



End User e-Skills Framework Requirements

Project Aim

The End User e-Skills Framework Requirements project¹ aims to survey the requirements for a proposed digital end-user e-Skills framework for use by industry, certifying organisations, regulatory authorities, and individuals. The project aims to assist in having an effective understanding of end user e-Skills and to propose practical tools from such a reference framework.

The project, which is funded by the European Commission, is part of the CEN / ISSS Workshop on ICT Skills, a European work group consisting of both national and international representatives from the ICT industry, vocational training organisations, social partners and other institutions. The workshop aims to create long-term human resources (HR) and competence development solutions for the European Information and Communication Technology (ICT) sector.

Definition

The project team have defined end user e-Skills as follows for the purpose of the project:

The capabilities required for effective application of ICT systems and devices by the individual in either a work or personal² environment. Individuals apply systems as tools in support of their own activities, which are, in most cases, not ICT. End user e-skills cover the utilisation of common generic software tools and the use of specialised tools supporting business functions. End user e-skills vary in complexity from introductory up to an advanced usage level.

Methodology

To facilitate the project aim, the project team are circulating a survey to individuals and organisations representing the four identified potential target groups of the framework:

- Human resource and training functions within medium to large scale organisations
- Training and/or certification organisations
- Individuals
- Regulatory authorities

The project team will supplement the survey with a series of interviews with key stakeholders from the target groups to further explore their requirements and the potential benefits that could be derived from an end-user e-Skills framework.

¹ http://www.e-skills-ilb.org/docs/N082_EndUserRequirements_CallForExperts_20090112rev.pdf

² Includes recreational home use.



Benefits

The future development of an end-user e-Skills Framework should be able to assist these groups by:

- Contributing to activities in human resource planning and career / competence development in both large and small and medium sized enterprises.
- Assisting enterprises and individuals to enhance employability and support their efforts in competence and career development.
- Encouraging education and certification providers to improve quality and deliver relevant education and training opportunities.
- Assist regulatory authorities in mapping end user e-Skills certifications and qualifications to framework at a national and European level.

Activities and Deliverables

The key elements of the project are:

- An examination of existing end-user skills frameworks in operation.
- Creation of a survey and research instrument/s that would identify framework/tool requirements for the different user groups.
- Carrying out the survey and a limited number of targeted interviews.
- Reviewing sector specific framework requirements for a limited number of sectors.
- Synthesis of survey and interview findings.
- Specific recommendations regarding the key components of an end-user digital skills framework and an associated tool set.
- Communication with the key stakeholders concerning the findings to facilitate for the development of focused projects that would deliver specific and needed tools.

Output

The results and recommendations of the end user e-Skills framework requirements project are planned to be published as a CWA (CEN Workshop Agreement) by June 2010.

The CWA will consist of:

- An overview of the existing landscape of end-user e-Skills frameworks
- The outcomes of the surveys of relevant target groups
- Specific recommendations regarding the construction of an end-user digital skills framework and associated tool set.

The project is due to be completed by June 2010.

For further information please contact the project leader Neil Farren – neil.farren@ecd1.org