Most of the conversations around digital divide is focused around access, or people able to get broadband, but what are some of the issues that we miss when we focus just on access? Access is really important, is at the centre of the debate of the DD but nonetheless, it has a number of shortcommings, obtaining access is the bases of accessing information in the Digial world but it really doesn't stop there, behond access there are things that are important like the kind of skills that people have when they are online.

When we study digital skills we look not only the competences of people being able to use a mouse, to clic on a link, things that people that are online think that is pretty simple but in reality they do require learning, training. Not only that, the skills go well behond a person being able to click in a URL. When people are online they must be able to identify important information, to evaluate information,

being to understand how that information links to their on lives, So all of these things together make up digital skills,

Specific skills that people don't have, simple things like navigate with a mouse….then the skills goes well behond …it's really the concetion with the information that we have a lot, which information is right, and how can I apply

What is getting in the way for these people not getting these skills?

There are a number of factors, it's extrimally complex and that's why this is gap that we haven't been able to close even in developing countries like Canada, US because there are some many factor that impact how people learn digital skills. One of the key things that we know is through education and as we know education goes hand to hand with things like income, experience, how you feel …you parents have access , so all those things would be coming together and

As a result they develop a fear of technology, they …with digital is all about play, it's really about experimentation, so if you really lacking already that kind of actitude, been able to whilling to go into it, to just click things

Parte of the digital skills is also to be able to do a couple o

Here's the fixed link to the video in youtube (definitely better than Vimeo)...

f searches, to be able to find a solution to a problem that you have, to solve a glitch in your software, or to get something to work, it part of your digital skills is to find information to solve a computer problem

Distinction between hard skills and soft skills: Hard skills are those things that are pretty basic, sometimes people lack those as well, so if you don't understand how to

do an advanced search, and they just use that first level of search, ……that is really something important