RESKILLING LAB
DT-07 TRAINING & SELF-LEARNING PACK

DIGITAL PRODUCTIVITY & COLLABORATION

From Basic Digital User to Digital Workplace Professional

Foundation → Intermediate | Recommended learning time: 20–40 hours
Expanded Learner Handbook | Version 1.0 | September 2026

How to Use This Handbook

DT-07 develops practical digital-workplace competence for employees, SME staff, VET learners, jobseekers and career changers. It focuses on productive, secure and responsible use of digital tools for communication, document creation, cloud collaboration, meetings, task coordination, workflow improvement and AI-assisted work.

The pathway is platform-neutral in its core concepts. Examples may be implemented with Microsoft 365, Google Workspace or equivalent collaboration environments. Learners should use organisationally approved services and avoid placing confidential, personal or restricted information into unapproved tools.

1. Pathway Overview

Item	DT-07 Specification
Pathway	Digital Productivity & Collaboration
Target level	Foundation → Intermediate
Recommended workload	20–40 hours
Target groups	Employees; SME staff; VET learners; jobseekers; career changers; administrative and business professionals
Entry requirements	Basic use of a computer or mobile device, web browser and email
Possible target roles	Digital Office Specialist; Administrative Digital Coordinator; Digital Workplace Assistant; digitally enabled employee
Core environments	Office/productivity suite; cloud storage; email/calendar; online meetings; task/workflow tools; approved generative AI
Main evidence	Digital workspace plan; file structure; collaboration protocol; meeting pack; task board; workflow redesign; AI-use checklist; capstone digital workplace portfolio

1.1 Learning Outcomes

- Organise digital files, folders and shared workspaces using clear naming and version practices.
- Create, edit and collaborate on documents, spreadsheets and presentations efficiently.
- Use email, calendar, contacts and scheduling tools professionally.
- Plan and run effective online and hybrid meetings.
- Apply cloud-sharing permissions and collaboration rules safely.
- Use task boards, shared lists and simple project-management techniques.
- Recognise opportunities for workflow automation and standardisation.
- Use generative AI to support drafting, summarisation, planning and routine knowledge work while verifying outputs.
- Apply digital security, privacy, accessibility and information-management principles.
- Reduce digital overload through notification, communication and focus practices.
- Select appropriate communication channels for different workplace needs.
- Design an integrated digital-workplace workflow for an SME or team.

1.2 Digital Competence Context

DT-07 aligns broadly with DigComp 2.2 competence areas relating to information and data literacy, communication and collaboration, digital content creation, safety and problem solving. The pathway translates these broad competences into workplace behaviours: finding and managing information, collaborating through digital technologies, creating reusable content, protecting data and identities, and selecting tools to solve routine work problems.

Digital productivity should not be understood simply as doing more tasks faster. Sustainable productivity means producing reliable outputs with less unnecessary effort, fewer errors, clearer ownership and better collaboration. A tool adds value only when it improves the work process.

2. Initial Skills Check

#	Statement	0 No	1 Partly	2 Yes
1	I can organise files and folders so colleagues can find current documents quickly.	☐	☐	☐
2	I understand the difference between personal storage and a shared team workspace.	☐	☐	☐
3	I can share a file with appropriate view/edit permissions.	☐	☐	☐
4	I can collaborate on a document without creating uncontrolled duplicate versions.	☐	☐	☐
5	I can use calendar invitations, availability and reminders effectively.	☐	☐	☐
6	I can prepare and run an online meeting with an agenda and action list.	☐	☐	☐
7	I can choose between email, chat, meeting and task-management tools appropriately.	☐	☐	☐
8	I can use a task board or shared list to track work and ownership.	☐	☐	☐
9	I can identify repetitive digital tasks that could be standardised or automated.	☐	☐	☐
10	I can use AI tools to draft or summarise content and then verify the result.	☐	☐	☐
11	I understand basic privacy and security rules for cloud collaboration.	☐	☐	☐
12	I can create accessible documents with headings, readable structure and meaningful links.	☐	☐	☐
13	I can manage notifications and digital interruptions.	☐	☐	☐
14	I can document a repeatable digital workflow for another employee.	☐	☐	☐

Indicative formative interpretation: 0–10 Foundation needed; 11–18 Developing; 19–23 Functional; 24–28 Ready for intermediate practice.

3. The Digital Workplace and Productivity

The digital workplace is the combination of tools, information, processes, norms and skills through which work is coordinated and completed. It includes email, calendars, cloud files, office applications, meetings, messaging, project tools, business systems and increasingly AI assistants.

Productivity is not simply activity. A team can send more messages and hold more meetings while accomplishing less. Productive digital work reduces friction: people can find information, understand priorities, know who owns a task, collaborate on the same source of truth and complete routine work with predictable quality.

Digital friction often appears as duplicated files, unclear versions, repeated data entry, unnecessary meetings, missing decisions, fragmented channels and manual status reporting. These problems are process problems as much as technology problems.

A useful improvement method is to map the current workflow, identify delays and repeated actions, define the desired outcome, simplify the process, then select the minimum technology required to support it.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

4. Digital Information Management

Information management is the discipline of creating, organising, storing, finding, sharing, retaining and disposing of information. In small organisations, poor information management often becomes visible only when an employee leaves, a deadline is missed or nobody can find the authoritative version of a document.

A shared workspace should have a clear purpose and ownership. Folder structures should reflect stable business functions or projects rather than individual habits. Excessively deep folder hierarchies make navigation difficult; excessively flat structures create clutter.

File naming should support identification without opening the file. Useful elements can include project, document type, date and status. Teams should agree whether dates use YYYY-MM-DD and how draft/final status is represented.

Version control is a process, not merely a filename. Cloud co-authoring can reduce duplicate copies, but teams still need rules about authoritative locations, approval status, external sharing and archiving.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

5. Search, Retrieval and Information Quality

Digital productivity depends on retrieving the right information quickly. Search works better when documents use meaningful titles, consistent terminology, metadata and predictable storage locations.

Before re-creating information, employees should search existing sources. Repeated creation of similar documents wastes time and produces inconsistent guidance.

Information quality requires checking source, date, ownership, relevance and status. A polished document can still be outdated. Teams should identify authoritative sources for policies, templates, price lists, procedures and project records.

AI-based search and summarisation can accelerate retrieval, but users must still verify whether the result is based on the correct source and current version.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.

- Record one rule or template that could be standardised for the whole team.

6. Professional Email Management

Email remains important for formal, asynchronous communication, external correspondence and messages that need a durable record. It becomes inefficient when used for rapid coordination, complex task tracking or collaborative editing.

Effective email has a clear subject, explicit purpose and visible action. The recipient should understand whether the message is for information, decision, approval or action and by when.

Reply-all should be used only when all recipients need the response. Large attachment chains should be replaced by controlled links to shared files where organisational policy permits.

Inbox management should focus on decisions rather than achieving an empty inbox at all costs. Rules, folders, categories, flags and scheduled review periods can reduce interruption while preserving accountability.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

7. Calendar, Scheduling and Time Coordination

Calendars are coordination systems, not only personal diaries. Effective scheduling makes availability, commitments, deadlines and meeting context visible.

A calendar invitation should include a meaningful title, purpose, participants, time zone where relevant, location or meeting link, agenda and preparation requirements. Unnecessary participants increase organisational cost.

Focus time should be protected for work requiring concentration. A calendar filled entirely with meetings creates hidden delays because employees lose time for preparation, analysis and production.

Shared calendars and booking tools can reduce repeated scheduling messages. However, automated scheduling should respect working hours, accessibility needs and organisational norms.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

8. Cloud File Sharing and Co-Authoring

Cloud collaboration allows multiple people to work from a shared source rather than emailing copies. The main productivity benefit is not remote storage; it is coordinated access, co-authoring, comments, version history and controlled sharing.

Permissions should follow least privilege. View access is appropriate when editing is unnecessary. Edit access should be limited to people responsible for changing content. Public links should be avoided for confidential information unless explicitly justified and approved.

External sharing requires special care. Teams should know whether a recipient is a guest, whether access expires, whether downloading is permitted and how access will be removed after the collaboration ends.

Co-authoring works best when teams agree how to use comments, suggestions, tracked changes and approval. Otherwise a technically shared document can still become a coordination problem.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

9. Collaborative Document Creation

Professional documents should use styles, headings, lists, tables and templates rather than manual formatting. Structured documents are easier to edit, navigate, reuse and make accessible.

Templates reduce repeated work and support organisational consistency. A good template includes only necessary structure and guidance; an overly complex template can slow users down.

Comments should be used for discussion about content, while tracked changes or suggestion modes should be used when exact edits need review. Teams should resolve comments and finalise changes before publication.

Document ownership should be explicit. One person or role should be responsible for final approval even when many people contribute.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

10. Spreadsheet Productivity for Everyday Work

Spreadsheets are useful for lists, calculations, tracking and lightweight analysis. They become risky when used as uncontrolled databases, when formulas are copied inconsistently or when multiple versions circulate.

Structured tables, data validation and consistent columns reduce errors. Important business definitions should be documented so that users understand what each field means.

Formulas should be transparent and tested. Where a spreadsheet becomes mission-critical, organisations should consider whether a database, workflow tool or business application would provide better control.

Shared spreadsheets need clear ownership, protection of formula cells where appropriate, and rules for simultaneous editing and change review.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

11. Presentation Productivity and Visual Communication

Presentations should support a communication objective. The first question is not 'Which template should I use?' but 'What should the audience understand or decide?'

Slides are visual communication surfaces, not pages of a report. A slide should usually have one main message supported by concise text, data or imagery.

Reusable layouts, master slides and consistent typography improve quality and reduce formatting effort. Copying slides from unrelated presentations often creates inconsistent design and outdated information.

Accessible presentations use readable type, logical reading order, sufficient contrast, alternative text where needed and meaningful slide titles.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

12. Online and Hybrid Meetings

Meetings are expensive because they consume the time of every participant. A meeting should exist only when synchronous interaction creates value, such as decision-making, discussion, negotiation or rapid problem solving.

Every meeting should have a purpose and desired output. An agenda converts a topic into a sequence of questions or decisions. Participants should know what to prepare.

During the meeting, roles may include chair/facilitator, note taker and decision owner. Decisions, actions, owners and deadlines should be captured while the context is fresh.

Hybrid meetings require deliberate inclusion of remote participants. Audio quality, turn-taking, shared documents and chat monitoring affect whether remote participants can contribute equally.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

13. Chat, Channels and Asynchronous Collaboration

Workplace chat is useful for quick coordination and low-friction discussion. It is less suitable for information that must remain easy to find months later unless channels and retention are managed carefully.

Channel design should follow stable teams, projects or workstreams. Too many channels fragment attention; too few mix unrelated conversations.

Asynchronous collaboration reduces the need for meetings by allowing people to contribute at different times. Effective asynchronous messages include context, the question or action, relevant links, owner and deadline.

Teams should establish communication norms: what belongs in email, chat, a task system, a shared document or a meeting. Channel ambiguity is a major source of digital overload.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

14. Task Management and Digital Work Planning

A task should describe an observable outcome, have an owner and, when appropriate, a due date. Vague entries such as 'website' or 'report' do not provide enough information for coordination.

Kanban-style boards make work visible through stages such as To Do, In Progress, Review and Done. Work-in-progress limits can reduce the tendency to start many tasks without completing them.

Shared task systems reduce status-reporting messages because progress is visible. They work only when users update them consistently and when task ownership is clear.

Tasks, projects and processes are different. A task is a unit of work; a project has a defined outcome and end; a process is repeatable. The appropriate digital tool depends on which type of work is being managed.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

15. Workflow Mapping and Process Improvement

A workflow is the sequence of activities through which an input becomes an output. Mapping a workflow reveals handoffs, approvals, waiting time, repeated entry and unnecessary steps.

A simple workflow map records trigger, activities, decisions, responsible roles, systems and output. The current-state map should be created before proposing automation.

Standardisation comes before automation. Automating a poorly designed process can make inefficiency faster rather than remove it.

Improvement should focus on removing unnecessary steps, clarifying ownership, reducing handoffs, using reusable templates and capturing data once where possible.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

16. No-Code and Low-Code Automation Foundations

Automation can connect triggers and actions across digital services. A trigger might be submission of a form; actions might include creating a task, sending a confirmation and recording information in a list.

No-code and low-code platforms allow non-programmers to automate routine workflows, but automation still requires process understanding. Users need to know what should happen when data is missing, duplicated or incorrect.

Automation should include exception handling. A workflow that works only under ideal conditions can create hidden failures.

High-impact actions such as payments, deletion, access changes or external publication should include appropriate human approval rather than unrestricted automation.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

17. Generative AI for Workplace Productivity

Generative AI can support drafting, summarisation, translation, brainstorming, classification, meeting preparation and transformation of existing content. It is most useful when the user defines the task, context, constraints and required output.

AI output is a draft or analytical aid, not an automatic source of truth. Users should verify facts, calculations, names, citations and policy claims before use.

AI can accelerate repetitive knowledge work, but poor prompting and weak review can increase error at scale. The productivity benefit comes from combining machine speed with human judgement.

Employees should follow organisational rules about approved AI services and sensitive data. Confidential, personal or restricted information should not be entered into unapproved systems.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

18. Prompting for Office and Administrative Work

A practical prompt can include context, task, source material, constraints, output format and quality criteria. This reduces ambiguity and makes results easier to review.

For summarisation, specify audience, maximum length and required elements. For drafting, specify purpose, tone and facts that must not be changed. For tables, define the required columns.

Prompt iteration is normal. A first result may reveal that the request was incomplete. Users should refine the instruction rather than accepting a weak output.

Reusable prompts can be maintained as team assets for recurring tasks, but they should be reviewed when business processes or policies change.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

19. Digital Security in Everyday Collaboration

Productivity tools hold valuable organisational information, so secure use is part of productive use. Account compromise can expose email, files, calendars, contacts and shared workspaces simultaneously.

Multi-factor authentication, unique passwords, device locking, software updates and secure sharing are high-value controls. Shared accounts should be avoided because they reduce accountability.

Users should verify unexpected sharing invitations, login prompts and urgent payment requests. Phishing often targets familiar cloud services and collaboration workflows.

Offboarding should remove access, revoke sessions where appropriate, transfer ownership of organisational files and review shared links.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

20. Privacy, Confidentiality and Responsible Information Sharing

Not all information should be shared in the same way. Teams should distinguish public, internal, confidential and restricted information and apply appropriate storage and access rules.

Data minimisation improves both privacy and productivity. Collecting unnecessary information creates extra storage, security and compliance burden.

Recipients should be checked before sending sensitive content. Auto-complete in email can cause accidental disclosure, and open sharing links can persist longer than intended.

Retention and deletion should be purposeful. Keeping every file indefinitely makes search harder and increases exposure.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

21. Accessibility and Inclusive Digital Content

Accessible digital content can be used by people with different visual, hearing, motor, cognitive or situational needs. Accessibility also improves general usability.

Documents should use real heading styles, descriptive link text, meaningful table structures and alternative text for informative images. Colour should not be the only way information is conveyed.

Online meetings can be more inclusive through captions where available, accessible materials in advance, clear turn-taking and written follow-up.

Accessibility should be built into templates and workflows rather than added only at the end.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

22. Digital Wellbeing, Focus and Notification Management

Digital tools can increase interruption through email, chat, alerts and meetings. Constant switching creates attention residue and reduces the quality of complex work.

Notification settings should reflect urgency. Not every message requires an immediate alert. Teams should distinguish urgent channels from routine asynchronous communication.

Batching email and message review can protect focus time. Status indicators and shared working norms can reduce the expectation of instant response.

Digital wellbeing is also organisational. Individuals cannot solve overload if team norms reward unnecessary meetings, after-hours messaging or constant availability.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

23. Remote and Hybrid Work Practices

Remote work depends on explicit communication because informal office context is reduced. Decisions, responsibilities and procedures need to be documented rather than assumed.

Teams should agree core working hours, response expectations, meeting norms, file locations and escalation channels. These agreements reduce coordination friction.

Remote employees need secure devices, reliable connectivity, appropriate workspace practices and access to the same authoritative information as office-based colleagues.

Performance should be evaluated through outcomes and responsibilities rather than visible online presence alone.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

24. Digital Workplace Governance

Digital workplace governance defines which tools are approved, how information is stored, who can create shared spaces, how guests are managed and how inactive resources are archived.

Without governance, organisations accumulate duplicate applications, abandoned teams, uncontrolled sharing and inconsistent data. Too much governance, however, can drive users toward unofficial shadow tools.

A practical governance model assigns owners, defines naming and lifecycle rules, sets minimum security requirements and provides simple user guidance.

Tool selection should consider usability, accessibility, interoperability, security, cost, support and the organisation's ability to administer the service.

Practical Application

- Apply the concepts to a fictional 20-person SME with office, remote and hybrid staff.
- Identify one source of digital friction and propose a simpler working practice.
- Record one rule or template that could be standardised for the whole team.

25. Practical Lab Series

Lab	Focus	Task	Evidence
Lab 1	Digital Workspace Audit	Map current tools, file locations, communication channels and pain points.	Workspace audit
Lab 2	File & Folder Design	Create a shared folder structure and naming convention for a project.	Information architecture
Lab 3	Co-Authoring	Create a document-review workflow using comments, suggestions and final approval.	Reviewed document

Lab 4	Email & Calendar	Redesign a cluttered email workflow and create a complete meeting invitation.	Email rules + calendar invite
Lab 5	Meeting Management	Prepare agenda, facilitate a fictional meeting and produce decisions/actions.	Meeting pack
Lab 6	Task Board	Build a To Do / In Progress / Review / Done board with owners and deadlines.	Task board
Lab 7	Spreadsheet Workflow	Create a controlled shared tracker with validation and clear ownership.	Shared tracker
Lab 8	Workflow Mapping	Map a repetitive administrative process and identify waste.	Current/future workflow
Lab 9	Automation Design	Design a form-to-task-to-notification automation without executing high-risk actions.	Automation specification
Lab 10	AI Productivity	Use an approved AI tool to draft, summarise and restructure fictional content; verify results.	AI verification log
Lab 11	Accessibility Review	Audit a document or presentation for structure, readability and accessibility.	Accessibility checklist
Lab 12	Capstone	Design an integrated digital workplace for a small team.	Portfolio + presentation

26. Communication Channel Decision Guide

Need	**Preferred starting channel**	**Reason**
Formal external message	Email	Durable, conventional and suitable for external correspondence
Quick internal coordination	Chat	Fast, low-friction asynchronous exchange
Trackable work item	Task system	Owner, due date and status remain visible
Collaborative drafting	Shared document	Single source with comments/version history
Complex discussion or decision	Meeting	Useful when synchronous interaction adds value
Policy/procedure	Managed knowledge space	Persistent authoritative reference
Urgent security incident	Defined escalation channel	Must bypass routine communication delays

27. Meeting Quality Checklist

- Purpose and expected output are stated.
- Only necessary participants are invited.
- Agenda and preparation materials are shared in advance.
- Meeting link/location and time zone are correct.
- Decisions are recorded.
- Actions have named owners and deadlines.
- Unresolved issues are assigned for follow-up.
- Notes are stored in the agreed workspace.
- Accessibility needs and remote participation are considered.

- A meeting is not scheduled when asynchronous work would be sufficient.

28. AI-Assisted Work Verification Checklist

Check	Question
Accuracy	Are names, dates, figures and factual claims correct?
Source	Can important claims be traced to an authoritative source?
Completeness	Has the AI omitted a required constraint or exception?
Confidentiality	Was only permitted information used?
Bias	Does the output make unsupported assumptions about people or groups?
Tone	Is the wording appropriate for the audience and organisation?
Ownership	Who is responsible for approving the final output?
Disclosure	Does organisational policy require AI assistance to be disclosed?

29. SME Case Studies

Case 1 – Version Chaos

A team has six copies of the same proposal attached to different email threads.

Task: Design a single-source collaboration process including location, permissions, review and final approval.

Case 2 – Meeting Overload

A 12-person SME holds recurring meetings for status updates that are already available in a spreadsheet.

Task: Replace unnecessary synchronous work with an asynchronous reporting and escalation model.

Case 3 – External Sharing

A project partner needs temporary access to three documents but not the entire team workspace.

Task: Design a least-privilege sharing process and an access-removal date.

Case 4 – Repetitive Requests

HR repeatedly receives the same onboarding information by email and manually creates tasks.

Task: Map a form-based workflow with automated acknowledgements and task creation, keeping human approval where needed.

Case 5 – AI Drafting

An employee uses generative AI to prepare a client briefing but the draft contains invented statistics.

Task: Create a verification procedure and identify which information should never be accepted without source checking.

Case 6 – Remote Team Friction

Remote staff complain that decisions are made in office conversations and not documented.

Task: Create hybrid-work norms that ensure decisions, tasks and authoritative documents are visible to everyone.

30. Capstone Project – Digital Workplace Improvement Plan

Create a practical digital workplace improvement plan for a fictional SME or an organisation for which you have permission. The plan should integrate tools, process, security, accessibility and human working practices.

1. Current digital-workplace map and pain points.
2. Approved tool map: email, chat, files, meetings, tasks and knowledge.
3. Shared file/folder structure and naming convention.
4. Communication channel rules.
5. Meeting and decision-recording protocol.
6. Task-management workflow.
7. One mapped process redesigned for efficiency.
8. One low-risk automation specification.
9. AI-assisted work procedure and verification checklist.
10. Security, privacy and external-sharing rules.
11. Accessibility requirements for routine documents and meetings.
12. Notification/focus-time norms.
13. Onboarding and offboarding checklist.
14. Three measurable productivity indicators.
15. One-page management summary.

Capstone Assessment Rubric

Criterion	Weight
Digital-workplace diagnosis	15%
Information and collaboration design	15%
Communication and meeting practices	10%
Task/workflow improvement	15%
Automation and AI use	15%
Security, privacy and governance	15%
Accessibility and inclusion	5%
Feasibility, metrics and communication	10%

31. Final Knowledge Assessment

1. What is a single source of truth?

2. Why is cloud co-authoring preferable to emailing many document copies?

3. What should every task have?

4. When is a meeting justified?

5. Why should teams define communication-channel rules?

6. What should happen before automating a workflow?

7. Why must AI-generated workplace content be verified?

8. What is least privilege in file sharing?

9. Why use heading styles instead of manually bolding headings?

10. What is digital friction?

11. Why are notifications a productivity issue?

12. What should happen during offboarding?

Answer Key

1. The agreed authoritative location/version for information used by a team.

2. It reduces duplicate versions and supports controlled collaborative editing.

3. A clear outcome and owner, with a due date when appropriate.

4. When synchronous interaction adds value such as decision-making, discussion or rapid problem solving.

5. To reduce fragmentation, missed actions and digital overload.

6. Map and simplify the process first.

7. It can contain incorrect, incomplete or fabricated information.

8. Granting only the access needed for the purpose.

9. They create structure that supports navigation, consistency and accessibility.

10. Unnecessary effort, delay or confusion caused by poorly designed tools or work practices.

11. Frequent interruptions fragment attention and reduce focus.

12. Access should be removed, sessions/ownership reviewed and organisational information retained appropriately.

32. Post-Training Skills Check and Reflection

Repeat the Initial Skills Check and compare your answers with evidence from the labs and capstone.

- Which digital habit now saves you the most time?
- Which collaboration problem in your organisation is primarily a process issue rather than a tool issue?
- Which recurring meeting could be replaced or shortened?
- Which workflow is the best candidate for low-risk automation?
- Which information-sharing practice creates the greatest security risk?
- Which next skill should you develop: advanced office tools, automation, AI, project management, data analytics or cloud administration?

33. Career Transition Guide

Starting profile	Possible direction	Portfolio evidence
Basic digital user	Digital Workplace Assistant	File structure; meeting pack; task board
Administrative staff	Administrative Digital	Workflow map; templates; automation

	Coordinator	specification
Office professional	Digital Office Specialist	Collaboration protocol; AI verification log; productivity plan
SME employee	Digital Champion / Super User	Tool guidance; onboarding checklist; governance rules
Career changer	Digital productivity / operations role	Capstone portfolio; workflow redesign; accessible documents
Junior IT support	Collaboration Platform Support	Permissions, identity, sharing and workspace-governance evidence

34. Glossary

Term	Definition
Digital Workplace	The tools, information, processes and practices through which digital work is performed.
Digital Productivity	Achieving reliable work outcomes with efficient use of time, information and tools.
Single Source of Truth	An agreed authoritative source for a piece of information or document.
Co-Authoring	Multiple authorised users working on the same shared document.
Version History	A record of previous states of a cloud document or file.
Asynchronous Work	Collaboration in which participants contribute at different times.
Synchronous Work	Collaboration occurring at the same time, such as a meeting.
Channel	A defined digital space for communication around a team, project or topic.
Task Board	A visual system for tracking work, ownership and status.
Kanban	A workflow approach that visualises work and often limits work in progress.
Workflow	A sequence of activities that transforms an input into an output.
Trigger	An event that starts an automated workflow.
Automation	Use of technology to perform defined process steps with reduced manual effort.
Generative AI	AI systems that generate content such as text, images, audio or code.
Prompt	An instruction or input given to a generative AI system.
Least Privilege	Providing only the access needed for a legitimate purpose.
External Sharing	Providing access to information to people outside the organisation or team.
Data Minimisation	Collecting or using only the information necessary for a purpose.
Accessibility	Designing content and services so people with diverse abilities can use them.
Digital Wellbeing	Healthy and sustainable interaction with digital technologies and work practices.
Notification Fatigue	Reduced attention or responsiveness caused by excessive alerts.
Shadow IT	Unapproved digital tools or services used outside organisational governance.
Digital Governance	Rules and responsibilities for selecting, using and managing digital tools and information.

35. Curated Learning Resources

European Commission JRC – DigComp 2.2
https://publications.jrc.ec.europa.eu/repository/handle/JRC128415
Use as the broad European digital competence reference, especially communication, collaboration, content creation, safety and problem solving.

Microsoft Learn – Microsoft 365 Training
https://learn.microsoft.com/en-us/training/m365/

Role- and product-based learning for Microsoft 365 productivity and collaboration tools.

Microsoft Support – Microsoft 365 Training
https://support.microsoft.com/en-us/training
End-user tutorials for Word, Excel, PowerPoint, Outlook, Teams, OneDrive and related applications.

Google Workspace Learning Center
https://support.google.com/a/users/
Practical guidance for Gmail, Calendar, Drive, Docs, Sheets, Slides, Meet and collaboration.

Microsoft Learn – Power Automate
https://learn.microsoft.com/en-us/training/powerplatform/power-automate
Optional next-step learning for workflow automation.

Microsoft Learn – Copilot Learning
https://learn.microsoft.com/en-us/training/browse/?terms=Microsoft%20Copilot
Optional AI-assisted productivity learning; verify current modules and licensing before publication.

W3C Web Accessibility Initiative – Tutorials
https://www.w3.org/WAI/tutorials/
Practical accessibility guidance relevant to digital content and web-based collaboration.

Europass – Digital Skills
https://europass.europa.eu/en/how-self-assess-your-language-skills
Use Europass and DigComp-related resources as supporting references for documenting digital competence; verify the current page structure before publication.

36. Certification and Progression

DT-07 should be presented as a ReskillingLab pathway completion record. It is designed to provide transferable workplace competence rather than preparation for one mandatory vendor certification.

- Learners can progress to provider-specific Microsoft 365, Google Workspace, Power Platform or AI productivity learning according to their workplace environment.
- Those interested in workflow automation can continue with no-code/low-code automation pathways.
- Learners interested in evidence and reporting can progress to DT-03 Data Analytics.
- Learners interested in cloud administration can progress to DT-04 Cloud Computing.
- Learners using generative AI intensively can progress to DT-01 Artificial Intelligence & Generative AI.
- Current course availability, badges, certificates, prices and licensing conditions should be verified before publication.

37. Suggested 20–40 Hour Delivery Plan

Component	Indicative hours
Orientation and initial skills check	1.5
Digital workplace and information management	4
Email, calendar and cloud collaboration	5
Documents, spreadsheets and presentations	5
Meetings, chat and task management	4

Workflow mapping and automation	5
Generative AI for productivity	4
Security, privacy, accessibility and wellbeing	4
Labs and case studies	4
Capstone, assessment and reflection	3.5
Total (can be compressed toward 20 hours by reducing guided practice)	40 hours;

38. Trainer / Facilitator Notes

- Teach work practices and decision rules, not only software buttons.
- Use the organisation's actual approved tools when possible, but keep concepts transferable.
- Ask learners to quantify time lost through duplication, searching, meetings or manual handoffs.
- Use fictional or non-sensitive information in AI and automation exercises.
- Require a human approval point for high-impact automated actions.
- Assess whether learners can choose the right communication channel, not merely use every tool.
- Include accessibility and security in every practical activity rather than treating them as separate topics.
- Encourage a portfolio containing the file structure, meeting pack, task board, workflow map, AI verification log and capstone plan.

39. References

European Commission, Joint Research Centre. (2022). DigComp 2.2: The Digital Competence Framework for Citizens. Publications Office of the European Union.

Microsoft Learn. Microsoft 365 and Power Platform learning resources.

Microsoft Support. Microsoft 365 training resources.

Google Workspace Learning Center. User training and help resources.

World Wide Web Consortium (W3C), Web Accessibility Initiative. Accessibility tutorials and guidance.

40. Website Publishing Structure

For ReskillingLab, DT-07 should be published as modular learning content. Each unit should use a consistent interface: Learn | Practice | Check Your Understanding | Resources.

- Overview & Initial Skills Check
- Digital Workplace Foundations
- Information Management
- Search & Information Quality
- Email
- Calendar & Scheduling
- Cloud Sharing & Co-Authoring
- Collaborative Documents
- Spreadsheet Productivity

- Presentations
- Online & Hybrid Meetings
- Chat & Asynchronous Work
- Task Management
- Workflow Mapping
- Automation Foundations
- Generative AI Productivity
- Prompting for Office Work
- Digital Security
- Privacy
- Accessibility
- Digital Wellbeing
- Remote & Hybrid Work
- Digital Workplace Governance
- Labs & Cases
- Capstone
- Assessment
- Resources, Progression & Glossary