**Estates and Facilities Skills Audit**

Team \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
|  | **General** | **Responses – circle an answer or *place a tick or a cross in the relevant boxes*** |
| **1** | Have you used a computer, smart phone or tablet more than 5 times in the past month? | Yes No  |
| **2** | Rate your confidence in using computers, smart phones and/or tablets? *(1 not confident, 5 very confident)* | 1 2 3 4 5 |
| **3** | How confident are you when helping others with their computers and devices?  | 1 2 3 4 5 |
|  | **Foundation: (please tick the relevant boxes)** | **Yes** | **No**  | **With Help** | **I’d like to Learn** |
| **4** | Can you turn on a device? |  |  |  |  |
| **5** | Can you connect your device WiFi network?  |  |  |  |  |
| **6** | Can you interact with the home screen? e.g. I can locate an app and open it |  |  |  |  |
| **7** | Can you increase the size of text on your screen to make it easier to read? |  |  |  |  |
|  | **Communicating:**  | **Yes**  | **No**  | **With Help**  | **I’d like to learn**  |
| **8** | Do you use Social media? |  |  |  |  |
| **9** | Can you send an email? |  |  |  |  |
| **10** | Are you able to add attachments to emails? |  |  |  |  |
| **11** | Are you able to make a video call? |  |  |  |  |
| **12** | What Social media platforms do you use? | **Facebook**  |  |  |  |  |
| **Twitter** |  |  |  |  |
| **Instagram** |  |  |  |  |
| **WhatsApp** |  |  |  |  |
|  | **Finding and storing things online**  | **Yes** | **No**  | **With Help**  | **I’d like to learn**  |
| **13** | Are you able to download a file from the internet, save it and find it later? |  |  |  |  |
| **14** | Are you able to add a webpage to your list of bookmarks? |  |  |  |  |
| **15** | Are you able to correctly enter a website address in the address bar? |  |  |  |  |
|  | **Buying products and accessing services** | **Yes**  | **No** | **With Help**  | **I’d like to learn** |
| **16** | Are you able to purchase items online? |  |  |  |  |
| **17** | Can you use online banking websites and apps? |  |  |  |  |
| **18** | Can you use the internet for government services? e.g. passport forms, Universal Credit |  |  |  |  |
|  | **Problem solving**  |  |
| **19** | How confident are you finding information using a search engine *(1 not confident, 5 very confident)* | 1 2 3 4 5 |
| **20** | Can you use your device to find out how to do things or solve problems? e.g. fix things around your home, cooking a meal | **Yes**  | **No**  | **With Help**  | **I’d like to learn**  |
|  |  |  |  |
|  | **Online safety**  | **Yes** | **No** | **With Help** | **I’d like to learn** |
| **21** | Are you able to fill out a form online? |  |  |  |  |
| **22** | Do you understand how to use privacy settings to control what people see? |  |  |  |  |
| **23** | I can set a strong password |  |  |  |  |
| I can make sure a website is secure (HTTPS/Padlock) |  |  |  |  |
| I can identify suspicious emails |  |  |  |  |
|  | **In the workplace and other** | **Yes** | **No** | **With Help** | **I’d like to learn/Don’t know**  |
| **24** | If you wanted to learn Welsh online, would you know where to find it?  |  |  |  |  |
| **25** | Have you supported anyone else to get online?  |  |  |  |  |
| **26** | Do you use digital tools to manage your health and wellbeing? |  |  |  |  |
| **27** | Do you use a smartphone, tablet, laptop or PC computer as part of your job? |  |  |  |  |
| **28** | Do you have easy access to a computer at work? |  |  |  |  |
| **29** | Do you have a work email account? |  |  |  |  |
| **30** | Do you know how to view and post on the staff noticeboard on the BCUHB intranet site?  |  |  |  |  |
| **31****32****33** | Can you log onto and use the work Electronic Staff Record (ESR) system to: | Access your payslip/P60 | Yes No |
| Book annual leave | Yes No |
| elearning (mandatory training) | Yes No |
| **34** | Have you ever been on an IT skills course? | Yes No |
| **35** | If yes, what did you think of it? (1 poor, 5 excellent) | 1 2 3 4 5 |

Can we contact you to talk about your responses so that we can learn more about your digital skills needs? Yes/No

Name (optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Tel:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Best day and time to call\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_