IT / Digital Skills Training Resources
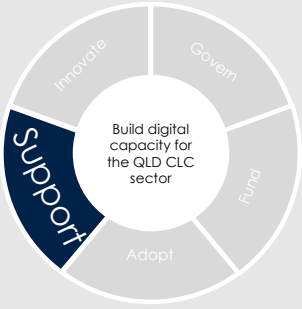
'Building Digital Capacity' resources series

Resource type:	Strategic area:	Use it to:
Guidelines		• Finding digital / IT skills building resources and training.

Current as of June 2020

WHAT TO LOOK FOR IN DIGITAL / IT TRAINING RESOURCES?

There are many resources available for building digital / IT skills and this document provides some guidance on what to look for, as well as a selection on online resources.

A few things to look for when it comes to digital / IT training:

✓ Look for training resources that go beyond traditional user guides: these are usually long to go through and difficult to keep up-to-date. Look for providers that offer a mix of training delivery channels and include online training, self-paced courses, micro-sessions, videos, webinars, podcasts, interactive learning, self-paced programmes with micro-sessions, and online communities where users can ask questions and share knowledge.

✓ Talk to other CLCs and like-minded organisations to see if they can recommend training resources. Explore opportunities to leverage training resources from law firms and legal educational organisations with whom your partner for pro-bono services and projects.

> **Found a good training course or resource?**
>
> *If you have come across good training resources (online courses, webinars, training providers, etc.), let CLCQ know and we'll add those to the list so other CLCs can benefit from your experience.*

✓ Look for providers or courses that offer training for which your legal staff may be able to claim CPD points.

✓ When selecting a new system for your centre, ensure you carefully consider training for the system and check what kind of resources will be available to your end-users, both when the system goes live and on an ongoing basis. Check if the software vendor has online resources available, online user groups, and features like help/training integrated in the system itself.

> Other relevant resources in our **Building Digital Capacity resources series**:
>
> - *Assessing your CLC's digital literacy*

GENERAL TECHNOLOGY / DIGITAL TRAINING RESOURCES

Most technology vendors now provide online help and training alongside the system or software they sell. Examples include Microsoft Office, Google Learning Centre, Zoom training, Salesforce Trailhead, etc. In addition, there are many independent organisations that provide training on a wide range of software and systems. Here is a selection:

TechSoup Courses

What is it?

TechSoup is an international not-for-profit organisation that helps other NFPs access technology. In partnership with ConnectingUp (see below), TechSoup offers an online training portal with a range of courses designed specifically for NFP organisations, including:

- **Microsoft Digital Skills Centre**: lots of courses on the Microsoft product suite, including basic and advanced levels on Word, Excel, PowerPoint, Outlook, Teams and PowerBI (data analytics and reporting).

- **Digital topics**: a range of courses including social media marketing, Facebook, Google Analytics, digital security, email marketing, Adobe suite (e.g. Photoshop), web design, etc.

Is it free?

TechSoup offers both free and paid training, and thanks to a partnership with Microsoft, most of the Microsoft product training is free. Paid courses are relatively affordable and are priced with non-profit organisations in mind.

How do you access it?

Go to the TechSoup Course website: https://techsoup-au.course.tc/

ConnectingUp

What is it?

ConnectingUp is an Australian non-profit that helps Australia and NZ NFPs access technology products and services. In addition to the online learning portal in partnership with TechSoup (mentioned above), ConnectingUp also offers a range of events-based learning services: you can register for upcoming webinars and workshops, or access the recordings archive of past webinars.

Note that whilst TechSoup's online learning portal offers courses on how to use specific systems or technologies, ConnectingUp's webinars tend to focus more on general technology and business management skills.

Is it free?

A lot of the webinars are free, and others paid, but prices are very affordable (most paid webinars are around $30).

How do you access it?

Go to ConnectingUp's training and education site: https://www.connectingup.org/training-education.

💡 *Tip: You can subscribe to ConnectingUp's' newsletter to receive regular updates on upcoming webinars and training.*

Lynda.com (LinkedIn Learning)

What is it?

Lynda.com is a leading provider in online training and is now owned by LinkedIn. The range of courses and resources available is extensive and goes beyond IT skills to include management, business and creative skills (there are over 15,000 course listed!). As such, you need to know what you're looking for, but the catalogue is searchable (for example, search for 'Cybersecurity' and 'beginner level', or 'social media for non-profits').

Is it free?

No, and at the time of writing, there is no discount for NFPs. Lynda.com operates on a subscription model where you pay a monthly fee (1 month free trial then $39.99 per month, or $24.99 per month on annual plan) for unlimited access to the entire training catalogue. The pricing is per user, and you need to contact Lynda.com if you want to purchase for a team.

💡 *Tip: some libraries offer access to Lynda.com to their members: check out your local library to see if this is available near you.*

How do you access it?

Go to Lynda.com.

TECHNOLOGY RESOURCES FOR LAWYERS

Although there is widespread acknowledgement by the legal sector that technology is fundamentally changing the legal profession and that digital skills are now essential to legal practitioners, there are few resources specifically designed with lawyers in mind.

This will change over time as more providers and legal associations develop resources designed for the legal profession, but for now even legal education has yet to fully integrate technology skills in formal curriculums (see this article on lawyersweekly.com.au).

Examples of digital skills building resources for lawyers include:

- The Centre for Legal Innovation (part of The College of Law) has free webinars as part of its *Reinventing Legal Business* series, such as 'Getting started with legal tech projects', 'Social media dos and don'ts', 'Remote working in a crisis' as well as a 'Techy Tuesdays' series.

- Queensland Law Society offers legal specific CPD, some of which has a digital focus. Most of QLS's CPD is available for a fee, but some online webinars are available for free to QLS members, for example 'Are you digitally ready?' and 'Witnessing and executing wills remotely'.

- Other providers that offer technology/digital training which qualify for CPD points requirements may include:
  - LawCPD.com.au
  - CPDInteractive (owned by The College of Law)
  - Lexology

- **Note the quality of these training resources has not been verified by CLCQ**.