

# A Health and Care





## About this Framework

This digital capabilities framework has been developed over the last year through engagement with stakeholders across health and care. The framework is not intended as a static set of competencies but instead outlines generic capabilities that support individual motivation and development. Crucially, the framework promotes positive attitudes towards change, technology and innovation. The framework will necessarily be a dynamic, iterative document.

It is recognised that there needs to be an easy, accessible way for staff working in health and care to engage and self-assess their own levels of digital literacy against the framework. Work is underway on developing a simpler interface to help individuals identify and develop their digital capabilities.

This framework is designed to encourage all to explore the different levels of capability that sit under the six domains.

### **How can it be used?**

Anyone can use this framework:

- For self-assessment

- To help identify learning and developmental needs

- To inform personal and professional development plans

- To guide formal, informal, directed and self-directed learning

- For reflection and goal-setting

- For evaluation of progress and performance

The framework can also be used to support innovative digital literacy training initiatives, interventions and resources. It can be used to help identify and signpost existing educational and training resources that can support improvement in digital capabilities. It can be used in support of organisations' digital transformation strategies.

## Working in partnership

The **Building a Digital Ready Workforce (BDRW)**

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# A Health and Care Digital Capability Framework



# Information, Data and Content

## Domain description

- a. The ability to find, manage, organise, store and share digital

## Information, Data and Content Domain levels

### Level 1

1. I know that there are many different digital tools and technologies that can be used to create, source, share, aany (ea)4 (rs)4 (





<p><b>Level 4</b></p>	<ol style="list-style-type: none"> <li>1. As an expert user, I take a lead in modelling and promoting the use of a wide range of specialist, new and emerging digital devices, technologies, software and applications in order to create, access, edit, monitor and store information, data and content for personal and/or professional purposes.</li> <li>2. As an expert user, I take a lead in the design, use and evaluation of a wide range of information and data, in order support evidence-based decision making.</li> <li>3. I am confident and proficient in the design, construction and evaluation of interactive digital technologies for use by individuals, groups and organisations that can collect, store and deliver information, data and content.</li> <li>4. I champion the use of and support others in the adoption of new/innovative digital devices, technologies, software and applications that promote effective, secure and efficient use and sharing of information, data and content.</li> <li>5. I provide leadership and guidance to others on the use, editing, storage and sharing of information, data and content in a wide variety of formats across a range of systems/technologies.</li> <li>6. I provide leadership and guidance to others on the accuracy and reliability of the information, data and content that they create and/or are responsible for.</li> <li>7. I am proactive in supporting others in abiding by legislation, guidelines, policies and protocols to protect privacy, copyright and intellectual property in the use and sharing of digital information, data and content for their own, others' and organisational benefit and security.</li> <li>8. As an expert, I provide leadership, guidance and support on the analysis, interpretation and evaluation of information, data and content and their sources in terms of accuracy, credibility, purpose, message and context and can integrate my knowledge and expertise to professional practices.</li> <li>9. As an expert user, I lead on and champion the effective, secure, appropriate and innovative use of information, data and content in order to solve problems, make decisions and to achieve successful outcomes for specific goals and objectives.</li> <li>10. I am proactive in ensuring the fair, equitable access to information, data and content by all in all contexts both personal and professional.</li> </ol>
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# Teaching, Learning and Self-Development

## Domain description

- a. The ability to use digital technologies and tools for personal learning and professional development
- b. The ability to use a wide range of digital technologies and tools in teaching, coaching, mentoring others
- c.

## Teaching, Learning and Self-Development Domain levels

<b>Level 1</b>	<ol style="list-style-type: none"><li>1. I know that there are many different resources, tools, platforms and technologies that can support learning and self-development.</li><li>2. I understand that different resources, tools, platforms and technologies can be used to achieve different types and levels of learning.</li><li>3. I know that learning online/using digital tools and technologies for learning can be formal or informal and that people can be directed to specific learning opportunities or can find them themselves.</li><li>4. I know that learning is a lifelong activity and that personal and professional inclusion, wellbeing and success depends on our own ability and motivation to keep learning.</li><li>5. I know that it can be useful to record any learning activities for personal and professional purposes.</li></ol>
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- Level 2**
1. I can create an account, log in and participate in e-learning/online learning activities with little to no assistance.
  2. I can use a range of devices to support my own learning/self-development. e.g. a desktop computer, a smartphone, a tablet.
  3. I can use a range of digital tools and technologies in my online learning e.g. podcasts, video tutorials, online courses.
  4. I can participate in online learning forums or communities e.g. I leave comments, respond to questions in forums.
  5. I can use a variety of digital tools, software, technologies to support offline learning (classroom based, work-based etc).
  - 6.

**Level 3**

1. I can confidently and capably use a wide and flexible range of digital tools and technologies to support my own personal and professional learning and development needs.
2. I regularly participate in/engage with and/or deliver online learning sessions e.g. forums, podcasts, video tutorials, telephone conferencing.
3. I am confident in my use of a wide range of software and productivity tools that supports my learning and/or teaching both online and offline.
4. I am confident in the creation of online/digital resources, tools, technologies to support the learning of others.
5. I work confidently online and/or using digital tools and technologies with others to support my own and others' learning e.g. e

	<p>and ensure that I adopt a flexible, educationally driven approach to all teaching and learning activities.</p> <ol style="list-style-type: none"><li>7. I can confidently and proficiently manage and monitor my own and others' personal and professional development through the use of digital tools and technologies.</li><li>8. I lead on promoting, championing and using a wide range of innovative, appropriate and educationally sound digital resources, tools and technologies.</li><li>9. I can create solutions to solve complex problems relating to individual and collaborative teaching and learning across a wide range of digital devices, tools, technologies, systems and learning environments.</li><li>10. I actively lead on and champion equitable access for all to digital teaching, learning and self-development.</li></ol>
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- e. The ability to demonstrate and champion ethical, positive, sensitive and appropriate attitudes and behaviours in communicating, collaborating and participating with anybody and everybody.



## A Health and Care Digital Capability Framework

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## Technical Proficiency Domain levels

<p><b>Level 1</b></p>	<ol style="list-style-type: none"> <li>1. I know that there are many different devices, technologies, software and applications that can be used for wide variety of digital activities.</li> <li>2. I understand that different devices, technologies, software and applications require specific knowledge, understanding and competence in order to use them safely, appropriately and effectively.</li> <li>3. I know that I need to have sufficient technical proficiency to be able to use a range of digital devices, technologies, software and applications safely, appropriately and effectively.</li> <li>4. I know that there can be technical challenges and issues with specific digital devices, technologies, software and applications that may require individual or collaborative problem solving and technical proficiency.</li> <li>5. I know that there are specific technical instructions, requirements, regulations and/or policies that need to be applied to the use of some devices, technologies, software and applications.</li> </ol>
<p><b>Level 2</b></p>	<ol style="list-style-type: none"> <li>1. I can start up/log into more than one digital device e.g. smartphone, desktop, laptop, tablet.</li> <li>2. I can use a digital device to carry out a range of tasks e.g. create/store files, look up data, use the internet, send/receive data/information.</li> <li>3. I can set up/use a range of digital peripherals e.g. keyboard, headset, projector, mouse.</li> <li>4. I can use a digital desktop/screen to identify and access particular software, applications and services.</li> <li>5. I can navigate the internet and use different operating systems and browsers.</li> <li>6. I can choose between a range of digital devices, technologies, software and applications in order to carry out the most appropriate actions and activities for a desired goal or outcome.</li> <li>7. I am familiar with many day-to-day technical challenges and issues with those devices, technologies, software and applications that I use regularly and can resolve them independently most times.</li> <li>8. I can carry out routine maintenance tasks associated with the devices, technologies, software and applications that I use regularly e.g. changing passwords, updating, installing new versions.</li> <li>9. I know that there are a wide range of specific technical skills that support the smooth running of digital devices,</li> </ol>

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# Creation, Innovation and Research

## Domain description

- a. The ability to create new digital resources and/or curate existing ones working individually or in collaboration with others
- b. The ability to use devices, technologies, techniques and applications in research, quality improvement, audit and scholarly activities
- c. The ability to use digital technologies to support or create new ideas, methods, solutions and decisions
- d. The ability to act as a digital champion or change agent
- e. The ability to lead on and champion the effective, appropriate, creative and innovative use of digital technologies in research, scholarship and other activities.



## Creation, Innovation and Research Domain levels

<b>Level 1</b>	<ol style="list-style-type: none"><li>1. I know that there are a wide range of digital devices, technologies, software and applications that can be used to create new digital resources, media and information.</li><li>2. I know that learning/research/scholarship activities can be supported and enhanced by a range of digital tools.</li><li>3. I know that we live in a digital society and that digital capabilities are vital to ensure that we are all able to participate and thrive with new and innovative technologies and practices happening regularly.</li><li>4. I know that I need to be positive and proactive in relation to digital change and innovation in both my personal and professional life.</li><li>5. I know that digital content may be owned by others and may be subject to copyright.</li></ol>
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**Level 2** 1. I can use a range of digital devices, technologies, software and applications f 72.2 /P <</MCnse and





## A Health and Care Digital Capability Framework

## Digital Identity, Wellbeing, Safety and Security levels

<b>Level 1</b>	<ol style="list-style-type: none"><li>1. I understand why it is important to create appropriate digital identities in professional and personal contexts and why it is important to protect both my own digital identity/footprint and that of my organisation.</li><li>2. I know that there can be serious consequences for breaches of safety, security and wellbeing rules and guidelines for me and other people.</li><li>3. I know that all online and digital interactions should be respectful, ethical and appropriate for different audiences.</li><li>4. I know that certain behaviours can impact negatively on my own and others' health and wellbeing.</li><li>5. I know that printing and other digital activities can impact negatively or more positively on the environment.</li></ol>
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- Level 2**
1. I can create appropriate digital identities.
  2. I can create and protect my own digital identity/footprint and reputation.
  3. I can create or contribute to an organisation's digital identity in appropriate ways.
  4. I can protect my organisation's digital identity and reputation.
  5. I understand the different kinds of serious consequences for breaches of safety, security and wellbeing rules and guidelines for me and other people and can act to prevent these.
  - 6.

**Level 3**

1. I have created one or more appropriate digital identities.
- 2.

