

DS3: DIGITAL PORTFOLIO AND REFLECTION

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MODULE NAME: DIGITAL SKILLS

MODULE CODE: LCLM 4002

1. GOOD SLIDE

KEY ACHIEVEMENTS THIS QUARTER

- ☐ Customer engagement
- ☐ Service delivery
- ☐ Reduced response times
- ☐ Completed internal training
- ☐ Updated systems
- ☐ Improved reporting
- ☐ Development sessions
- ☐ New processes started

Week 8

- What the work is

The image shows a presentation slide focused on visual layout, structure, and side order. It presents key information using clear titles, bullet points, simple language, and proper spacing.

- What skill it shows

Document layout skill in presentation (power point). Effective use of whitespace, short bullet points, keep things simple, and text hierarchy.

- What you learned

Now, I can create clean, professional slides with simple titles and bullet points.

2. FINDING SOURCE DETAILS

Find the Source Details Exercise

Here are the materials for the in-class exercise: Find the source details
You will look at three versions of information:

A live website: [Business insights and impact on the UK economy - Office for National Statistics](#)

- Who created it: **Office for National Statistics (ONS)**
- When it was published: **02 July 2026**
- What it is called: **Bussines insights and impact on the UK economy**
- Where it came from: **Website**

A library article: [UK MR Economy](#)

- Who created it: **Carrascal-Incera, André**
- When it was published: **2024**
- What it is called: **Interdepende in the UK Multi-regional**
- Where it came from: **Library (Article)**

A saved copy of information: [ONS Report](#)

- Who created it: **Office for National Statistics (ONS)**
- When it was published: **19 March 2026**
- What it is called: **Bussines insights and impact on the UK economy**
- Where it came from: **Saved PDF from the Website**

Week 5

- What the work is

An in-class exercise where I evaluated and recorded details for three different types of information sources: a website, a library journal article and a saved PDF report.

- What skill it shows

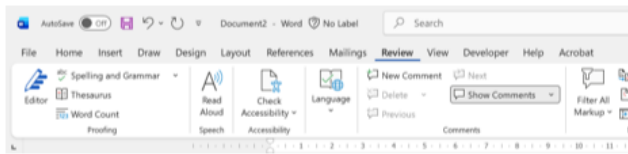
Ability to locate and extract key metadata: author, publication date, title, and origin format (website, PDF, library article). Critical evaluation of online sources.

- What you learned

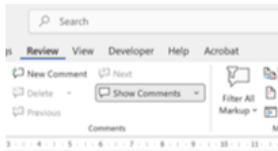
It is very important use reference in the business world but we always need that the sources are reliable. Now, I can analyze sources to confirm who published them, when they were created, and whether they are reliable for academic or professional use.

3. WORD TOOLS

Step 1: Open the Review Menu.



Step 2: Find the New Comment command



Step 3: Read the update draft text below. Add comments for clarity.

Following the recent review, the team agreed that changes were required to how certain tasks are managed. Some adjustments will be made in the short term, while other actions will depend on further agreement. This should help improve the process and reduce similar issues going forward.

-  **Tatiana Teran Palacios**
Replies emails, unclear responsibility and customer feedback
-  **Tatiana Teran Palacios**
refers in 1 or 2 months
-  **Tatiana Teran Palacios**
We will have an answer in a couple of weeks.

Week 6

- What the work is

In this piece of work, you can see a document revision exercise where I practiced editing text to improve clarity for the reader, adding comments to clarify ideas, and utilizing Word's writing review tools.

- What skill it shows

Advanced Word editing and document review skills, including inserting comments, tracking changes, using spell and grammar check function, and structuring text for better readability.

- What you learned

Really, for me it is very easy the use of Word because we used it before in my previous studies and my work. But I think that I will improve more because i know new tools and how i can use it. Now I can use these tools to polish my documents and ensure my ideas are clearly communicated to the reader.

4. WRITING CLEAR

Worksheet 1: Messy document checklist

Your task: Look at the messy Word document. Work with your group. Make it easier to read.

Step 1: What is messy?

Tick the problems you see:

- ☐ Text is too long
- ☒ No headings
- ☒ No spacing
- ☐ Hard-to-read font
- ☐ No bullets
- ☒ Poor layout

Step 2: Fix the document

1. Add a heading
2. Add spacing
3. Change font to a clear style
4. Add bullets
5. Make paragraphs shorter

ISSUES

This document shows many problems. The text is too small and hard to read. Also, there are no clear headings or spacing and some sentences are very long, which makes it difficult for people to understand. This part is randomly bold.

This paragraph is centred for no reason and uses different spacing between lines. Things in this list are not formatted well:

- First item no bullet
- Second item but bold
- Third item too big text

Week 4

- What the work is

A practical worksheet titled “Messy document checklist” where I analyzed an unformatted, hard-to-read document, identified its formatting errors, and applied structural fixes to improve layout and readability.

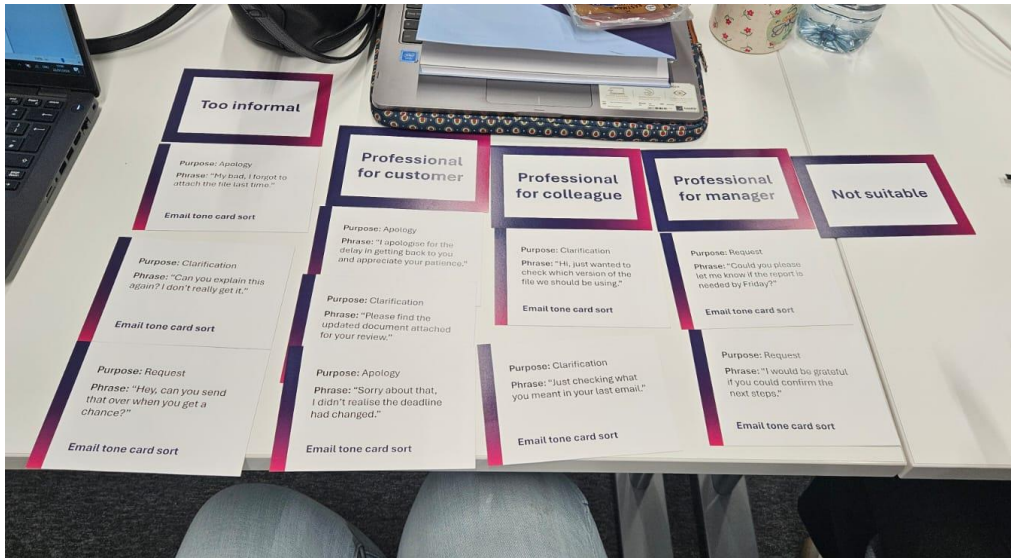
- What skill it shows

Document restructuring and visual formatting skills: applying clear headings, adjusting line spacing, fixing font styles, inserting bullet points, and organizing text into shorter paragraphs for better layout.

- What you learned

I can review a cluttered document and apply formatting rules to make it clear, clean, and professional. This work is for me the easiest.

5. BUSINESS EMAIL: TONE



Week 7

- What the work is

An interactive sorting activity on a business email tone, where I classified different writing styles, greetings, and phrase structures based on who the recipient is (professional, internal colleague...)

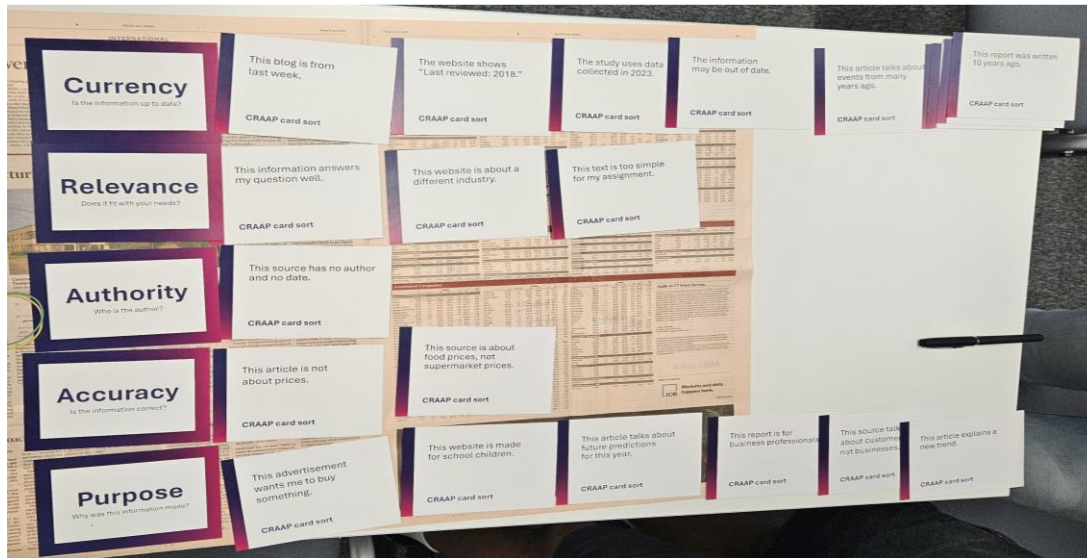
- What skill it shows

About written communication and audience awareness: selecting the appropriate tone of voice, level of formality, greeting, and structure for business emails depending on the reader.

- What you learned

I learned how you write an email, and the tone you use determines how your message is received.

6. CRAAP METHOD



Week 3

- What the work is

The image shows an interactive activity focused on the CRAAP test, where in groups we classified different criteria and real-world scenarios under its five key pillars: currency, relevance, Authority, accuracy and purpose.

- What skill it shows

We work on an evaluation of information sources and digital research skills. Ability to test whether a source is reliable, accurate, and suitable for academic or professional work.

- What you learned

I was completely unfamiliar with the CRAAP method before this module but now find it useful. I can analyze and verify any source to ensure it is trustworthy before using it in my studies or work.

REFLECTION

My portfolio includes a series of activities completed over the ten weeks of this module, clearly demonstrating the progress of my digital skills growth. Throughout this work, I have used key tools such as source evaluation, visual text layout, document editing and commenting, and adapting tone of voice depending on the audience.

In my opinion, the hardest part at the beginning was searching for reliable information online and applying the CRAAP method, as I had never used it before. However, everything I learned helped me make significant progress. I can now use Microsoft Word much more effectively, transforming unformatted text into clean and professional documents, navigating search databases while verifying source reliability using the CRAAP method, and writing emails with the appropriate tone for each context.

Finally, all these activities have allowed me to build essential skills for both my academic studies and my professional life. I can now independently write professional emails, manage digital files efficiently, and produce well-structured academic work.