How to use IDCAP?

Project IDCAP: Improve Digital Competence in Adult People

Project Number: 2018-1-PL01-KA204-051003

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INTRODUCTION TO IDCAP

The Improve Digital Competence in Adult People (IDCAP) project is a project funded with funds of the Erasmus + programme. Erasmus+[1] is the EU's programme to support education, training, youth and sport in Europe.

Under this programme in October 2018, the project started knowing that the overall objective of this project is that the person will be able to use technological resources in order to solve the real problems in an efficient way, as well as to evaluate and select new sources of information, with a critical attitude, respect for the truth and safety. For this purpose, we have defined four specific objectives:

- Evaluate digital skills in adult people with low level of education, unemployed, employed, immigrants, etc.
- Develop training pills about the basic skills of the Digital Competence and the Mathematical competence and basic competences in science and technology and communication in the mother tongue in relation to Digital Competence.
- Provide tools and resources to adult people with the aim to help them to improve their knowledge.
- To create an e-repository with materials, tools and resources to develop digital skills.

These objectives are based on Europe 2020 strategy recognised the importance of improving and extending the supply of high quality learning opportunities tailored to the needs of individual low-skilled or low-qualified adults so that they enhance their digital competences, as a consequence of we live in a technological world, there are many people that don´t understand how use these technologies. Adult people with low level of education or low-qualified are the main group of people that don´t develop their basic digital skills, due to its fast development and implementation of the technology in our lives, and the little knowledge that they can achieve usually is incomplete or deficient.

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[1] You can fin more information about the Erasmus + programme in this link:
https://ec.europa.eu/programmes/erasmus-plus/about_en

We can observe this in Digital Economy and Society Index (DESI)[2], which is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU member states in digital competitiveness, where an item is the level of basic digital skills in adult people, and DESI shows that in many countries, this level is low. In the way of solving this problem, throughout of a Recommendation of the European Parliament and of the Council of 18 December 2006 on key competences for lifelong learning, Europe establishes the Key Competences for Lifelong Learning, due to the fact that lifelong learning has become a necessity for all citizens. We need to develop our skills and competencies throughout our lives, not only for our personal fulfilment and our ability to actively engage with the society in which we live, but for our ability to be successful in a constantly changing world of work.

Based on these data and statistics, 6 companies from 6 countries among Europe (later were 5 companies from 5 countries) decided to join and work together during 2 years in order to develop an effective programme where people could test their level of digital competence and to foster it. The 5 final organisations who are worked from October 2018 to September 2020 developing this challenging programme were:

- Gmina Przygodzice, Poland as coordinator and leader of the project.
- Neotalentway S.L, Spain
- Baltic Computer Academy, Latvia
- The Bulgarian Development Agency (BDA), Bulgaria
- Lieporiu Mokyklos Bendruomene, Lithuania

In order to ensure the right use of this Project, the Project consortium decided to créate this handbook where we Will have in mind the following aspects:

- What is digital competence and why it is important in adults?
- How can I use the IDCAP project results?
- Why should I use IDCAP?

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[2] You can find the Digital Economy and Society Index (DESI) in this link: https://ec.europa.eu/digital-single-market/en/desi

- Schedule recommendations

We hope that your interest supported with this handbook will ensure your development and your knowledge about the digital compentence in order to facilitate your entrance in the digital world because nowadays digital resources are a reality that is related with almost all aspects of our lifes and:

> *"If you get health, then you have opportunity for literacy. Health first, then literacy. Once you have literacy, then you have a chance to bring in the new tools of communication. Let people reach out and have access to the latest advances."*

Bill Gates

WHAT IS DIGITAL COMPETENCE AND WHY IT IS IMPORTANT IN ADULTS

Digital competence is a transversal competence that does not only cover use of internet and modern communication technologies. It also helps people in general and adults in particular to develop their communication skills, problem solving skills and wide range of everyday needs. Adults need digital competences to communicate, to do their shopping, to improve access to information in all aspects of life, to organize their time, budget and virtually any aspect of their life and wellbeing. The European Commission has also developed European Digital Competence Framework, also known as DigComp, which helps improving digital competences in various areas[3].

The proliferation of mobile "Smart" devices like mobile phones and tablets, capable to use the increased speed and accessibility of digital technologies has progressively increased the need for digital competence, especially for adults. In contrast to skills how to use a particular device, application or simply to know how to search using internet, digital competence also includes knowledge about ethical aspects, privacy, personal data protection and balanced attitude towards the technologies that are reshaping our society.

In parallel with the increased use of mobile devices the service and recreation businesses has also moved forward to use of various digital platforms which use in one way or another digital competences. We have seen rise in social networks, streaming tv, movies and news, a pleiad of digital services like mobile banking, parking payment, personalized news aggregators, car sharing services with the use of mobile phones, mobile phone payment systems etc. All those new services need in some form digital competence from the citizens and especially from adults. While the complexity of the technology is hidden from the users, the digital competence needed is obvious.

In the developed materials the consortium has covered materials from communication to creations of digital content, from how to use smartphone to protecting digital identity, from

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[3] DigComp, https://ec.europa.eu/jrc/en/digcomp

personal data and privacy to integrating and elaborating digital content, from sharing documents to browsing and searching, from sharing on internet to protecting devices. Such widespread digital competence will help the user to improve and use todays and future digital technologies to improve their life, working productivity, communication skills and generally their wellbeing. The COVID-19 crisis has also sharply showed the importance of digital competence as more and more businesses are adopting distance work models, schools and universities has also moved to distance teaching/learning models which are impossible if there is no digital competence developed in most of the people. The crisis has pushed even elderly people to use mobile phones to do their everyday shaping or ask for help from volunteers in providing them the needed every day stoppings.

Finally we think the need of digital competence with accent on adults mastering it is obvious as it enhances their life, improves communication and tasks resolving skills. Digital competence covers various skills in different areas and is not so hard to achieve, as soon as the user is interested to acquire it.

HOW CAN I USE THE IDCAP PROJECT RESULTS?

The project results have been designed, tested and refined with main user target group of adult people with relatively low literacy. They cover materials in the areas of communication and collaboration, creation of digital content, safety and privacy, as well as problem solving and use of Smartphones and/or tablets. The developed modules in those areas are:

Module 1: Protecting personal data and privacy

Module 2: Sharing through digital technologies

Module 3: Protecting devices

Module 4: Developing digital content

Module 5: Managing digital identity

Module 6: Browsing and filtering data

Module 7: Collaboration thorough digital technologies

Module 8: Creatively use digital technologies

Module 9: Integrating and elaborating digital content

Module 10: Interacting through digital technologies

In each module the materials are developed and presented in a easy to understand language, rich in examples and in parallel providing basic knowledge and concepts. The aim of each module is to give also practical information on how to use digital technologies, how to communicate, share search and create digital content. In parallel for each module was created presentation with interactive exercises which are available on the project's learning platform in order to facilitate both theoretical and practical way of learning, always keeping the

language used as simple as possible. In such a way the project has created enjoyable and easy to understand materials which are to be used in educating adult people.

The developed materials can also be used by teachers of adult learners introducing easy to understand concepts of modern communication technologies, while hiding the complexity of the technology itself. Teachers/trainers of adults can focus on various areas and use the developed materials independently or in conjunction with other materials. The interactive exercises are also a good way to teach harder to explain concepts and knowledge from the digital world to people with limited knowledge and practice. We found very interesting also the modules dealing with privacy and protection, social media and networks as those are important to both understand the risks and the ways to protect oneself at personal and device level too.

Each module can be learned or used by a teacher/trainer in any order, without the need to follow the numbering of the modules, thus providing very flexible tools for both learners and teachers/trainers. The interactive exercises are also a great way for learning or teaching complex knowledge into easy to understand and remember way.

All modules are translated into the following languages: English, Spanish, Polish, Lithuanian, Bulgarian and Latvian.

WHY SHOULD I USE IDCAP?

Adult people with low level of education or low-qualified are the main group of people that don´t develop their basic digital skills, due to its fast development and implementation of the technology in our lives, and the little knowledge that they can achieve usually is incomplete or deficient. For this reason, the IDCAP project have developed an evaluation and training system in order to ensure the development of the digital competence in these people.

To ensure the good use of IDCAP, we consider that it is necessary to understand the importance of the digital competence in a digital era where day after day it is appearing new digital resources and technologies with the main objective of facilitate our daily life but some people are not enjoying this resources as a consequence of their low level of digital competence.

We consider that IDCAP has two main targets groups as users of this product:

- Adult learners (as end users)
- Adult trainers (as connector with end users)

Adult learners, this group will be the main beneficiary of the IDCAP project because all training materials had been developed in order to ensure that adult people with low level of competence can increase their digital competence and feel more confident in this digital era and as a consequence to reach new opportunities in a personal and laboral way.

Adult trainers, this group also can beneficiate from the IDCAP projects as intermediaries between the project and the end users. Adult trainers would use the project results in order to facilitate their work with a programme developed and tested among Europe.

The importance of digital competence in the XXI century

In this XXI century, whatever the intended application for the technology is, it's crucially important that businesses also have the people in place who can effectively manage and operate it. This is where digital skills come in. With that in mind, it seems prudent to cast a critical eye over the digital skills gap
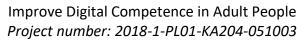
If businesses hope to increase revenue they need to be where their customers are, using a range of digital skills to engage, persuade and drive demand through their preferred online channels.

- **Digital Skills allow businesses to build customer relationships**

It's vital that employees have the right skills and 'netiquette' to ensure the online customer experience is a positive one.

SETP BY STEP USE OF THE IDCAP LEARNING ENVIRONMENT