QUT eX

Aways Learning
Digital Literacy
Program

Australian Government

Services Australia

Always Learning
Digital Literacy
Webinar Series
for Services Australia

The Digital Literacy program was co-designed with Subject Matter Experts from Technology and Digital Programs (TDP) within Services Australia and QUT Faculty of Science and offered to all TDP staff.

Three modules were developed and delivered via Microsoft Live platform:

- Fundamentals of Cloud,
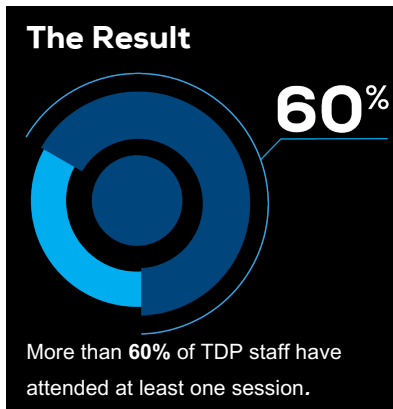- Fundamentals of Data, and
- Fundamentals of Cyber.

The Challenge

The primary focus was to build a shared language and understanding of foundation-level concepts relating to primary digital concepts across the agency. The learning needed to be contextual to the Services Australia environment and available for TDP staff in modular formats and able to be accessed on demand, providing opportunities for TDP staff to develop their capability in line with established work routines and individual preferences.

The Solution

To ensure workplace relevance and rapid transfer of learning, a cross-organisational co-design team was formed with learning experts from both Services Australia TDP Group and QUT Faculty of Science.

Sessions were facilitated by industry leaders from QUT Faculty of Science using Microsoft Teams functionality. Technology that provided TDP staff with the opportunity to participate by viewing live stream recordings of these sessions, enhancing learning and development access and outcomes across a large and diverse workforce. The co-design team also created handy learning outcome resources for staff to download

The Result

60%

More than **60%** of TDP staff have attended at least one session.

summarising fundamental concepts and providing internal links to explore on key topics.

The initial launch of the Digital Literacy Webinar Series resulted in participation of 1100 TDP staff during 2021. In 2022, the series was promoted and staff were encouraged to access the initial recordings. A further 800 staff accessed this learning opportunity.

The Impact

More than 60% of TDP staff have attended at least one session and as a result, this learning resource has now been incorporated into TDP's Entry Level Program (ELP) induction training.

A collection of Digital Literacy Deep Dive courses have been curated to assist TDP staff to continue to build their skills and knowledge in the concepts of Cloud, Data and Cyber Security.

The Digital Literacy program content is accessible to all TDP staff via the Always Learning Portal. With this exciting program, TDP staff are now better equipped to share a common language and understanding of the agency's primary digital concepts.

Partnership at a Glance for Digital Literacy Program

Commenced 2021

National

APS and QUT Faculty of Science

Digital Literacy Program

About QUTeX

QUTeX collaborates with large and small public and private sector organisations to design, develop and deliver customised leadership education and coaching programs.

With our nimble and client-focused approach to corporate education for the real world, and access to experts on a wide range of topics, QUTeX will work with your organisation to create and execute a program that meets and exceeds your business' needs.

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The Feedback

The opportunities to develop skills and knowledge has been well received which has resulted in high levels of engagement and positive participant feedback:

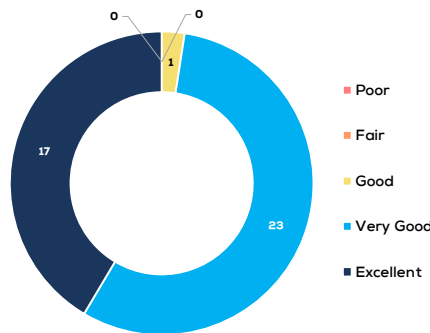*"Fantastic session providing something for everyone, independent of cloud experience. Thank you!"*

"Very informative and well presented, what a wealth of knowledge! Thank you for organising."

"Having attended a huge number of presentations, I assert that Jim [Associate Professor Jim Hogan, Fundamentals of Cloud] was an "excellent" presenter. Knowledgeable, Fluent, Relaxed, Excellent at relational explanation of technology concepts, Audience aware and interactive, Adept at media usage and remote presentation. 10/10!"
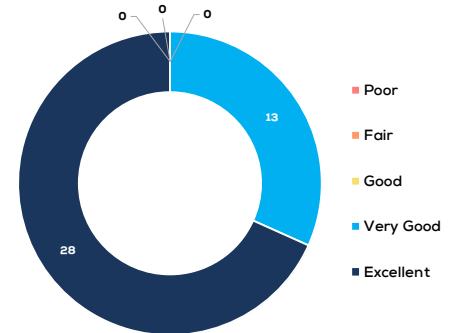
"Really enjoyed this session. David [Professor David Lovell, Fundamentals of Data] was fun, engaging and passionate about the subject which shone through in his presentation. This is probably one of the best online courses I have done!"
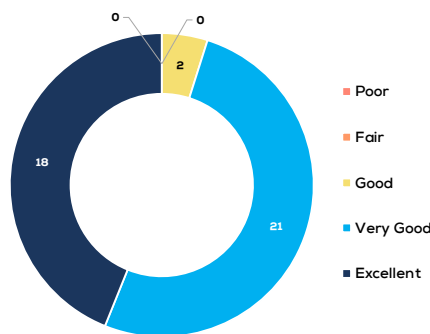
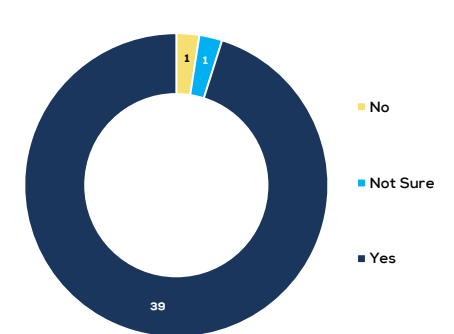## Overall, how would you rate today's Digital Literacy Data session?

- 0
- 0
- 1
- 17
- 23

Legend:
- Poor
- Fair
- Good
- Very Good
- Excellent

How would you rate the presenter's delivery?

- 0
- 0
- 0
- 13
- 28

Legend:
- Poor
- Fair
- Good
- Very Good
- Excellent

How would you rate the quality of the content?

- 0
- 0
- 2
- 18
- 21

Legend:
- Poor
- Fair
- Good
- Very Good
- Excellent

Did the session help you with new learnings or knowledge?

- 1
- 1
- 39

Legend:
- No
- Not Sure
- Yes

Get your team future fit. Fast.

For more information about this customer success story or to learn more about the custom learning solutions offered by QUTeX, please contact:

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