

# Technical Literacy for End Users

Master the IT basics every modern professional needs. This technical literacy training is built for office assistants, customer service reps, and anyone using digital tools at work. You'll learn how computers function, how to use cloud apps securely, and how to stay safe online. From hardware to data privacy, this course helps you build confidence and competence in a tech-driven environment — so you can work smarter, solve issues faster, and avoid common mistakes.

[CBT Nuggets course material](#) →

## WEEK 1

### Technical Literacy

What is Software?

Cloud

Wireless

Searching

Privacy

Security

Validation