

CSC x UCCI Workplace Digital Skills FAQ

1. What is the Workplace Digital Skills Programme?

A hands-on training programme offered by the Civil Service College in partnership with UCCI. It helps you work smarter, solve everyday challenges, and feel more confident using digital tools at work.

2. How will I be placed in the right stream?

After registering, you'll complete a **short, timed Readiness Check** (about 30 minutes).

- It's not an exam. Just a placement tool.
- It includes:
 - **Self-assessment questions** – rating your confidence in Word, Excel, Outlook, Teams, and troubleshooting.
 - **Practical multiple-choice questions** – about everyday tasks like formatting documents in Word, using formulas in Excel, managing email/calendar in Outlook, sharing files in Teams/SharePoint, and cyber awareness scenarios (e.g. spotting phishing emails).
- Based on your results, you'll be placed in either:
 - **Foundations (8 weeks):** build confidence in core skills.
 - **Applied (4-day bootcamp):** for staff already confident with the basics who want to optimise efficiency.
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CSC X UCCI WORKPLACE DIGITAL SKILLS PATHWAYS

FOUNDATIONS STREAM (8 SESSIONS)

✓ Build confidence with core workplace digital tools

✓ Word fundamentals: formatting, professional documents

✓ Excel fundamentals: formulas, sorting/filtering, simple charts

✓ Professional email & calendar management

✓ Practical & responsible AI use for everyday tasks

✓ Troubleshooting everyday tech issues

Schedule: 1 session per week (2.5 hours) for 8 weeks

APPLIED STREAM (4 SESSIONS)

✓ For staff already comfortable with core tools

✓ Targeted use of productivity tools

✓ Intermediate Excel for analysis

✓ PowerPoint for presenting data to support decision-making

✓ Practical Outlook tools & workflow management

✓ Efficiency techniques, organisation & problem-solving

Schedule: 4 sessions in total (3 hrs per session)



3. What's the time commitment?

- **Foundations:** One live session per week (2.5 hours). Planned for Fridays, 10:00 a.m.–12:30 p.m. at GAB, but may occur on other days as well
- **Applied:** Four live sessions (3-hours each). Planned for Tuesdays 9:30 am – 12:30pm

4. Where will sessions be held?

Mostly at the Government Administration Building (GAB). Some sessions may be at UCCI or an alternate location.

5. How do I register?

- Complete the registration form via our Learning Management System (your manager must sign to confirm support and release time).
- Once enrolled, you'll then be asked to complete the Readiness Check online.

6. Why should I join?

- Learn quicker, easier ways to complete everyday tasks.
- Build confidence in Word, Excel, Outlook, and Teams.
- Pick up shortcuts and tips you can apply right away.
- Collaborate more effectively with your team.

Full details and registration link: <https://www.gov.ky/csc/our-offerings/digitalskills>