CEN

WORKSHOP

AGREEMENT

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English version

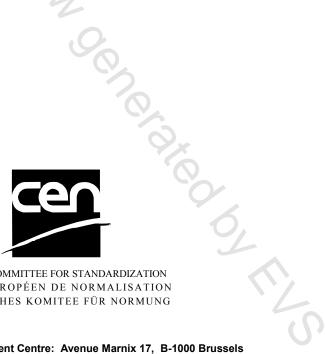# e-Competence Framework for ICT Users - Part 2: User Guidelines

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN-CENELEC Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties on 2013-05-06, the constitution of which was supported by CEN following the public call for participation made on 2011-10-04.

A list of the individuals and organizations in the ICT field which supported the technical consensus represented by the CEN Workshop Agreement is available to purchasers from the CEN-CENELEC Management Centre. These organizations are as follows:

- (ISC)2
- AICA
- CEPIS
- CIGREF
- DEKRA Akademie
- ECDL Foundation
- EaSA
- EMF eExcellence
- European Software Institute – Center Eastern Europe
- ESI Central Europe
- EuroCIO
- EXIN
- FZI
- HBO-I
- IWA IT
- KWB eV
- Microsoft
- Pasc@line
- Thames Communication
- UBO

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The final review/endorsement round for this CWA was started on 2013-01-23 and was successfully closed on 2013-05-07.The final text of this CWA was submitted to CEN for publication on 2013-08-01.

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Comments or suggestions from the users of the CEN Workshop Agreement are welcome and should be addressed to the CEN-CENELEC Management Centre.

1 Introduction and Overview

1.1 Project Objective and background

The aim of the e-Competence Framework for ICT[1] Users project is to develop and validate a framework shell and populate the framework with an initial five e-Competence Areas with the assistance of project-created framework development guidelines. The following user guidelines document aims to assist users in understanding and applying the framework.

The e-Competence Framework for ICT Users ranges in depth from foundation to advanced levels, and is able to range in breadth from common, generic software domains to specialised technology domains, thus having the potential to provide a complete coverage of ICT user proficiency levels and e-competence areas. For the purpose of this project, five common e-competence areas have been selected for development (See e-Competence Framework for ICT Users).

Up to now, much of the activity around the creation of frameworks relating to ICT has focused on the practitioner (e.g. e-Competence Framework, SFIA, AITTS, CIGREF, EUCIP). This work has been important for the ICT sector, but by necessity has excluded ICT users, who constitute a much larger and more heterogeneous group. Due to the scale and complexity of the group involved, the development of a complete framework, containing all key competences relating to ICT in the workplace or home, is a considerable task.

A previous project – End-User e-Skills Framework Requirements – chose to first assess the current landscape of end user e-skills frameworks in Europe and to gain an understanding on the need for and possible structure and uses of a future end user framework. The results of this project suggests that there would be a high level of support for an end user e-skills framework. In addition, a clear picture on how that framework should look, as well as useful tools that could stem from the framework, were identified by that project. The desire for the framework to have a competence focus led to the framework being renamed and subsequent discussions within the CEN ICT Skills Workshop Plenary meetings have led to a proposed name of the "**European e-Competence Framework for ICT Users**".

The project has been developed through the **CEN Workshop on ICT Skills**[2], a network of experts representing the ICT industry, academic institutions, vocational training organisations, ICT professional associations, social partners and research institutions.

1.2 Background and policy

The development of an e-competence framework for ICT users is relevant to EU legislation, policies and actions relating to ICT standardization, as set out in the 2010 - 2013 ICT Standardization Work Programme (Directorate-General Enterprise and Industry), including the following:

o   **European e-Skills Summit Declaration:** October 2002.

o   **Decision 2318/2003/EC:** Adoption of a multi-annual programme for the effective integration of information and communication technologies (ICT) in education and training systems in Europe (e-Learning Programme).

o   **e-Skills in Europe: Towards 2010 and Beyond:** Synthesis report of the European e-Skills Forum presented at the European e-Skills Conference on 20-21 September 2004 in Thessalonica. **A Declaration** was adopted recognising that the way forward is through multi-stakeholder partnerships.

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[1] Information and Communications Technology (ICT)

[2] http://www.cen.eu/cen/Sectors/Sectors/ISSS/Activity/Pages/WSICT-SKILLS.aspx

o Communication of the European Commission of 7 September 2007 on "**e-Skills in the 21st Century: Fostering Competitiveness, Growth and Jobs"** Com 469 final and Competitiveness Council Conclusions of 23 November 2007 on a long-term e-skills strategy.

o COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS "A Digital Agenda for Europe"

In addition, the proposed project supports European Commission service priorities set out in the 2010 - 2013 ICT Standardization Work Programme (Domain 7): namely, that work should support pan-European skills and competence frameworks and tools and that there should be a focus on developing standards relating to advanced ICT users, and not solely ICT practitioners.

The project, in its efforts to define an e-competence framework for ICT Users, will support the creation of a broad framework that services a variety of groups (see subclause 4.2 Target Groups) through the provision of a common reference system that allows practical solutions to real-world challenges. This is directly related to *Key Action 11* of the Digital Agenda for Europe, namely to "…develop tools to **identify and recognise the competences of ICT practitioners and users**, linked to the European Qualifications Framework and to EUROPASS…".

In summary, the intention is that the project will support the actions of the European Commission in strengthening the process of convergence of ICT Competence Frameworks within the EU by:

o Providing a validated structure, content and supporting instructions to facilitate the development of a comprehensive e-competence framework for ICT users to meet the needs of a broad range of stakeholders.

o Providing recommendations of tool sets that could be developed by third parties to support the framework.

o Contribute to the development of a cross-sectoral e-competence framework for ICT users that could relate to the European Qualifications Framework (EQF).