

Course Name	Advanced End-User Digital Skills Proficiency
Course Code	N/A
Course Duration	6 Days
Course Structure	Instructor-Led
Course Overview	<p>The Advanced End-User Digital Skills Proficiency course is designed to equip learners with advanced digital abilities needed in today's technology-driven workplace, where accuracy, efficiency, and problem-solving are essential. Through targeted content and hands-on activities, the course strengthens productivity by teaching practical skills in modern digital tools, collaboration platforms, data-processing applications, and secure online practices.</p> <p>The course also addresses the widening digital skills gap that affects many employees and job seekers. It builds digital confidence, enables learners to adapt to new technologies, and prepares them to manage complex tasks with greater accuracy. By enhancing employability and fostering continuous learning, the course contributes to national development and supports the creation of a future-ready workforce capable of succeeding in a fast-changing digital environment.</p>
Audience Profile	This courseware is targeted at non-technical end users of computers, mobile devices, networks, and the Internet, to enable them to use technology more securely to minimize digital risks.
Course Prerequisites	Students should have experience with the basic use of conventional end-user technology, including desktop, laptop, or tablet computers, cell phones, and basic Internet functions such as web browsing and email.
Course Outcome	<p>In this course, students will be prepared with the knowledge and skills required to:</p> <ul style="list-style-type: none"> • Enhance end-user proficiency with core and advanced organizational tools • Increase productivity, reduce errors, and support self-sufficiency • Foster a culture of continuous learning and technology adoption • Drive digital transformation

Assessment/Evaluation	Successfully passing this exam will result in the attainment of the Advanced End-User Digital Skills Proficiency Certificate of Attendance issued by IT-IQ Botswana
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Course Details	
Topic	<p>Lesson 1: Introduction to Office 365 & Working with Office Apps In this session candidates we will get an overview of what Office 365 is, and where the data is stored. We will discuss how to access Office 365 across multiple devices. This session will look at the more familiar Office Apps and how it integrates with the other Apps.</p> <p>Topic 1: Introduction to O365</p> <ul style="list-style-type: none"> • What is Office 365? • Getting started – Login with Office 365 • Collaboration on multiple devices • An overview of all O365 Apps and capability <p>Topic 2: Working with Apps</p> <ul style="list-style-type: none"> • Overview of Word, Outlook, Excel & PowerPoint Online & on the App • Using OneNote Notebooks • Sharing Permissions on Calendars <p>Topic 3: Managing Content with OneDrive</p> <ul style="list-style-type: none"> • Create a folder and add content on OneDrive • Version History & File deletion • Sharing files • Synchronizing files to the device

	<p>Lesson 2: Collaborating with Teams & SharePoint</p> <p>Microsoft Teams is the new way to collaborate. In this session candidates will learn how to work on documents with other members of a team, have conversations about the documents, set up meetings and discuss the meeting in the Team's Channel. They will learn how to chat directly with colleagues, have video or voice calls and record meetings. During this session there will be a demonstration of each aspect of Teams and a discussion on why and how you may utilize it as an organization.</p> <p>Topic 1: Create and Manage Teams</p> <ul style="list-style-type: none">• Create a Team & Channel• Add members• Start a conversation• Manage Files <p>Topic 2: Setup Meetings in Teams</p> <ul style="list-style-type: none">• Set up a Meeting• Setup a Webinar• Manage Webinar Registration & Settings• Record Meetings <p>Topic 3: Using Tasks by Planner on Teams</p> <ul style="list-style-type: none">• Setup Tasks• Manage Tasks• Reporting on Tasks <p>Topic 4: Collaborate with SharePoint</p> <ul style="list-style-type: none">• Collaborating with SharePoint on Teams• Create a new Team site
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	<p>Lesson 3: Demystifying Generative AI for Business Professions A major milestone in business automation has been reached - generative AI. This session is designed to demystify generative AI for business professionals, as well as to trace its power to actionable, real-world business goals. It will give you the essential knowledge of generative AI you'll need to elevate the organization in these exciting times.</p> <p>Topic 1: Describe the fundamentals of AI and generative AI.</p> <ul style="list-style-type: none">• AI Concepts• Gen AI Concepts <p>Topic 2: Generate text using AI.</p> <ul style="list-style-type: none">• Solve Business Problems Using Text Generation <p>Topic 3: Generate images and video using AI.</p> <ul style="list-style-type: none">• Solve Business Problems Using Image & Video Generation <p>Topic 4: Identify the challenges of generative AI.</p> <ul style="list-style-type: none">• Security, Ethical Risks and Business Concerns for GenAI <p>Topic 5: Implement organizational strategies for generative AI.</p> <ul style="list-style-type: none">• Outline Best Practices for GenAI implementation <p>Lesson 4: Be CyberSafe Regardless of your computer experience, this session will help you become more aware of technology-related risks and what you can do to protect yourself and your organization from them. You will identify many of the common risks involved in using conventional computing technology, as well as ways to use it safely, to protect yourself from those risks.</p> <p>Topic 1: Identify security compliance measures.</p> <ul style="list-style-type: none">• Identify legal & industry compliance requirements & resources <p>Topic 2: Address social engineering attempts.</p> <ul style="list-style-type: none">• Recognize Phishing and Other Social Engineering Attacks• Defend Against Phishing and Other Social Engineering Attacks
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	<p>Topic 3: Secure devices such as desktops, laptops, tablets, smartphones, and more.</p> <ul style="list-style-type: none">• Maintain Physical Security of Devices• Protect Your Data• Use Secure Authentication Method• Defend Against Malware• Use Wireless Devices Securely <p>Topic 4: Use the Internet securely.</p> <ul style="list-style-type: none">• Browse the Web Safely• Use Email, Social Networks & Cloud Services Securely• Work from Remote Locations Securely <p>Lesson 5: Presentations & Communications The ability to effectively present and communicate ideas is crucial for success in any field. This session is designed to equip you with the essential skills and techniques to deliver impactful presentations and communicate with confidence.</p> <p>Topic 1: Creating impactful presentations</p> <ul style="list-style-type: none">• Mastering Slide Design and Layout• Incorporating Multimedia and Interactive Elements• Advanced Data Visualization Techniques e.g. SmartArt <p>Topic 1: Sharing Presentations During a Meeting</p> <ul style="list-style-type: none">• Presenter View• Virtual Meeting Presentation Techniques <p>Topic 1: Delivering presentations confidently</p> <ul style="list-style-type: none">• Clear & Concise messaging• Verbal Communication Skills• Non-Verbal Communication Skills
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	<p>Lesson 6: Advanced Document Management</p> <p>In this session, we will dive into the powerful features of Microsoft Word that can help you create professional and polished documents with ease. Whether you're working on a report, a proposal, or any other type of document, these advanced skills will enhance your productivity and efficiency.</p> <p>Topic 1: Styles & Formatting</p> <ul style="list-style-type: none">• Learn how to set up consistent formatting in a document• Create, Modify & Apply Styles to Document Elements e.g. Headers <p>Topic 2: Table of Contents and Indexing</p> <ul style="list-style-type: none">• Setup document for an automated Table of Contents• Generate Table of Contents• Customise Table of contents• Add Footnotes and Endnotes <p>Topic 3: Track Changes & Comments</p> <ul style="list-style-type: none">• Learn how to insert comments• How to collaborate using Track changes• How to review changes (accept/reject)• How to manage comments from multiple reviewers. <p>Topic 4: Macros & Automation</p> <ul style="list-style-type: none">• Create and use macros to automate repetitive tasks. <p>Topic 5: Document Protection and Security:</p> <ul style="list-style-type: none">• Learn how to protect your document with passwords and restrict editing
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	<p>Lesson 7: Introduction to Data Protection This session will provide an overview of data protection, the key definitions, overview of Information Security.</p> <p>Topic 1: The Importance of Data Protection</p> <ul style="list-style-type: none">• Historical Context and Evolution of Data Protection Laws <p>Topic 2: Data Protection Matters</p> <ul style="list-style-type: none">• Define personal data.• Understand reasons why Data Protection matter?• Describe personal data breach.• Describe ways of protecting data• Role of leadership in Data Protection <p>Topic 3: Information security</p> <ul style="list-style-type: none">• Introduction to Information Security• Understand confidentiality, integrity, and accountability.• Review of Confidentiality, Integrity & Availability Case Studies• Top tips to protect data. <p>Lesson 8: Unpacking the Data Protection Act of Botswana This session will focus on the overview of the Data Protection Act of Botswana, roles data subject rights, legal compliance, enforcement, penalties, and deployment of data privacy requirements.</p> <p>Topic 1: Key definitions and the scope of the DPA</p> <ul style="list-style-type: none">• Key definitions within the DPA• Personal, Material & Territorial Scope <p>Topic 2: Legal and Compliance</p> <ul style="list-style-type: none">• What is lawful and fair processing?• Data Processing Principles
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	<ul style="list-style-type: none">• Understand data protection guidance.• Privacy as an important aspect of different organizational units• Legal Bases of the Act• Data Controller and Processor Obligations• Data Subject Rights <p>Topic 3: Enforcement and Penalties</p> <ul style="list-style-type: none">• Regulatory Authorities and Their Powers• Fines and Penalties for Non-Compliance• Case Studies of Data Protection Violations <p>Topic 4: Planning and Deployment of Data Privacy Requirements</p> <ul style="list-style-type: none">• Creating a Data Protection Policy• Definition Of the Organizational Structure of Data Protection• Conducting a Privacy Impact Assessment• Monitoring, Measurement, Analysis, And Evaluation of DPA Compliance <p>Lesson 9: The Internet of Things</p> <p>This session will validate a participant’s knowledge of IoT terminology, their ability to understand the components of IoT infrastructure, uncover challenges for consideration and the impact that IoT has on their organization.</p> <p>Topic 1: Defining IoT for Business Leaders</p> <ul style="list-style-type: none">• IoT Ingredients Topic• IoT Business Strategies <p>Topic 2: IoT Infrastructure</p> <ul style="list-style-type: none">• System of Systems• Identify Resources Lesson <p>Topic 3: Business Benefits and Challenges of IoT</p> <ul style="list-style-type: none">• Business Considerations• Security Concerns• Organizational and Societal Impacts
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	<p>Topic 4: Real World Applications for IoT</p> <ul style="list-style-type: none">• IoT Market Sectors• IoT Implementation• Best Practices for IoT Implementation <p>Lesson 10: Workflow Automation & Productivity Apps This session will introduce you to powerful tools and techniques that can streamline your workflows, automate repetitive tasks, and enhance your overall productivity. We'll explore various apps and platforms designed to help you work smarter, not harder.</p> <p>Topic 1: Introduction to Microsoft Forms</p> <ul style="list-style-type: none">• How to create a form• Sharing & collecting responses• Analysing responses <p>Topic 2: Overview of Power Automate</p> <ul style="list-style-type: none">• Introduction to task automation• How to create an automated flow• Integrating flows with SharePoint• Data management & reporting <p>Topic 3: Introduction of Productivity Apps</p> <ul style="list-style-type: none">• Explore Microsoft Power Apps• Review Business Use Cases <p>Lesson 11: Advanced Data Handling and Analysis In this session, we will delve into sophisticated techniques and tools that will empower you to manage and analyse data more effectively. You'll learn how to handle large datasets, perform complex data transformations, and utilize advanced analytical methods to extract valuable insights.</p> <p>Topic 1: Basic data analysis and reporting</p> <ul style="list-style-type: none">• Data collection & preparation• Basic Formulas & statistical measurements
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	<ul style="list-style-type: none">• Data visualisation <p>Topic 2: Intermediate spreadsheet skills</p> <ul style="list-style-type: none">• Pivot tables• Charts• Conditional formatting <p>Topic 3: Integrating data from multiple sources</p> <p>Topic 4: Introduction to business intelligence dashboards</p> <p>Lesson 12: Digitalization using the ITIL Framework In this session, we will explore the ITIL 4 framework, which provides a comprehensive approach to digital business transformation. ITIL 4 is designed to help organizations align their digitalisation with business needs, improve service delivery, and enhance customer satisfaction.</p> <p>Topic 1: Introduction to ITIL 4</p> <ul style="list-style-type: none">• Gain an understanding of the ITIL 4 framework• Understand the four dimensions of service management <p>Topic 2: Understand the ITIL 4 Guiding Principles</p> <ul style="list-style-type: none">• Get an in-depth understanding of the 7 guiding principles for ITIL 4 <p>Topic 3: Service Value Chain</p> <ul style="list-style-type: none">• Understand key activities required to create and deliver valuable services• Understand how these activities can be tailored to deliver to business digitalisation goals
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