjoyment of this course.**

1	2	3	4	5	6	7	8	9	10

Low **High**

Please tell us what you enjoyed most about this course

Please give us one suggestion to improve this course