



Build Skills. Boost Confidence.
Unlock Opportunities.

DIGITAL LITERACY

P R O G R A M

Essential digital skills
for **learning, work,**
and **life.**



DURATION
2 Months



INTAKE
Every Monday



MODE OF LEARNING
Physical
(Day and Evening)

1.0. Digital Literacy Program

The Digital Literacy Program aims to provide learners with basic computer and digital technology skills that are needed for learning, work, business, and daily life in the digital world. The program teaches skills and experience with computers, the Internet, online communication, productivity software, and digital collaboration. Learners of all ages and backgrounds, including students, job seekers, professionals, and entrepreneurs, and anyone interested in developing their digital skills and confidence. Digital skills are essential in the 21st-century workplace and economy. In organizations, businesses, schools, and government institutions, technology is increasingly used to communicate, operate, manage data, and provide services. This means that people with high digital literacy are more likely to enter the workforce, adapt to technological changes, and be more productive and efficient.

The importance of the Digital Literacy Program is to help reduce the digital divide by providing people with the knowledge and skills to access information, communicate effectively, work efficiently, and contribute actively to the digital economy. The course aims to build the learner's confidence in using computers and digital devices and, at the same time, to encourage safe and responsible use of technology.

This course is strongly recommended, as it can expand job opportunities, enhance job readiness, and support personal and professional development. Students learn practical skills that are transferable across diverse workplaces and other work contexts, including administration, education, business, finance, health care, and entrepreneurship. The program also equips learners with the capacity to navigate new technologies and the digital space, making them more competitive, innovative, and productive in the technology world. Successful completion of the program equips the learner with useful digital skills that can be applied in their employment, studies, business activity, and lifelong learning in the digital age.

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2.0. Course Overview

Empower yourself with essential digital skills through our comprehensive **Certified Digital Skills Professional (CDSP)** training program. Designed for individuals of all skill levels, the CDSP certification is a recognized benchmark in digital literacy, equipping learners with the practical knowledge and competencies needed to thrive in today's digital world. The program is highly recommended for individuals preparing for the modern workplace and is suitable for learners seeking employment in contemporary office and business environments. Upon successful completion of all six modules in the **CDSP Core Program**, participants are awarded the **CDSP Certificate of Digital Competence**.

2.1. Digital Skills Covered

- i. Introduction to Computer Systems
- ii. Digital Office Applications
- iii. Internet & Online Communication
- iv. Presentation and Slide Design
- v. Spreadsheet Management & Data Analysis
- vi. Cloud Tools & Online Teamwork
- vii. Database Organization & Information Management

2.2. Why enroll in our CDSP Course?

- i. Stand out with an internationally respected qualification
- ii. Enhance your employability with verified IT skills
- iii. Practical exercises to ensure you are job-ready from day one
- iv. Flexible learning options
- v. Learn from certified trainers with real-world expertise

2.3. Who should take this Course?

- i. Students preparing for academic and professional success
- ii. Professionals looking to stay competitive in this digital era
- iii. Job seekers aiming to boost their resumes with in-demand IT skills

Certified Digital Skills Professional is designed to meet the needs of modern professionals across a range of sectors and to develop advanced skills for those in technology-reliant roles. From using business applications to understanding the fundamentals of advanced technologies, these skills enable them to manage diverse workloads and collaborate with technical teams.

3.0. Introduction to Computer Systems

The Introduction to Computer Systems module covers the main concepts and skills needed for using computers and devices, managing files and applications, networks, online information, online communication, and safety.

Technology is a key element of every modern job. Working with computers and devices, as well as using online tools and applications effectively, are requirements for everyone. This module is suitable for those who use computers to carry out specific tasks, but also as a foundation for developing further competencies in the effective use of technology in the workplace. While most people are aware of common computer and online tasks, they may also benefit from additional skills or knowledge for managing device settings, browsing, or communication.

3.1. Module overview

No	Category	Skill set
1	Computers and devices	Hardware Software
2	Managing files and applications	Introducing file management Organizing files and folders Storage Managing applications
3	Networks	Network concepts Network access
4	Online information	Finding information Managing information Web browser settings Outputs
5	Online communication	Communication tools Sending email Receiving email Email tools and settings Organizing emails Using calendars
6	Safety	Computers, devices, and data Wellbeing and accessibility Environment

3.2. Main learning outcomes

Successful candidates will be able to use a computer and operate effectively online. After passing this module, candidates will feel confident using computers in the workplace and will understand key concepts in computers, communication, and online safety and security. They will be able to:

- i. Understand key concepts and carry out key activities relating to hardware and software
- ii. Manage files and folders, store data, and manage applications
- iii. Understand network concepts, and connect to a network
- iv. Find and manage online information effectively, and manage browser settings
- v. Understand considerations relating to the effective use of common communication tools
- vi. Send, receive, and manage emails, and use calendars.

- vii. Understand potential threats and ways to protect computers, devices, and data.

4.0. Digital Office Applications

The Digital Office Applications module covers the concepts and skills needed to produce complex documents. It looks at areas such as creating long reports, formatting documents to be attractive and easy to read, structuring information, creating templates, and improving productivity. Employers expect professional workers to produce complex written documents that communicate effectively, regardless of the topic. Word processing software has become very sophisticated, so it is vital to have the skills to take advantage of its features to produce well-structured, attractive documents efficiently. This module is suitable for a wide range of candidates who want to go beyond basic word processing skills and produce sophisticated documents. The skills developed in this module are applicable in any work or academic setting. Candidates will also see productivity improve and learn to collaborate on documents.

4.1. Module overview

No	Category	Skill set
1	Using the application	• Working with documents • Enhancing productivity
2	Document creation	• Enter text • Select, edit
3	Formatting	• Text • Paragraphs • Styles
4	Objects	• Table creation • Table formatting • Graphical objects
5	Mail merge	• Preparation • Outputs
6	Prepare outputs	• Setup • Check and print

4.2. Main learning outcomes

Successful candidates will be able to use word processing applications to create, edit, and output everyday documents. After passing this module, candidates will feel confident in enhancing their documents with text formatting and by inserting common features such as tables or images. They will be able to:

- understand the key concepts of word processing.
- Identify the different file formats and how to save them.
- recognize good practice by applying formatting options.
- Understand the different elements, objects, and data that can be added to a document, and know how to finalize a document and prepare it for printing.
- prepare and create documents using mail merge.

5.0. Internet & Online Communication

The Internet and Online Communication module provides students with the core knowledge and hands-on experience needed to master the internet and digital communication tools to function well in the digital age. Digital communication skills have become integral to education, employment, entrepreneurship, and everyday life, as businesses, institutions, and communities increasingly depend on the Internet for communication, collaboration, and information sharing. In this module, students are introduced to the concept of the Internet, how to use it for browsing, research, email communication, and to use it responsibly. Participants will become more confident in accessing information online, communicating professionally using digital tools, and safely navigating the digital environment.

5.1. Module Overview

No	Category	Skill Set
1	Internet Fundamentals	Introduction to the Internet and Online Services
2	Web Browsing	Using Web Browsers and Navigating Websites
3	Online Search & Information Searching	Searching, Evaluating, and Managing Online Information
4	Search Engines	Effective Use of Search Engines and Online Resources
5	Digital Communication	Introduction to Online Communication Tools
6	Email Communication	Creating, Sending, Receiving, and Replying to Emails
7	Email Management	Organizing Emails, Attachments, and Contacts
8	Online Collaboration	Using Online Collaboration and Communication Platforms
9	Browser Settings	Managing Browser Settings, Downloads, and Bookmarks
10	Digital Etiquette	Professional Online Communication and Internet Etiquette
11	Online Safety	Safe Internet Practices and Cybersecurity Awareness
12	Online Safety	Using Online Platforms for Learning, Business, and Productivity

5.2. Main Learning Outcomes:

Upon successful completion of this module, learners will be able to:

- i. Understand basic internet concepts and online services.
- ii. Access and navigate the internet using web browsers effectively.
- iii. Search for, evaluate, and manage online information responsibly.
- iv. Use search engines and online resources efficiently for learning and research.
- v. Create, send, receive, and organize emails professionally.
- vi. Utilize online communication and collaboration tools effectively.
- vii. Apply digital communication etiquette and professional online behavior.
- viii. Manage browser settings, downloads, and online accounts securely.
- ix. Identify common online risks and apply safe internet practices.
- x. Use online platforms to support learning, business, teamwork, and productivity.

6.0. Presentation and Slide Design

The Presentation module covers the main concepts and skills needed to work with presentation software to create and use presentations. Presentations are a helpful way to communicate information, whether delivered by a speaker or used as a reference or guide. Presenting information clearly is a valuable skill in the workplace. This module is suitable for a wide range of candidates in any job role that involves communicating with different audiences for different purposes. Develop the skills needed to communicate information using presentation software.

6.1. Module overview

No	Category	Skill set
1	Using the application	• Working with presentations • Enhancing productivity
2	Developing a presentation	• Presentation views • Slides • Master slide
3	Text	• Handling text • Formatting • Tables
4	Charts	• Using charts • Organization charts
5	Graphical objects	• Communication tools • Sending email • Receiving email • Email tools and settings • Organizing emails • Using calendars
6	Prepare outputs	• Computers, devices, and data • Wellbeing and accessibility • Environment

6.2. Main learning outcomes

Successful candidates will be able to use presentation software to create and edit presentations. After passing this module, candidates will feel confident planning, creating, and outputting a presentation. They will be able to:

- understand the key concepts of using presentation software
- Identify the options available in built-in layouts, designs, and themes
- recognize good practice in formatting text and tables
- know how to add charts, pictures, and drawn objects to enhance presentations
- prepare a presentation to be used for presenting or printing.

7.0. Spreadsheet Management & Data Analysis

The A. Spreadsheet Management & Data Analysis module covers the main concepts and skills needed to use spreadsheets, including developing, formatting, and modifying them. Organizing and analyzing data using a spreadsheet application produces useful insights for all types of organizations. In addition to using standard formulas and functions, this module covers data visualization by creating and formatting graphs and charts. The analysis of numerical data is an important activity in a wide range of job roles. Accountants, project managers, sales executives, engineers, and many others rely on spreadsheets to perform crucial calculations. Develop the key skills needed to organize and analyze data using spreadsheet software.

7.1. Module overview

No	Category	Skill set
1	Using the application	• Working with presentations • Enhancing productivity
2	Cells	• Presentation views • Slides • Master slide
3	Managing worksheets	• Handling text • Formatting • Tables
4	Formulas and functions	• Using charts • Organization charts
5	Formatting	• Communication tools • Sending email • Receiving email • Email tools and settings • Organizing emails • Using calendars
6	Charts	• Computers, devices, and data • Wellbeing and accessibility • Environment
	Prepare outputs	• Setup • Check and print

7.2. Main learning outcomes

Successful candidates will be able to use a spreadsheet application to create and work with spreadsheets. After passing this module, candidates will feel confident entering, moving, editing, and deleting data, as well as performing common spreadsheet tasks. They will be able to:

- understand the key concepts of spreadsheets
- Use available help resources and shortcuts to enhance productivity
- recognize good practice in inserting, editing, and deleting data
- apply a range of mathematical and logical formulas and functions
- know how to communicate information using charts and graphs.

8.0. Cloud Tools & Online Teamwork

The Cloud Tools & Online Teamwork module covers the main concepts and skills for collaborating online using web-based tools and services. With distributed teams, remote working, and outsourcing now common practices in organizations, workers often interact with people elsewhere in the world. Technology is helping to remove geographical and organizational boundaries at work, but this also means that new skills are needed to collaborate effectively with colleagues. This module is suitable for a wide range of candidates across all job roles. Online collaboration does not only apply when colleagues are working long distances apart. Cloud Tools & Online Teamwork tools and services deliver significant productivity gains that also benefit workers in the same location. Develop the skills needed to collaborate with others using online collaboration tools.

8.1. Module overview

No	Category	Skill set
1	Cloud Tools & Online Teamwork	• Key concepts • Cloud computing
2	Preparation for online collaboration	• Common setup features • Setup
3	Using online collaborative tools	• Online storage and productivity • Applications • Online calendars • Social media • Online meetings • Online learning environments
4	Mobile collaboration	• Key concepts • Using mobile devices • Applications • Synchronisation

8.2. Main learning outcomes

Successful candidates will be able to plan and manage collaboration using services such as cloud computing and mobile technology. After passing this module, candidates will feel confident collaborating and interacting using online tools, as well as scheduling and hosting online meetings. They will be able to:

- understand the key concepts of online and mobile collaboration
- recognize good practice in cloud computing and how this facilitates collaboration
- Identify tools supporting online collaboration, such as productivity applications, social media, calendars, meetings, and learning environments.
- know how to register, set up, and delete user accounts for collaborative tools
- understand how collaboration works on mobile devices such as tablets and smartphones

9.0. Database Organization & Information Management

The Data Protection module covers key concepts and principles, data subject rights, data protection policies and measures, and regulatory compliance. As more activities and transactions go digital, an increasing number of workers find themselves handling sensitive personal data. It is more important than ever that the people working with personal data have the skills to do so securely and legally. The personal consequences for individuals of a breach of their personal data can be substantial, as can the legal and commercial consequences for organizations. Employers increasingly value an understanding of data protection concepts. This module is relevant for organizations inside and outside the European Union. Develop the skills needed to manage and process personal data in compliance with GDPR.

9.1. Module Overview

No	Category	Skill set
1	Concepts	• Personal data • Protecting personal data
2	GDPR overview	• Rationale and objectives • Scope
3	Principles	• Processing personal data • Lawfulness of processing
4	Data subject rights	• Facilitate rights • Exercise rights
5	Implementation	• Policies and methods • Measures
6	Compliance	• Data breaches • Enforcement

9.2. Main learning outcomes

Successful candidates will be able to manage and process personal data in compliance with relevant regulations. After passing this module, candidates will feel confident implementing a personal data policy, managing risks, facilitating requests, and reacting to breaches. They will be able to:

- understand concepts relating to personal data and its protection
- understand the background and scope of the European Union's General Data Protection Regulation (GDPR)
- Identify the rights of data subjects and the responsibilities of organizations
- know how to implement a data protection policy that is compliant with regulations
- know what to do in the event of a data breach.

10.0. Why certify with Certified Digital Skills Professional?

- i. Certified Digital Skills Professional (CDSP) is a globally accepted certification by employers and institutions.
- ii. The CDSP modules are developed by a group of computer users, subject matter experts, and industry representatives from around the world.
- iii. The syllabus is updated regularly to include practical, day-to-day tasks and responsibilities as they are found in today's workplaces.
- iv. CDSP modules focus on developing practical skills as well as a solid understanding of digital concepts.
- v. The CDSP syllabus is vendor independent, meaning that knowledge and skills gained are vendor independent and transferable to other technologies/other platforms.
- vi. The Certified Digital Skills Professional program has defined Quality Assurance Standards (QAS) and carries out regular internal and external quality audits in line with the standards.