

Working together to  
close the workforce  
essential digital skills gap

future  
now

aelp

g gateway  
qualifications

g gateway  
qualifications



# What will we be covering today?



The vision and goals of FutureDotNow



An employer's perspective



AELP and Gateway Qualifications



How providers can get involved

# Today's presenters



Holly Chate

Connect  
with me:



Paul Saunders

Connect  
with me:



Madhavi Kumar

Connect  
with me:



Naomi O'Neill

Connect  
with me:





# Closing the workforce digital skills gap

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FutureDotNow in partnership  
with Gateway Qualifications and AELP

JUNE 2025



# Our time today

- 01 Essential Digital Skills Gap
- 02 FutureDotNow: Our strategy to close the gap
- 03 How you can get involved



# 01

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## Essential Digital Skills gap

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**Digital is a broad term. Specificity is our friend**

# Essential Digital Skills framework

Developed by Government and Industry to bring specificity to the digital basics

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## Life Skills

26 tasks

## Work Skills

20 tasks

## Foundation Level

8 tasks



You can find the framework at  
[futureskillsnow.uk/about-us/  
the-essential-digital-skills-framework/](https://futureskillsnow.uk/about-us/the-essential-digital-skills-framework/)



# But isn't everyone digital now?

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c.8m adults  
can't do all the Foundation tasks  
(15% of the population)

# But isn't everyone digital now?

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c.25m adults  
can't do all the tasks for life  
(47% of the population)

# But isn't everyone digital now?

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**c21m** working age adults  
cannot perform **all 20 digital tasks**  
vital for today's workplace  
(52% working-age adults aged 18-64)

# Essential Digital Skills for Work

## 20 tasks within 5 skill areas

### Handling information and content

1. Follow my organisation's IT policies when sharing information internally and externally (e.g. classifying emails/documents, encrypting sensitive information, sharing appropriate information on social media)
2. Securely access, synchronise and share information at work across different devices (e.g. manage email, calendar or appointment system via different devices)

### Communicating

3. Communicate in the workplace digitally using messaging applications (e.g. Email, Microsoft Teams, Zoom, Slack, internal intranet, WhatsApp)
4. Use workplace digital tools to create, share and collaborate with colleagues (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, DropBox, WebEx, Slack)
5. Set up and manage an account on a professional online network/community/job site (e.g. LinkedIn, Total Jobs, Indeed)

### Transacting

6. Complete digital records on behalf of, or within my organisation (e.g. absence management, holidays, timesheets, expenses, tax returns)
7. Access salary and tax information digitally (e.g. password protected payslips, P60, P45)

### Problem solving

8. Find information online that helps me solve work related problems (e.g. search engines, IT helpdesk, software providers, peer networks)
9. Improve my skills and ability to do new things at work using online tutorials, learning platforms and how-to guides (e.g. LinkedIn Learning, YouTube, iDEA, Skillsoft, internal learning platforms)
10. Use appropriate software that is required of my day-to-day job (e.g. spreadsheets, online booking systems, HR management, workflow or sales management)
11. Improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)

### Being safe and legal online

12. Act with caution online and understand that there are risks and threats involved in carrying out activities online (e.g. use anti-virus software, classify and share information securely or avoid certain types of websites such as piracy websites)
13. Follow data protection guidelines online (e.g. following data storage and retention guidelines, not sharing or using other people's data or media such as movies or music without their consent)
14. Recognise suspicious links and know that clicking on these links or downloading unfamiliar attachments is a risk (e.g. spam/phishing emails, texts, pop ups)
15. Be careful with what I share online as I know that online activity produces a permanent record that can be accessed by others (e.g. publicly shared photos, forums, personal information or opinions)
16. Respond to requests for authentication for online accounts (e.g. resetting my password when I've forgotten it, two factor authentication, using a remote access key or an authenticator app)
17. Identify secure websites (e.g. by looking for the padlock and https in the address bar)
18. Identify secure Wi-Fi networks to connect to (e.g. Wi-Fi networks where a unique password is required, trusted source or padlock next to Wi-Fi network)
19. Update my device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)
20. Set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)

# This is not an advanced skills gap

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c.21 million adults unable  
to do things like

Check their payslip  
online

Set secure passwords

Use digital tools to  
improve productivity

# A skills gap across all demographics

## Groups with largest gap

**65%** of part-time workers

**65%** in the construction sector

**63%** of older workers

**62%** of those with an impairment

cannot complete all 20 tasks

## Unexpected gaps

**c.1 in 2** young people  
(48% of 18-24 year olds)

**c.1 in 2** academics (43% with a degree/masters/PhD)

**c.1 in 3** high earners  
(32% earning over £75k)

**c.1 in 5** tech sector workers  
(20%)

cannot complete all 20 tasks

# No sector immune, not even Education!

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**54%**

can complete all  
20 essential tasks

**46%**

cannot complete all  
20 essential tasks

# 02

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**FutureDotNow: Our  
strategy to close the gap**

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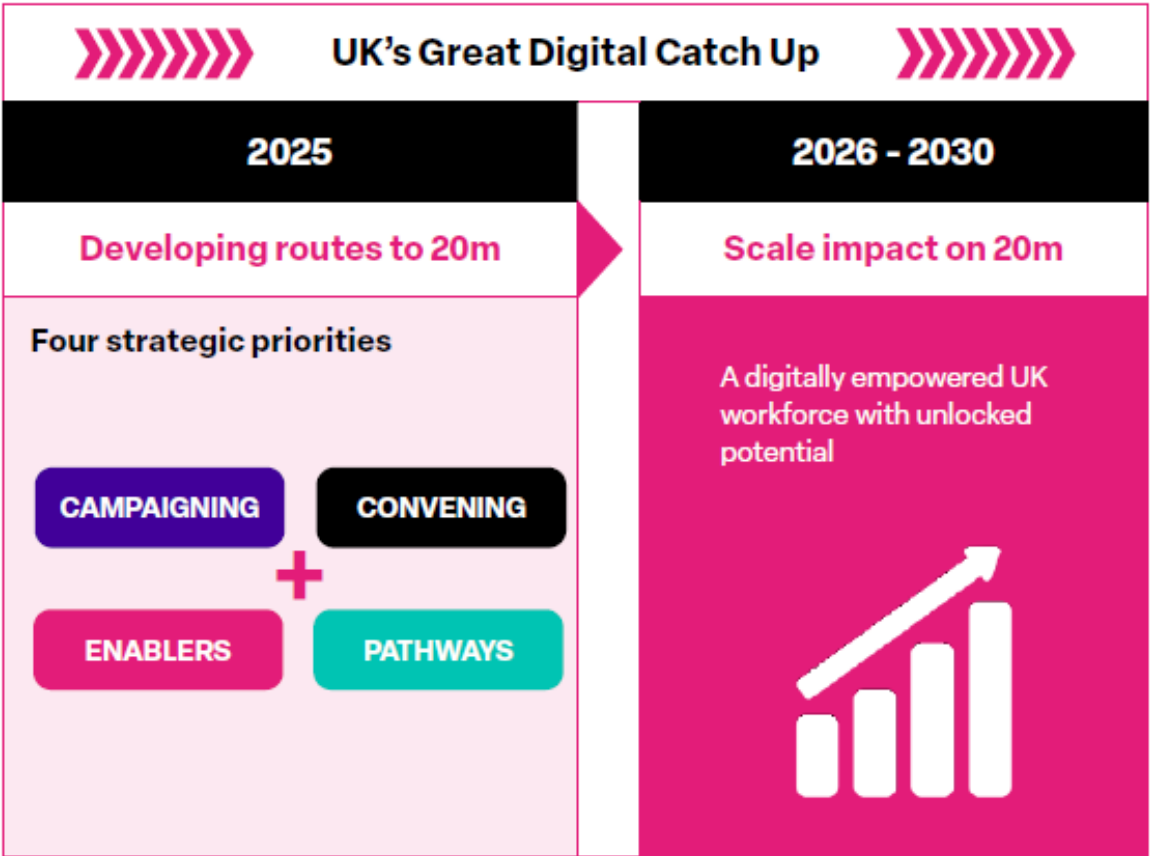
**UK Charity**

**230+ member organisations,  
across public, private and third sectors**

**Uniting business to close  
the UK workforce digital skills gap**



# Routes to 20m – A five-year strategy



[futuresdotnow.uk/routes-to-20m](https://futuresdotnow.uk/routes-to-20m)

# Campaigning and Convening

## CAMPAIGNING

Influencing business action, public policy and, ultimately, individual behaviour.

FutureDotNow will continue to campaign to secure attention on the need to supercharge essential digital skills in working age adults.

- **Public policy:** We will continue to work to embed the needs of working age adults in the digital inclusion agenda, alongside the three core asks of government established in 2024
- **Mobilising the Workforce Digital Skills Charter:** We will campaign to increase the number of Charter signatories at scale, including targeting the FTSE350
- **Media and key influencers:** We will continue to work to increase awareness of the workforce essential digital skills challenge as critical to UK and personal prosperity
- **Authoritative insight:** We will create external cut-through by leveraging new content, for example the Economic Impact Report

## CONVENING

Providing sustainable coordinating capability, with shared measures.

FutureDotNow will continue to set clear direction and focus on sustaining an environment that makes it easy for members to participate and drive change.

- **Powerful vision and plan for action:** Set clear direction, with a milestone-based programme of work that builds momentum and delivers progress
- **Coordination and collaboration:** Continue to mobilise and coordinate a community of changemakers, by creating the infrastructure for targeted and effective collaboration
- **Shared measurement:** Develop and convene attention around a consistent set of shared metrics
- **Scalable assets:** Continue to create high-quality, scalable content that supports members to close the digital skills gap and attracts many more organisations to join the coalition

## Identifying and developing solutions to systemic barriers

Building on workstream activity in 2024, FutureDotNow will continue to recognise and resolve systemic barriers to progress.

Some 2024 workstream have continued and some are new additions.

Seven Enablers		2025 goal
1	Future-fit Work Skills Framework	Ensuring the Essential Digital Skills framework keeps a pace with changing needs of the workforce
2	Economic Impact	Quantifying the impact on productivity, profitability and personal prosperity of closing the skills gap
3	Social Value	Quantifying the social value of closing the skills gap, and unlocking the link between ESG and EDS.
4	Training Content	Making it easier for employers to train their people, by curating best in class resources and learning stories. Analysis on role of digital badging.
5	Motives and Confidence	Understanding role of employers in building staff motivations and identifying actions that work.
6	Measuring impact	Developing consistent metrics to measure individual and collective impact on closing the gap
7	Needs of Small and Medium Enterprises	Ensuring needs of SMEs are reflected in our work



# The economic impact of closing the workforce digital skills gap

Report and calculator now live



THE ECONOMIC OPPORTUNITY			
For individuals	For the UK		For business
<b>£897</b>	<b>£10.3 billion</b>	<b>£23.1 billion</b>	<b>£8.5 billion</b>
Average earnings uplift per full-time worker per year	Aggregate earnings uplift per year	Annual productivity gain (GVA uplift)	Annual profitability gain (GOS uplift)

Full report: <https://futuresdotnow.uk/economic-impact-of-closing-the-work-digital-skills-gap/>

# Using the calculator to estimate the productivity and profitability gains

Available to FutureDotNow members



IMPACTS OF DIGITAL UPSKILLING		
USER INPUTS		
1. Choose industry	Education	
2. Select geography	North West	
3. Enter number of employees	500	
MODELLED OUTPUTS		
Total impacts	Per upskilled worker	Total for all upskilled workers
Uplift to output (per annum)	£1,404	£702,080
Uplift to profits (per annum)	£514	£256,770

# Four priority pathways and one influencer pathway

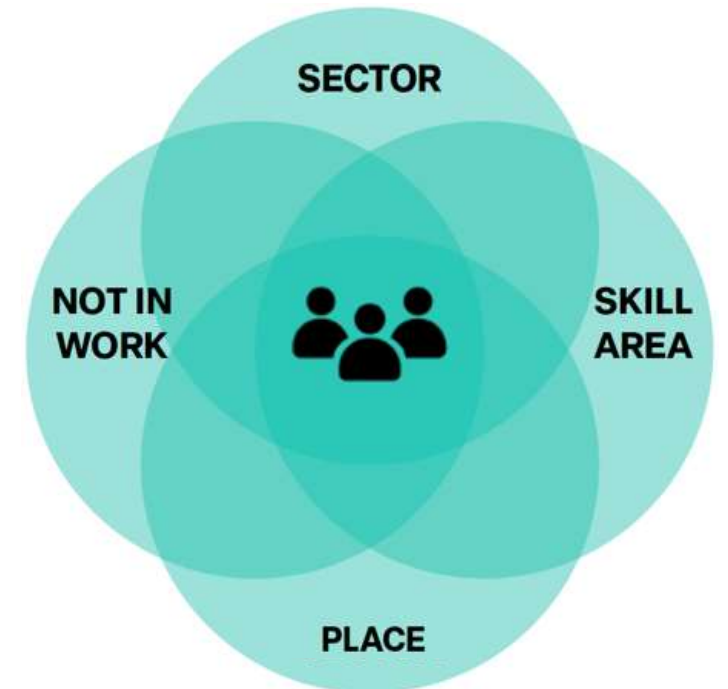
## Creating the routes to reach 20 million

As well as tackling systemic issues (see Enablers), it's critical to build a framework for scale impact with diverse pathways to reach working-age adults.

In 2025 FutureDotNow are standing up four priority Pathways and one influence Pathway

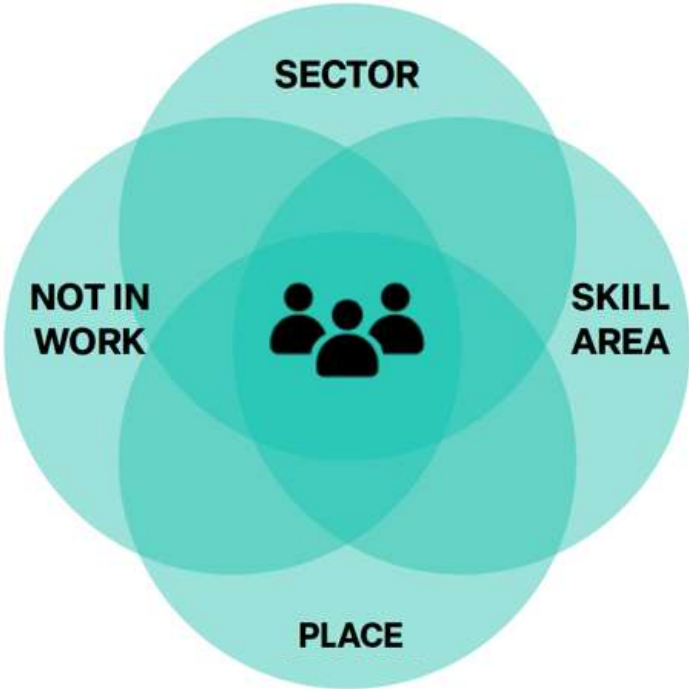
Asks of each pathway community:



1. **Raise awareness**  
of the essential digital skill gap across the sector/community
2. **Inspire and encourage action**  
to help people of working age to build solid digital foundations
3. **Work together as part of the national change programme**  
to supercharge action on workforce digital skills in your sector/community
4. **Additionally defined priorities**  
prioritised by the community



Influence pathway  
**BREAKING THE CYCLE FOR YOUNG PEOPLE**

# Pathway sponsorship

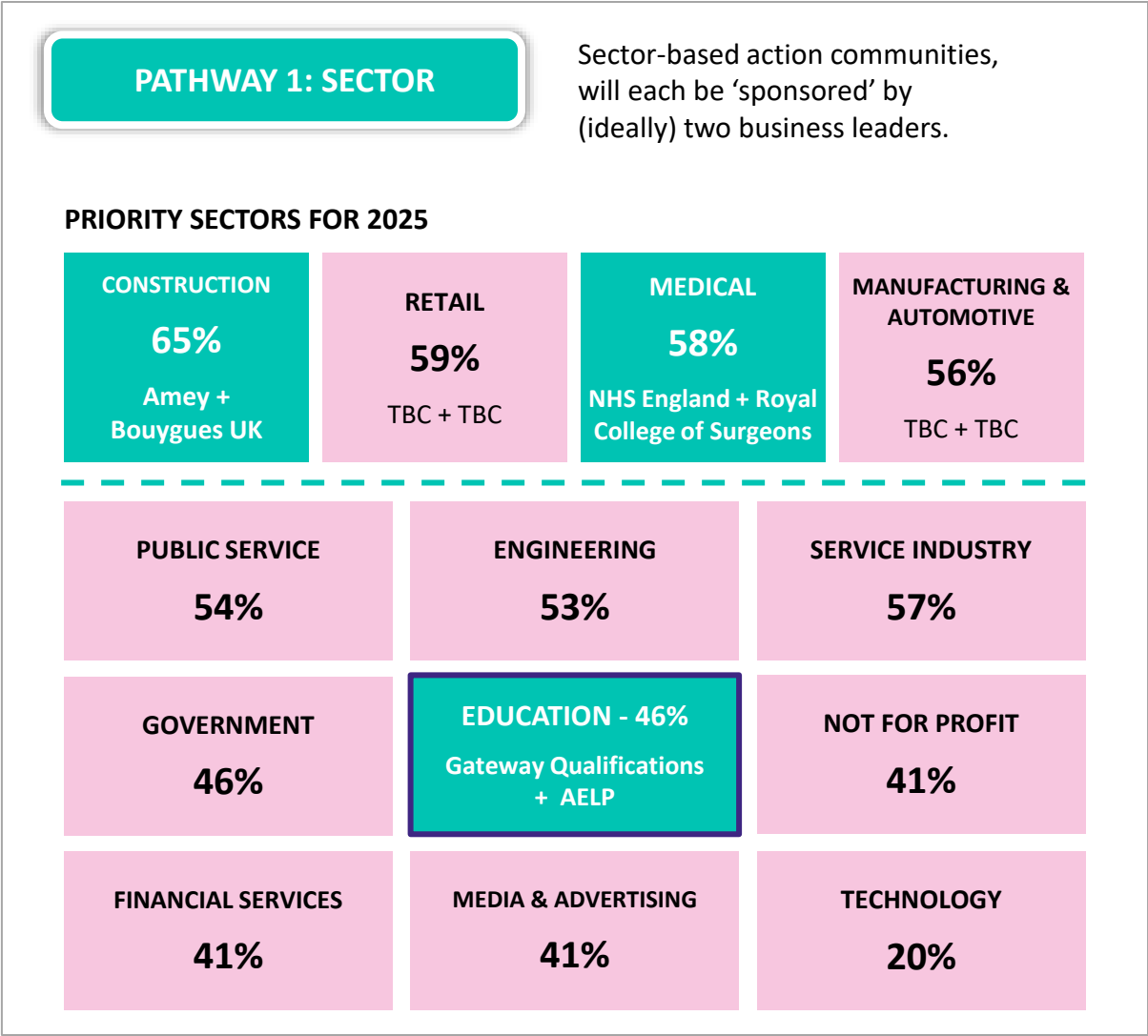


Four priority pathways to reach working age adults at scale	
PATHWAY 1: SECTOR	 Marsh McLennan
PATHWAY 2: PLACE	TBC
PATHWAY 3: SKILL AREA	<b>Deloitte.</b>
PATHWAY 4: NOT IN WORK	 <b>accenture</b>
Plus, an influence pathway to break the cycle in future talent pipeline	
BREAKING THE CYCLE FOR YOUNG PEOPLE	TBC



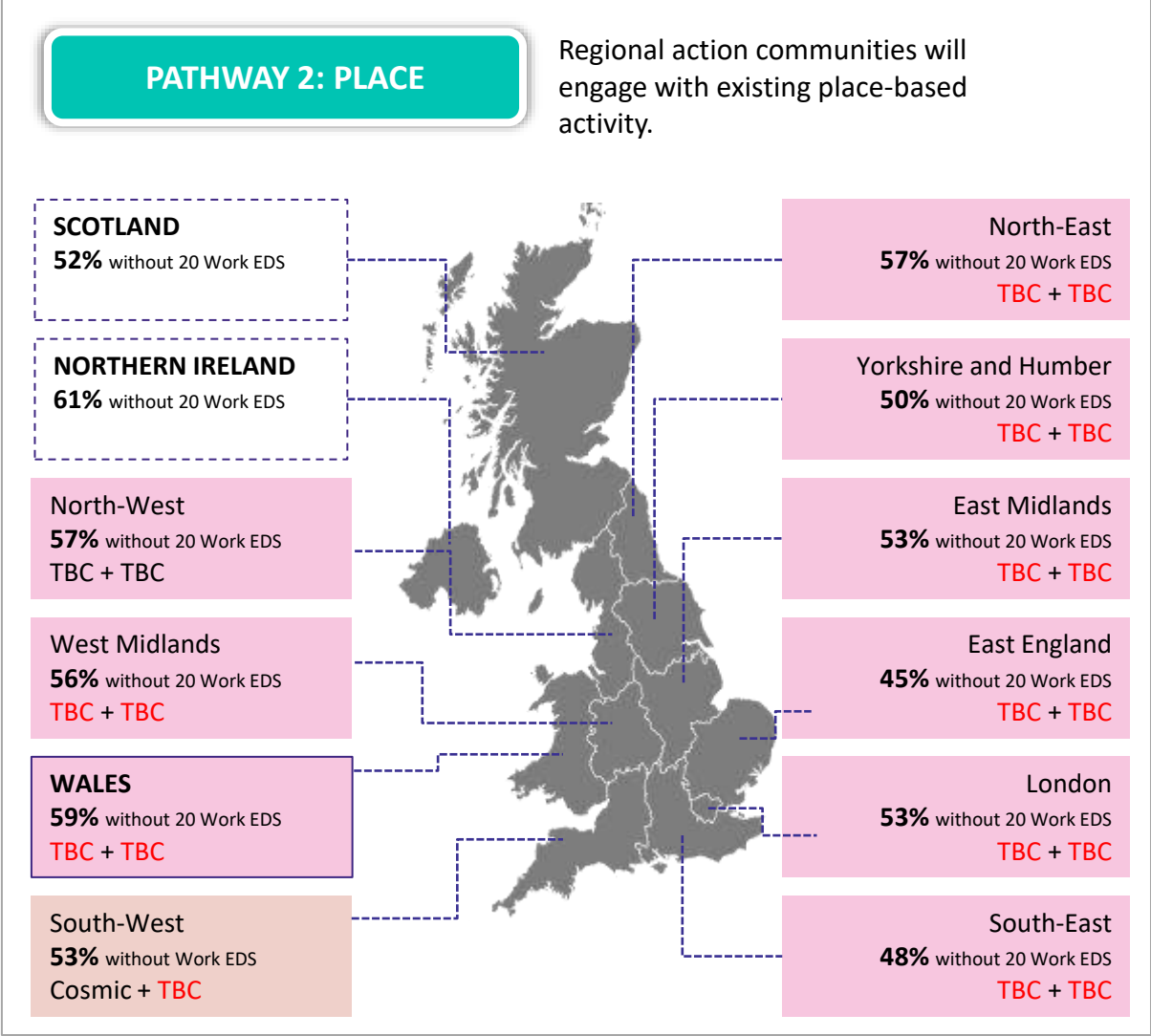
# Using heatmaps to mobilise pathway action communities

	Two sponsors secured
	Sponsorship available – one sponsor secured
	Sponsorship available – one sponsor secured
X%	Those without all essential digital skills for work tasks



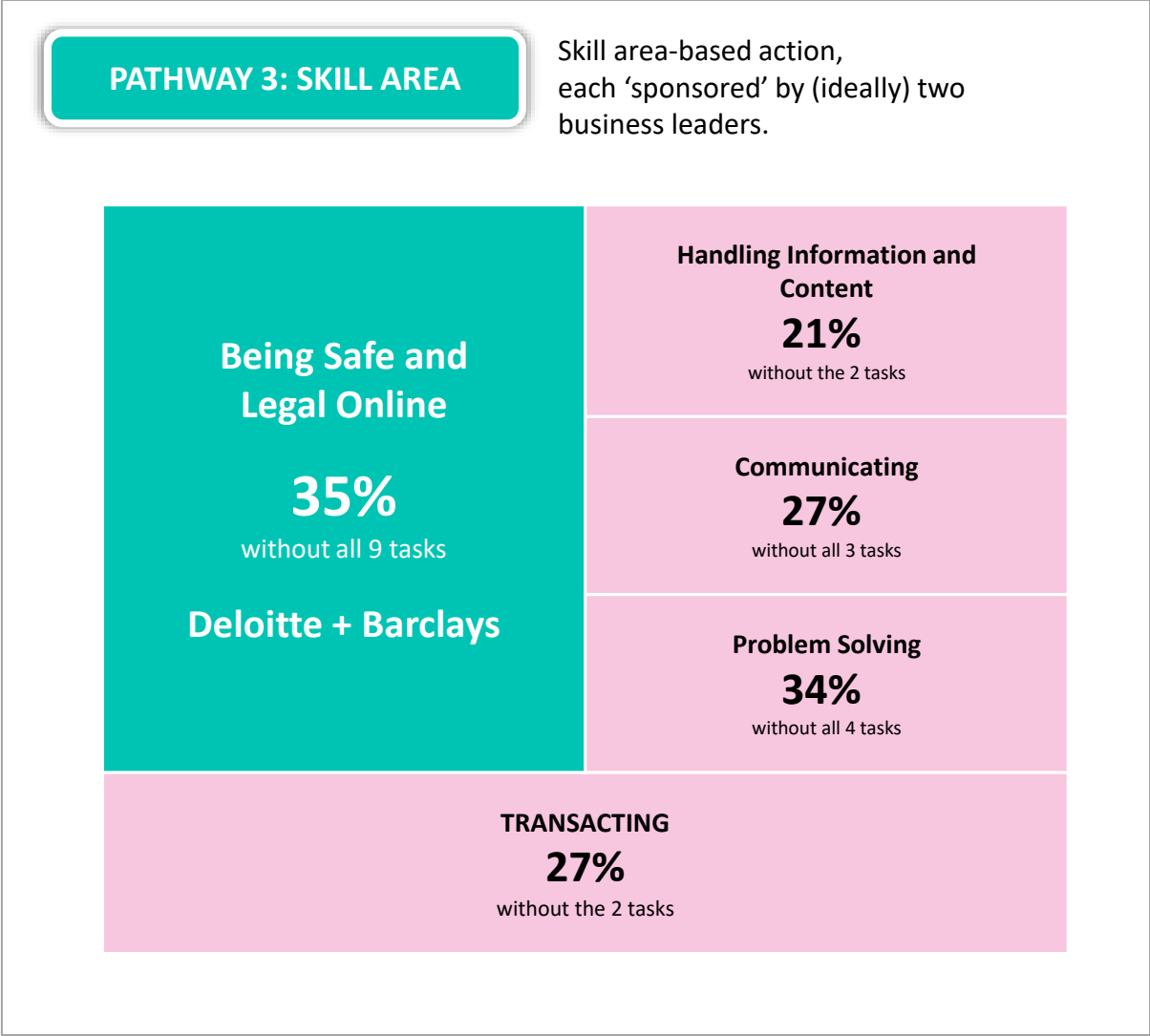
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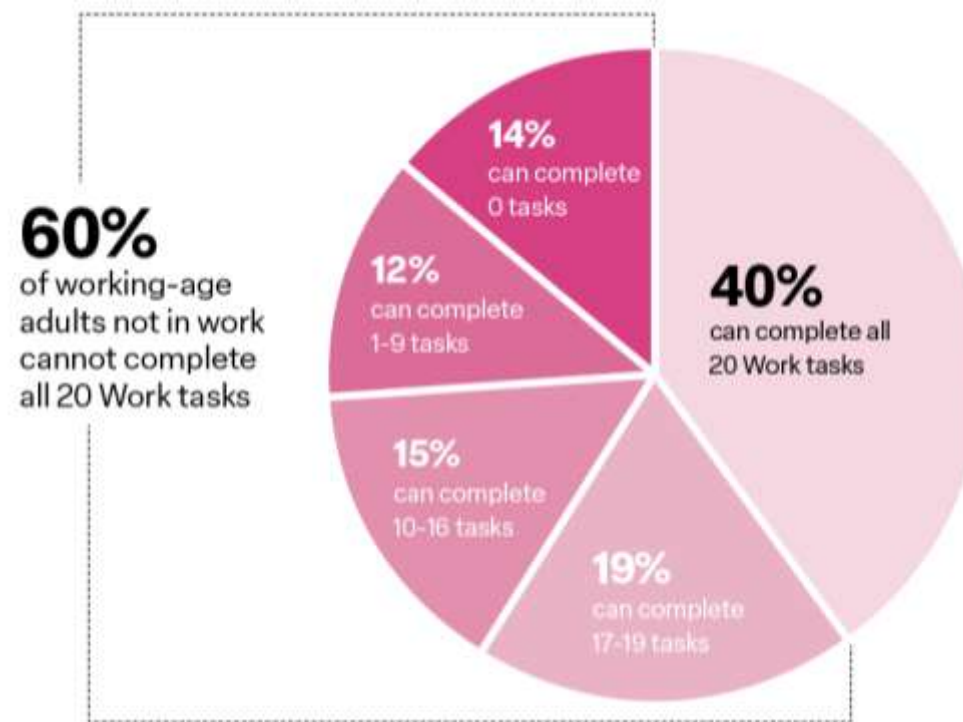


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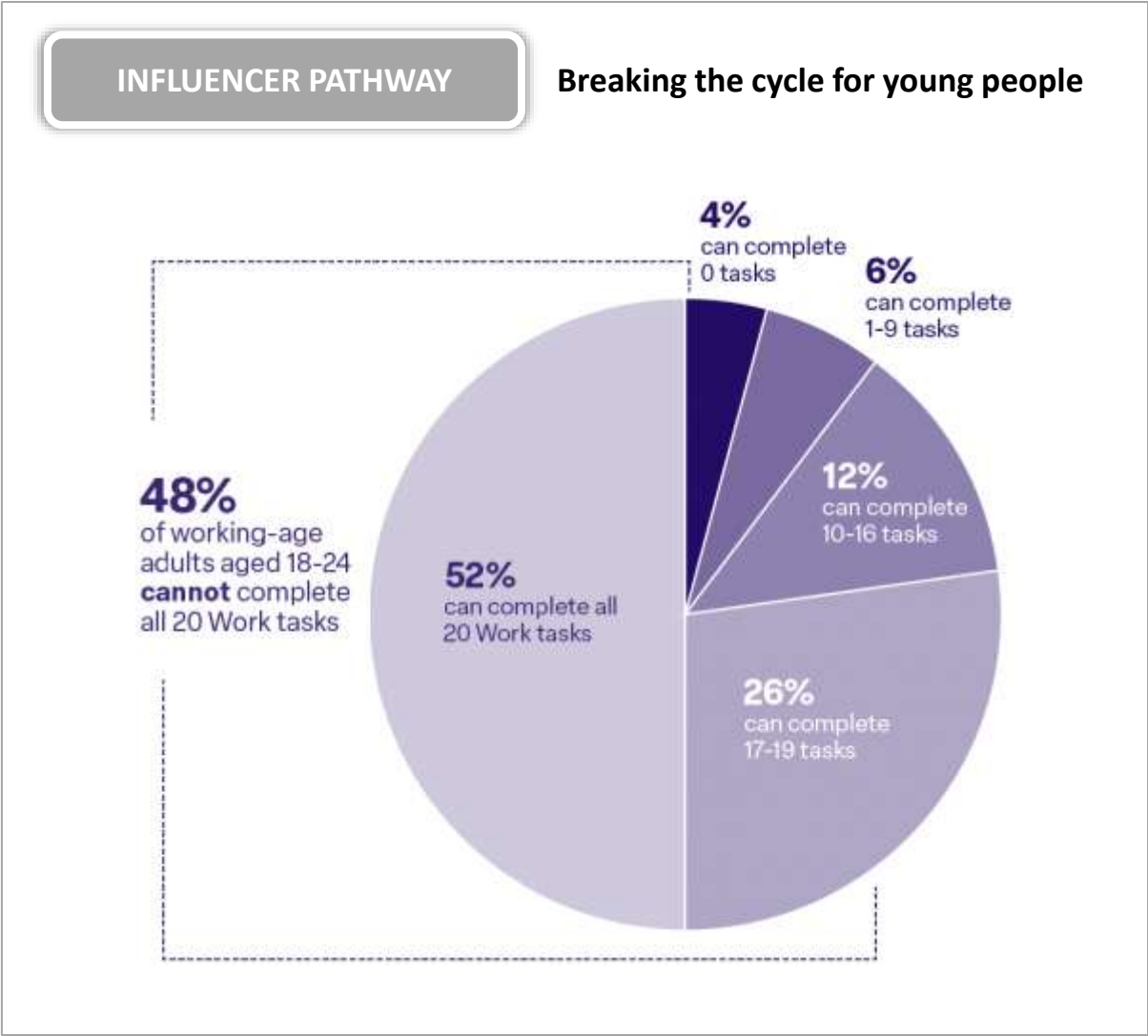
### PATHWAY 4: NOT IN WORK

How those not in work are best supported to build digital capability, to increase employability.



# Using heatmaps to mobilise pathway action communities

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X%	Those without all essential digital skills for work tasks



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# How to get involved

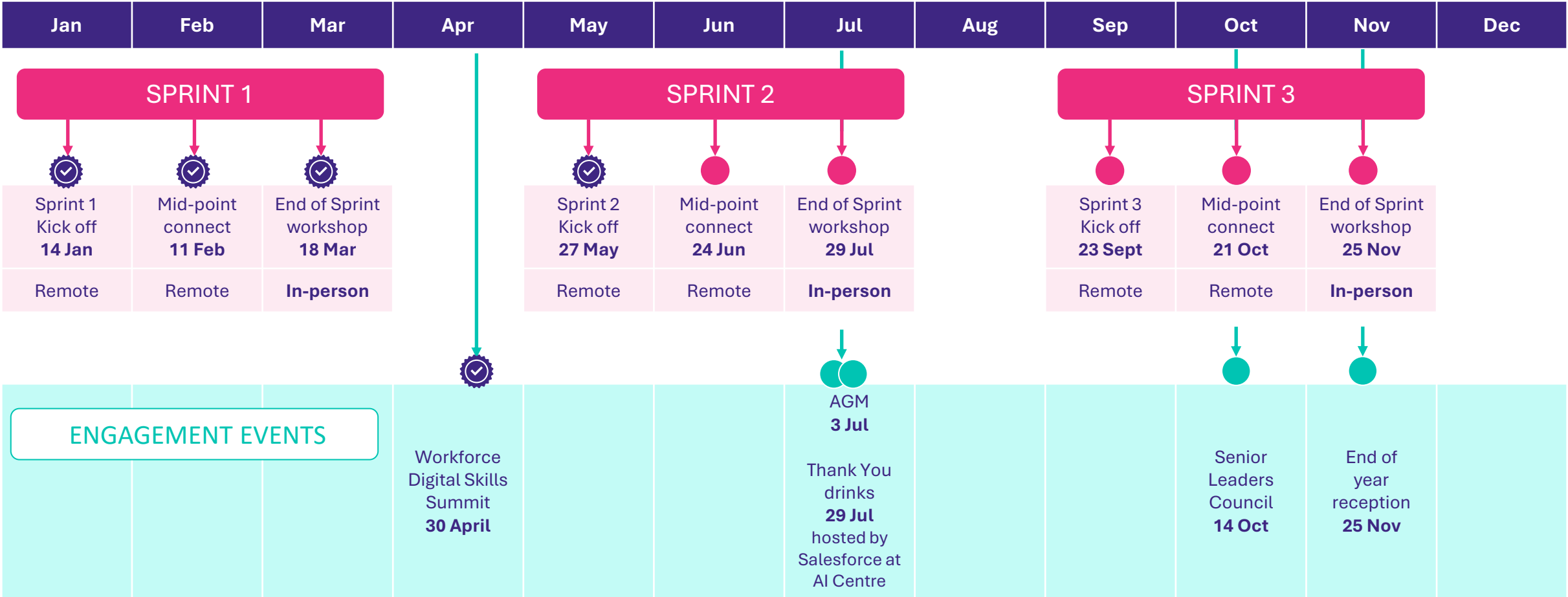
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# 2025 Calendar

Creating a strong sense of community and shared accountability. Three 10-week sprints, providing opportunities for teams to work independently while coming together to manage interdependencies, test ideas and share progress.

To save the date for key events, use this link:  
<https://share.hsforms.com/2kkGOC-W9R8GVaQGwZTem8g47cwp>



# Three ways to join the coalition and support the mission

Commit to the mission, take action, shape the national agenda



## Sign the Workforce Digital Skills Charter

The Charter is a shared statement of ambition calling for focused action to close the essential digital skills gap in the UK workforce.



## Become a FutureDotNow member

Our members gain access to exclusive resources and events to help improve the digital skills of the workforce.

They're invited to join a national change programme of leading organisations driving systemic action.

They can raise their profile as an industry leader in a critical agenda impacting economic growth, productivity and breaking down barriers to opportunity for all.



## Join our Strategic Partner community

Our Strategic Partners provide invaluable financial support, strategic advice, advocacy, and additional pro-bono resources.



# Sign the Workforce Digital Skills Charter

## Commit to the mission

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**A shared statement of ambition, designed to ensure upskilling the workforce in the essential digital skills is recognised as a critical part of the UK's digital skills challenge.**

It's a rallying cry for concerted and focused action to close the essential digital skills gap in the UK workforce.

The Charter represents a public commitment to take action, both individually and collectively, to build a future-fit, digitally confident workforce.

### **Join us as we commit to:**

- 1. Raising awareness** of the essential digital skills gap in the workforce and the opportunity to be realised through concerted action.
- 2. Working together** as part of a national change program to supercharge action on workforce digital skills.
- 3. Empowering people** of working age to build-solid digital foundations.



# 172 signatories and growing!

Launched September 2024. See the full list here: <https://futuresdotnow.uk/charter-signatories/>

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accenture

The  
Alan Turing  
Institute

Amey

AND Digital

BARCLAYS

bcs  
The  
Chartered  
Institute  
for IT

be the  
business

BOUYGUES  
UK

BT Group

BUSINESS  
LDN

CIPD

CISCO

City  
Guilds

CITY  
LONDON

community  
For a better working world

The co-operative bank

Deloitte.

Good Things  
Foundation

LLOYDS BANK

Microsoft

nationwide

NCFE

NOMINET

OliverWyman

pwc

salesforce

Sunderland  
City Council

techUK

Travis Perkins

ufi VocTech  
Trust

# How to sign the Workforce Digital Skills Charter

The Charter is free and to sign and takes less than 5 minutes – we timed it!

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## As a Charter signatory, you'll receive:

1. **Social media assets and key messages** so you can share your signatory status with your networks across all channels
2. **Proven approaches to essential digital skills training** to help you start or progress the upskilling in your organisation
3. **Stakeholder personas** to help you with targeted influencing and engagement
4. **Our *Colleague Self-Assessment Guide*** to help you baseline the levels of digital confidence in your organisation.

There are no formal compliance requirements – we believe the organisations that sign will be passionate and committed to this important cause.

Before signing, please ensure you have the necessary approvals within your organisation.

After you've signed, we'll be in touch to welcome you to the FutureDotNow coalition, send you some useful information and find out how you'd like to get more involved.



<https://futuresdotnow.uk/charter/>

# Become a FutureDotNow member

## Take action

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### Upskill your workforce

We can help you understand, measure and ultimately, close the workforce digital skills gap in your organisation.



### Join national change programme

You'll be invited to join a cross-sector delivery community that's driving action on the essential digital skills gap across the UK workforce.



### Raise your profile

With priority access to flagships, you can be seen as an industry leader in a critical national agenda while connecting with industry peers.

# Helping you upskill your workforce

## UNDERSTANDING THE SKILLS GAP

Gain strategic insight into the workforce digital skills gap, and how it's likely to be showing up in your organisation.



### FutureDotNow Calculator

Allows employers to estimate the economic impact of digital skills, providing specific data on the ROI of upskilling.

## MEASURING THE SKILLS GAP

Built with and for members, our workforce assessment guide identifies the nature and scale of an organisation's digital skills gap.



### Colleague Self-Assessment Guide:

A best-practice guide to help the workforce identify their own skills gaps, to support tailored upskilling programmes (inc. a digital confidence assessment questionnaire).

## CLOSING THE SKILLS GAP

Find the right training for your organisation or learn from leading organisations about how they're upskilling their people



### Digital Skills Directory:

Validated against the Essential Digital Skills Framework with advanced filtering, our directory makes it even easier for members to find the right training for their workforce.



# Join a national change programme

**Membership gives you priority access to the national change programme driving action to close the workforce digital skills gap.**

More than 80 organisations helped us deliver the 2024 plan to close the workforce digital skills gap, supercharging action and starting to tackle some of the systemic blockers to progress.

**Our strategic priorities for 2025:**

CAMPAIGNING	CONVENING	ENABLERS	PATHWAYS
<b>SEVEN ENABLER WORKSTREAMS</b>		<b>2025 PATHWAYS</b>	
Future-Fit Skills Framework		PATHWAY 1: SECTOR	
Economic Impact		PATHWAY 2: PLACE	
Social Value		PATHWAY 3: SKILL AREA	
Training Content		PATHWAY 4: NOT IN WORK	
Motives and Confidence			
Measuring Impact			
Needs of Small and Medium Enterprises			



# Raise your profile

Our members get a seat at our flagship event for industry – the Workforce Digital Skills Summit.

The summit is a perfect opportunity to connect and be seen with fellow industry leaders in a critical national agenda.

This year's summit took place on Wednesday 30 April at the Guildhall in the City of London



## Workforce Digital Skills Summit 2025

Building a future-fit workforce

Supported by:



accenture

The  
Alan Turing  
Institute

Amey



CIPD

Deloitte.



Department for  
Science, Innovation,  
& Technology



Department  
for Work &  
Pensions



Mercer

NHS



# Join us today

## FutureDotNow membership is paid annually, based on organisation size

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As well as gaining access to resources to support the digital capability of your organisation, you'll also be making a small but critical contribution to the running costs of FutureDotNow, the UK's leading charity working to close the UK's workforce digital skills gap.

Organisation size	Cost <sup>1</sup>
Fewer than 50 employees	£250
50–999 employees	£1000
More than 1,000 employees	£5,000

[https://futuresdotnow.uk/  
become-a-futuresdotnow-member/](https://futuresdotnow.uk/become-a-futuresdotnow-member/)



How to become a Member



# Our 2025 Strategic Partners

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future  
.now



# The FutureDotNow team



**Liz Williams MBE**

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CEO



**Holly Chate**

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Chief Operating Officer



**Paul Fleming**

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Head of Impact  
and Engagement



**Chris Andersson**

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Communications and  
Campaign Manager



**Angie Clement**

---

Business Manager



**Rich Burn**

---

Partnerships Manager



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# Digital Skills @ Amey

AELP 2025

Amey





### Digital Skills @Amey

- 12,000 employees - data scientists, cleaners, civil engineers and highways maintenance
- Digital skill & confidence levels
- Essential Digital Skills
- Microsoft, SAP and of course AI



### About Amey

Amey is the UK's leading provider of full life-cycle engineering, operations and decarbonisation solutions, for transport infrastructure and complex facilities.



### Amey & FutureDotNow

- Strategic Partner since 2023
- Co-leading construction pathway with Bouygues
- Essential Digital Skills Framework, Assessment Tool, Calculator & training materials
- UK wide digital skill and digital inclusion work





# Other ways to get involved



# Questions?



## Sign the charter

Scan the QR code or visit:

<https://share.hsforms.com/1EXMYtNstRROGLsBT5f7AHQ47cwp>



 01206 911 211

 @GatewayQuals

 [www.gatewayqualifications.org.uk](http://www.gatewayqualifications.org.uk)

 [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

