**Using mobile digital devices**

**What was the workplace issue?**

New technology has developed where many workplaces and processes are now electronic in nature. These processes rely on, and are often operated through, a hand held digital device often using an internet connection. Changing from manual systems to electronic systems is new to many workers who have been employed in the industry for some time. Adapting to and understanding the operation of these systems requires guidance and support.

**What was the impact of the issue on the workplace?**

Many operators would not engage in using electronic or digital devices, so communication stopped (which highlighted safety risks) and essential data was not relayed to supervisors or managers, to track work progress.

**What was the foundation skills gap?**

The foundation skills gap was digital literacy skills. The gap was- based on a lack of confidence to pick up a device and have a go at using it, not understanding the language used to describe the functions of the device, or the words and symbols to get the device working.

The gap is covered by the ACSF skills of Learning, Reading and Numeracy at level 2.

**What is a possible solution?**

A possible solution is to provide a list of commonly used terms that trainers or supervisors can sit down with operators and go through and explain, at the same time as demonstrating the functions of the hand held device.

It's also important to reassure workers that it's ok to have a go at using the device - they are difficult to break, and that practise is a good way to learn.

**How could the solution change practices?**

The solution requires the operator to practise using the hand held digital device in different settings to build the confidence and skills required to use the device effectively. This can be achieved by reinforcing that most people are constantly learning about the device they use, trying out functions, often making mistakes and trying again until the function works. Operators should be reassured that this is a very common way to learn.

**Related documents**

Activity: Using mobile digital devices.