

Welcome to Digital Skills

LCLM4002 Digital Skills

Week 3





Let's remember last week!

- Let's go to VEVOX



Finished? Help others

- Remember, if you finish a task early, you are invited to help others.
- As soon as you finish, come to the front and get a Digital Helper badge
- Then go around the room and help others complete the task.



What today is about

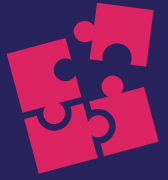
Find business information using search engines and library tools

Search more effectively using simple techniques

Check if information is trustworthy using the CRAAP method

Organise the sources we find in clear folders

Use AI in a safe and helpful way to summarise information



How do you find information?

- Let's go to VEVOX



What counts as business information?



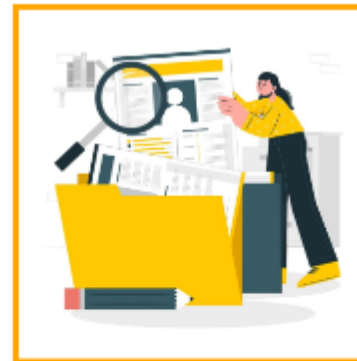
Academic Skills Week 2 Homework

- In the Academic Skills module:
 - You were asked to complete two Infoskills modules
 - Types of Information and Stages of Information
- Today we will quickly review these ideas
- Then we will look at business information

Identifying information

This unit is split into three sections and aims to explore all of the different formats of resources you may come across when

Click on an image to start.



Section 1: Types of information



Section 2: Stages of information

Quick Recap: Types of Information

- You learned about:
 - Books
 - Journals and articles
 - Audio-visual (videos, podcasts)
 - Websites
 - Social media
 - Statistics and data
- These help you find different kinds of knowledge.
- Choose two types of information from the list.
- Think about:
 - When would you use it for business?
 - When would you not use it?
 - What problems could it have?

Quick Recap: Stages of Information

- You learned that information can be:
 - Primary – first-hand information
 - Secondary – explains or analyses primary sources
 - Tertiary – summaries, overviews, collections
- This helps you understand where information comes from

Types of Business Information

Common business information includes:

- Business news → What is happening now
- Company information → About one business
- Reports → Industry, market, or financial facts
- Academic articles → Research by experts

Why it matters

- Different sources give different answers

Low-Level and High-Level Business Information

Low-level information:

- Easy to read
- For the general public
- Examples:
 - Business news
 - Company websites
 - Short videos or summaries

High-level (expert) information:

- More detailed and complex
- For professionals or researchers
- Examples:
 - Industry reports
 - Market research
 - Financial reports
 - Academic articles



Let's think together

Phishing: Fake Messages That Target Businesses

Phishing = messages that pretend to be real

Look out for:

- Strange links
- Urgent instructions
- Unknown senders
- Attachments you did not expect

BBC News (2025) HMRC hit with £47m fraud as scammers access taxpayer accounts, 5 June. Available at: <https://www.bbc.com/news/articles/cv9nc3k2m7eo> (Accessed: 27 February 2026).



- Is this low-level or high-level information?
- Where could you find expert-level information on the same topic?
- Talk with your partner



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Searching Effectively

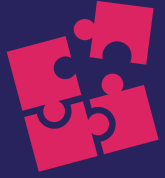


Why Searching Matters

Why should we learn to search well?

- Helps you find good business information
- Saves time when you study or work
- Helps you know what is true and what is not
- Gives you stronger evidence for assignments
- Builds confidence with digital tools

Good searching = better decisions



Quick Search Warm-Up

We want to find out:

- “Why have supermarket prices in the UK risen recently?”

- Type a search in your own words
- Look at the first 3 results
- Ask:
 - Is this general or expert information?
 - Who is it written for?
- Discuss with your partner

Keyword Searching

What Makes a Good Keyword?

- Short words
- Important words only
- No full questions

Simple Search Tools

- “ ” for exact phrase
- –word to remove things
- +year or +UK for focus



Make Your Search Better

- Work in pairs
- Look at the search you did earlier
- Improve it by using what we just learnt:
 - make it shorter
 - keep only the important words
 - remove the full question
- Try your new search online.
- Compare your old results and your new results.
- Talk about:
 - What changed?
 - Is it easier to see if the information is general or expert?

How to Search Clearly

- How to make a clear search
 - How small changes help your results
 - How to see general vs expert information
 - How to use the library for better sources
-
- Watch first. Then we will try it together

Google vs Library Search

Google / Internet Search

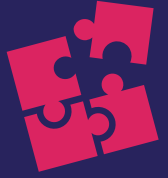
- Fast and easy
- For the general public
- News, blogs, simple explanations
- Can be mixed quality

Library Search

- Slower but deeper
- For experts and students
- Books, e-books, articles, reports
- More reliable for assignments

Google = quick understanding

Library = strong evidence



Let's try it out: Searching

- Get into groups of 4
- Choose ONE topic for your group:
 - Supermarket prices in the UK
 - Online shopping trends
 - Small businesses and social media
 - Working from home in the UK
- Your group will find:
 - 1 article (Library Search)
 - 1 e-book (Library Search)
 - 1 website (Google or another internet search)



Let's try it out: Discussion

- Discuss:
 - Who is it written for?
 - Is it general or expert?
 - Is it easy or difficult to read?
 - How could this help with a business assignment?
- Be ready to share 1 idea with the class

Break time!

See you in 15 minutes 😊



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CRAAP Test



Why CRAAP Is Important

- There is a lot of information online
- Some information is good
- Some information is not correct
- CRAAP helps us choose well
- It helps us find stronger sources for assignments
- It saves time and reduces stress

**CRAAP = a simple way to
check if information is good**

What does CRAAP mean?

CRAAP

Currency

Is the information up to date?

Relevance

Does it fit your needs?

Authority

Who is the author?

Accuracy

Is the information correct?

Purpose

Why was this information made?



CRAAP Card Sort

In your group:

- Read each card
- Talk about what it shows
- Match it to:
 - Currency
 - Relevance
 - Authority
 - Accuracy
 - Purpose
- Take your time

CRAAP

Currency

Is the information up to date?

Relevance

Does it fit your needs?

Authority

Who is the author?

Accuracy

Is the information correct?

Purpose

Why was this information made?



Quick Debrief: What Did We Notice?

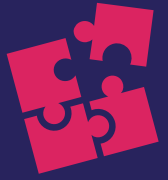
Talk in your group:

- One card that was easy
 - One card that was hard
 - One thing CRAAP helped you see
- Share 1 idea with the class in 30 seconds



CRAAP Checklist Practice

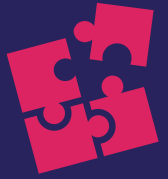
- Work in pairs
- Check 2 sources you found earlier:
 - 1 website (from Google)
 - 1 library source (article or e-book)
- Use the simple CRAAP questions:
 - C: Is it recent?
 - R: Does it fit my topic?
 - A: Who wrote it?
 - A: Is it correct?
 - P: Why was it made?
- Talk and note 1 idea for each question



Let's see what you all thought

- Let's go to VEVOX





Organising Your Sources

We have already learned:

- How to make clear folders (Week 1)
- How to save and organise readings (Week 2)

Today we will:

- Save 3–5 sources from our searches
- Put them into appropriately labelled folders
- Update your Reading Log (title + link + 1 sentence + CRAAP point)
- This helps with your DS1 and DS3 assessments





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Using AI tools in your reading



How AI Summaries Work

When we ask AI to summarise:

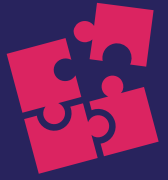
- AI reads the words we give it
- AI looks for the main ideas
- AI makes a shorter version
- AI guesses what is important
- AI can sometimes change meaning
- AI can sometimes add ideas
- AI does not know if things are true

This is why we must check Accuracy and Purpose



Responsible AI: Summarising & Checking Accuracy

- Step 1: Pick one paragraph (3–4 sentences) from your library source or website.
- Step 2: Paste it into Microsoft Copilot.
- Step 3: Ask AI: “Summarise in simple English.”
- Step 4: Compare the summary and the original:
 - What is the same?
 - What is different?
 - Did AI miss something important?
 - Did AI add anything?
- Step 5: Choose one CRAAP problem you noticed



Let's see what happened

- Let's go to VEVOX



Break time!

See you in 10 minutes 😊



Reflection Time!

Please write a short post including:

- One thing I learned about searching,
 - One thing I learned about CRAAP,
 - One thing I will organise better next week.
- You will post your answers on Moodle in the forum “Reflection Space – Individual”.
 - Only you and the tutor can see your post.
 - This is not marked.
 - You do not need to share with the class.





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Recap



Today we learned how to:

- Search for business information in a clear way
- Use keywords to improve search results
- See the difference between general and expert sources
- Use CRAAP to check if information is good
- Organise sources in simple, labelled folders
- Use AI safely to summarise and check meaning



No homework this week!

Your first assessment task is due next week. Make sure you complete it in good time.

Don't leave it to the last minute

Did you help others today?

- Remember to take a selfie with your badge
- Post it in the "Digital Helper" forum on Moodle
- Everyone that has helped will be recognised.



Continue Your Microsoft Specialist Journey

- If you want to keep building your skills, continue what you started with MOS last week
- Remember:
- As a UWTSD student, the MOS courses and exams are free
- This is an extra opportunity to grow your digital skills
- You can study at your own pace





Work on Your DS1: My Digital Life

- You can start or continue the first part of the portfolio (DS1) now
- I am happy to look at a draft now

Remember:

- You already have digital skills
- This task helps you see your strengths
- It helps us support you
- **DS1 is due in Week 4**