# Illustrative Case Study (H)

# European e-Competence Framework (e-CF)

# for ICT professional self-assessment

**ABOUT THE e-CF.** The European e-Competence Framework (e-CF) provides a reference of 36 competences as required and applied at the Information and Communication Technology (ICT) workplace, using a common language for competences, skills and capability levels that can be understood across Europe. As the first sector-specific implementation of the European Qualifications Framework (EQF), the e-CF was designed and developed for application by ICT service, user and supply companies, for managers and human resource (HR) departments, and for education institutions and training bodies, and other organizations in public and private sectors.

The framework was developed under the umbrella of the CEN ICT Skills Workshop through a process of close cooperation between ICT business and human resource (HR) experts, stakeholders and policy institutions from many different countries and at the EU level. Published by CEN for the first time in 2008 and followed by a further enhanced version 2.0 in 2010, the framework brings benefits to a growing community of users throughout Europe and overseas.

To support e-CF application within multiple environments, a series of illustrative case studies provie examples, benefits and hints of how to make best use of the e-CF.

**The following case study illuminates the e-CF application from the perspective of an ICT professional.**

**Key perspectives**

- Self-assessment
- CV / Self promotion

### Summary

An ICT consultant wanting to prove his/her worth and experience and needing to advise employers or clients about his/her professional capabilities, normally supplies a curriculum vitae, and a list of national certificates or qualifications.

In this example, the professional has an educational qualification, has worked for some years as an employee of a large multinational. In addition the professional has many years of experience as an ICT interim manager in many companies where she was an operational manager of information systems and she also project managed software development. The professional has considerable knowledge, skills and experience but has few formal certificates or qualifications.

### e-CF Value

Across national boundaries many certificates are not understood and industry certificates provide limited information. An ICT professional has few tools to demonstrate his/her competence. The e-CF can be used as an aid to assess and promote personal competences. Furthermore, employers are ultimately interested in the competences of potential employees and the e-CF provides a common language that can be understood by both parties.

### Challenges encountered

The granularity level of the e-CF needs to be taken into account. e-CF is a high level description of competences but the individual will be aware of the details of their career to date and there may be a need to bridge these different granularity levels.

To support this activity it is possible to combine the use of the e-CF with other frameworks or educational achievements many of which have been mapped to the e-CF.

### Benefits highlighted

In the context of competence identification the e-CF provides a consistent language that articulates competences and enables a holistic description of competence independent but complimentary to formal certifications or qualifications. ICT professionals are readily able to understand the competences of the e-CF and can be confident that they are using a standard supported by many market stakeholders and the European Commission.

### The method adopted

The competences articulated within the e-CF can be used by an ICT professional as a dictionary to describe his/her capabilities. The e-CF can be linked to job roles or job profiles to provide an illustration of past experience and successful assignment completion. To achieve a comprehensive overview of their capabilities, the ICT professionals must critically self-assess their competences, including levels, against those described across the entire e-CF. They are then in a position to decide how to present these to a client or potential employers.

To demonstrate competence, the professional has two primary options; firstly he/she may use the e-CF and incorporate its language and nomenclature within a CV or alternatively seek membership of a professional association using the language of the e-CF to support membership. Both ways use

the e-CF as a translation tool that enables the constructor and reader of a CV to gain mutual understanding. As previously stated, IT professionals can supplement and support the use of the e-CF with certificates or qualifications or references to support proof of capability.

## Expansion to other examples

Self-assessment, as described above, is a significant application of the e-CF it enables self-awareness and the identification of personal continuous professional development needs.  Further assessment and career development applications are described in case studies D, K and M.

## Reference

- To support self-assessment a simple tool is available at the e-CF website home page, http://www.ecompetences.eu click on 'create an e-CF profile'.