

# DIGITAL LITERACY TIPS

Did you know?

Digital literacy is a right and a privilege of many, but not all of us.  
In 2015 in the UK...

**5.9 M**

ADULTS HAD NEVER  
USED THE INTERNET

**27%**

DISABLED ADULTS HAD  
NEVER USED THE INTERNET

**75-90%**

OF JOBS REQUIRED USING  
THE INTERNET

**1**

## MENTORING

Find a mentor in your community, a friend or family member who can show you how to use digital tools

**2**

## EDUCATION

Educate yourself on areas you like to explore - Google, YouTube, free and paid online courses

**3**

## PRACTICE

Consider an internship or volunteering to improve your digital skills

**4**

## REFLECTION

Reflect on your negative bias, past negative experiences to improve your attitudes

**5**

## INTENTION

Focus on your positive experiences and improving skills and gradually build on those

"Digital inequality matters because those without access and the right combination of access, skills, motivation and knowledge are missing out on important areas of the digital world. This doesn't just impact on individual lives but on families, communities, political processes, democracy, public services and the economic and social health of the nation as a whole."

Source: [www.21stcenturychallenges.org/what-is-the-digital-divide](http://www.21stcenturychallenges.org/what-is-the-digital-divide)  
(including the stats on the top)

"A significant proportion of the population is digitally excluded because they lack internet access and/or have low levels of digital literacy. The main determinant of digital exclusion is age but other significant factors – often combined with low income – include disability, learning difficulties, ethnic origin, location, culture and language. Motivation seems to be the biggest barrier to digital inclusion to overcome, especially for low-income groups."

Source: Digital Exclusion, Low Incomes Tax Reform Group/Chartered Institute of Taxation,  
via PSE - [www.poverty.ac.uk](http://www.poverty.ac.uk)