

35 years ago, I started working in the field of digital inclusion and digital literacy with adult learners, using technology as a tool to encourage them and facilitate them to learn and be creative with their learning whatever the topic. In the main this was literacy, numeracy and ESOL (English for Speakers of Other Languages) in the early days. Not much has changed all these years later. In fact, digital exclusion seems to be increasing with the political emphasis on online access to services for all sectors of society and the aging population, meaning many older citizens either do not have the skills to access these services or the technology: smartphones, tablets, computers, nor in some cases do they want to be forced into owning them. In higher education, students' digital literacy skills are being taken for granted and assuming that because they are using mobile devices, they have the basic digital literacy required to engage in a higher education course with a range of different software packages. This is not necessarily true and a lot of support such as access to LinkedIn Learning must be put in place.