

English Version

**e-Competence Framework (e-CF) - A common European  
Framework for ICT Professionals in all industry sectors -  
Part 2: User Guide**

This Technical Report was approved by CEN on 4 July 2016. It has been drawn up by the Technical Committee CEN/TC 428.

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**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

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## European foreword

This document (CEN/TR 16234-2) has been prepared by Technical Committee CEN/TC 428 “Project Committee - e-Competences and ICT Professionalism”, the secretariat of which is held by UNI.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes CWA 16234-2:2014.

This Technical Report is the second part of the EN 16234 series, which is made up of the following three parts and which will replace CWA 16234-1:2014, CWA 16234-2:2014 and CWA 16234-3:2014:

- EN 16234-1, *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all industry sectors - Part 1: Framework*
- CEN/TR 16234-2, *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all industry sectors - Part 2: User guide*
- prCEN/TR 16234-3, *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all industry sectors - Part 3: Methodology*

Part 1 is a fully standalone document, whilst part 2 and 3 rely on part 1.

A relationship with the European ICT Professional Profiles (CWA 16458:2012, original CWA updated by e-CF 3.0 competences and re-published in 2014) is established. A number of relevant e-Competences and their applying level(s), as defined by this standard, are assigned to each Profile.

CWA 16234-4:2014, composed of 15 case studies illustrating e-CF practical use from multiple sector perspectives, remains published and can be downloaded for free from the internet (*Official e-CF website: [www.ecompetences.eu](http://www.ecompetences.eu)*).

## Introduction

EN 16234-1 was established as a tool to support mutual understanding and provide transparency of language through the articulation of competences required and deployed by Information and Communication Technology (ICT) professionals.

The underpinning philosophy and principles adopted during the standard's construction that are vital for its application and for successive updates are explained in the Introduction of EN 16234-1.

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## 1 Scope

This Technical Report supports understanding, adoption and use of EN 16234-1. It supports Information and Communication Technology (ICT) stakeholders, in particular:

- ICT service, demand and supply companies;
- ICT professionals, managers and human resource (HR) departments;
- vocational education institutions and training bodies including higher education;
- social partners (trade unions and employer associations);
- professional associations, accreditation, validation and assessment bodies;
- market analysts and policy makers; and
- other organizations and stakeholders in public and private sectors across Europe,

to adopt, apply and use the framework in their environment.

## 2 Normative reference

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 16234-1, *e-Competence Framework (e-CF) - A common European Framework for ICT Professionals in all industry sectors - Part 1: Framework*

## 3 Terms, definitions, symbols and abbreviated terms

For the purposes of this document, the terms, definitions, symbols and abbreviated terms given in EN 16234-1 apply.

## 4 General principles

This Technical Report provides guidance on how to apply EN 16234-1 from multiple ICT stakeholder perspectives. It addresses the fact that a European reference set of ICT competence definitions is unlikely to match all company or institution's needs perfectly. EN 16234-1 is intended for guidance and is designed to provide a common shared reference tool which can be implemented, adapted and used in accordance with ICT stakeholder requirements. The following implementation guidance is structured by stakeholder groups.

## 5 Adapting EN 16234-1 as a shared European reference to specific needs

### 5.1 Case studies

To support EN 16234-1 application within multiple environments, a series of illustrative case studies provide examples, benefits and hints of how to make best use of EN 16234-1. They relate to practical EN 16234-1 application experiences and have been elaborated together with EN 16234-1 applying organizations throughout Europe.

All case studies have been published as Part 4 of the European e-Competence framework version 3.0 CWA 16234-4:2014 and they can be downloaded for free from the internet (Official e-CF website: