ICDL
The Digital Skills Standard

ICDL Africa

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icdlafrica.org

About ICDL

As a non-profit social enterprise, ICDL benefits from the unique support of experts from national computer societies and partners worldwide to develop vendor-independent standards that define the skills and knowledge required to use digital technology effectively. We work with education and training partners, local and regional authorities, national governments, international development organisations as well as public and private sector employers in all sectors, in the delivery of our programmes.

The quality and reputation of ICDL is built on over twenty years of experience in delivering our certification programmes to over 16 million people and in more than 40 languages worldwide, with more than 2.5 million ICDL tests taken annually. Our success is maintained by our ongoing innovation in certification programme development, our commitment to rigorous test design methodologies, and consistent adherence to our quality assurance standards.

ICDL supports the initiatives of National Operators of the programme in Europe and the Arab States from our headquarters in Dublin, Ireland and our ICDL Europe office in Brussels, Belgium. We have also established three regional operations – ICDL Africa (based in Rwanda), ICDL Asia (based in Singapore) and ICDL Americas (based in Panama). All ICDL operations work closely with regional, national and local partners to develop the global network of ICDL Accredited Test Centres.

70 MILLION TESTS

16 MILLION CANDIDATES

20,000 TEST CENTRES

100 COUNTRIES

Quality standards

ICDL certification programmes are designed, validated, and approved by academics and industry experts from around the world. We continually develop our range of certification programmes, in line with market needs and technological advancements.

ICDL defines Quality Assurance Standards, which all National Operators must adhere to in the implementation and promotion of our certification programmes. We regularly visit and audit the National Operators of our programmes, and all Accredited Test Centres within a country are regularly audited by the National Operator. These audits ensure that programme delivery around the world is consistent with our Quality Assurance Standards and that the international reputation for the quality of our programmes is upheld.

ICDL Programmes

ICDL offers a complete solution to suit all your digital skills needs, from students with no prior experience of computers through to students requiring advanced digital skills.

- **ICDL Workforce** covers a range of productivity skills which are central to the world of work, grouped in three module categories, namely; Essentials Skills, Office Applications and Good Practice.
- **ICDL Professional** is designed to meet the needs of modern professionals in a range of sectors and develops an advanced level of skills for those with technology reliant roles, from the use of business applications to the fundamentals of advanced technologies
- **ICDL Insights** comprises of short, introductory modules, designed for those who are not IT professionals, to develop a conceptual understanding of trending and emerging technology.
- **ICDL Digital Citizen** is specially developed to cater for those with no experience whatsoever of computers and the Internet. This programme develops essential skills and helps to remove the fear of using a computer.
- **ICDL Digital Student and ICDL Smart Digital** are designed to meet the needs of school students , to develop skills around the appropriate and creative use of technology as well as essential skills and more focused skills.

ICDL Workforce

DIGITAL SKILLS FOR EMPLOYABILITY AND PRODUCTIVITY



ICDL Workforce is designed to build and certify the necessary digital skills of the modern workplace.

ICDL Workforce modules

OFFICE APPLICATIONS

- Documents
- Spreadsheets
- Presentations
- Teamwork

GOOD PRACTICE

- Cyber Security
- Remote Work
- Data Protection
- Information Literacy
- Online Collaboration

ESSENTIAL SKILLS

- Computer & Online Essentials
- Application Essentials
- Tablet Essentials
- Tablet Essentials Plus

These modules will help employees and candidates demonstrate their effective use of technology with skills and knowledge that can be further developed by progressing to the ICDL Professional and ICDL Insights modules.

ICDL Workforce starts with the Essential Skills modules which are an important foundation for many other ICDL modules. The Office Applications modules develop skills that are commonly used in working life. Complementing these skills are the Good Practice modules, which ensure safe, legal and productive use of technology in the workplace.

Digital skills for employability and productivity

ICDL Professional

DIGITAL SKILLS FOR OCCUPATIONAL EFFECTIVENESS



ICDL Professional is designed to meet the needs of modern professionals in a range of sectors and develops an advanced level of skills for those with technology reliant roles.

ICDL Professional modules

CREATIVE

- Documents (advanced)
- Presentations (advanced)
- Websites
- 2D Design
- 3D Design
- Multimedia

ENTREPRENEURIAL

- Digital Marketing
- Project Planning
- CRM Systems
- eCommerce

COMPUTATIONAL

- Financial Spreadsheets
- Management Spreadsheets
- Data Analytics
- Coding Principles
- Databases
- Databases (advanced)

From the use of business applications to the fundamentals of advanced technologies, these skills allow them to manage different types of workload as well as collaborate with technical teams.

ICDL Professional contains a range of modules which can be combined in any way to create a unique ICDL Profile. The syllabus content of each module is supported by learning materials that mirror day-to-day tasks and responsibilities typical of a role in the sector or industry.

Digital skills for occupational effectiveness

ICDL Insights

DIGITAL UNDERSTANDING FOR BUSINESS MANAGERS



ICDL Insights is a programme designed for business managers who are not IT professionals, which provide conceptual understanding of trending and emerging technology

ICDL Insights modules

TRENDING AND EMERGING TECHNOLOGY

- Cloud Computing
- Artificial Intelligence
- Industry 4.0
- Internet of Things (IoT)
- Big Data
- Blockchain

ICDL Insights' short, introductory modules provide the conceptual understanding to allow managers, who are not IT professionals, to consider the potential of technology.

ICDL Insights contains a range of modules which can be combined with other ICDL modules to create a unique ICDL Profile. The syllabus content of each module is supported by high-quality elearning materials that establishes core concepts, gives practical examples of implementation, and provides opportunities for reflection. Together with a short certification test, this learning can provide an excellent opportunity either to develop relevant competences for future career development, or to contribute to continuous professional development.

Digital understanding of trending and emerging technology

ICDL Digital Citizen

DIGITAL SKILLS TO CONNECT AND TRANSACT, EXPLORE AND INFORM



ICDL Digital Citizen is specially developed to cater for those with no experience whatsoever of computers and the Internet.

ICDL Digital Citizen modules

DIGITAL SKILLS FOR EVERYDAY TASKS

- Digital Citizen
- Digital Citizen Plus
- Tablet Fundamentals
- Tablet Fundamentals Plus

ICDL Digital Citizen helps to remove the fear of using a computer for complete novices by using a simple, non-threatening approach to educating individuals in the basic skills of using a computer, email and the Internet.

The programme is a fun, informal and uncomplicated introduction to computers and the Internet for complete beginners. It is designed to give an appreciation and basic understanding of computers and the Internet.

ICDL Digital Citizen helps to build confidence and provides a basis to encourage further exploration and development of computer and Internet skills.

Digital skills to connect and transact, explore and inform

ICDL Digital Student

DIGITAL SKILLS TO DESIGN AND DEVELOP, SHARE AND PROTECT



ICDL Digital Student is a programme designed with school students in mind. Schools can choose any combination of modules to suit their needs and schedules.

ICDL Digital Student modules (approx. 11-15 years)

CREATE AND COLLABORATE

- Documents
- Presentations
- Collaboration
- Multimedia

COMPUTE AND CODE

- Spreadsheets
- Databases
- Computing
- Robotics

ESSENTIAL SKILLS

- Computer and Online Essentials
- Application Essentials
- Information Literacy

Smart Digital (approx. 10-12 years)

Smart Digital covers the main concepts and skills needed to use devices and applications securely, safely, and effectively.

Computers and devices are used in many aspects of student's lives, both at school and outside of school. Smart Digital gives young people the skills they need to use devices correctly, understand how to find and analyse information critically, communicate safely and appropriately with others, and explore their potential through creation and collaboration.

Digital skills to design and develop, share and protect

ICDL for Teachers



Technology provides great opportunities to Teachers, both for self-development and in the classroom. Effective integration of technology in teaching can lead to higher student engagement, improved knowledge retention and individual learning, as well as facilitate teamwork and collaboration.

The digital skills that teachers need have long moved on from just being able to use word processing and spreadsheets software. Continuous Professional Development is key to ensuring appropriate digital competences for effective use of ICT in the classroom and to keep up with rapidly evolving technologies.

ICT in Education

ICT in Education is a module developed specifically for teachers and learning professionals, which develops the skills and knowledge required to use ICT resources effectively in a learning environment.

Build your ICDL profile to suits your interests and teaching needs

ICDL is modular, which means you can choose the modules which best suit your needs. Our programmes offer teachers a wealth of options to ensure you have the digital skills to excel in your teaching career and provide the best learning environment for your students.

Every teacher should be proficient in the ICDL Workforce modules.

In addition to essential computer and online skills, all teachers should be skilled in the use of productivity tools, not just because they are the best tools for teaching, but also because they are excellent tools for learning. Whilst office applications are widely used, they are often not used to full effect. In addition, Good Practice modules help to ensure that any technology used is both safe and appropriate for the learning environment.

Consider advanced digital skills to excel in your teaching career

ICDL modules offer a wealth of more advanced digital skills proven beneficial to teachers. Consider ICDL Professional modules such as 2D or 3D Design, to use drawing tools, which, when combined with other productivity tools, are invaluable for spicing up handouts, worksheets and slides. Or maybe ICDL Insights, short courses with exceptional elearning, to gain conceptual understanding of trending and emerging technology.

ICDL for Schools



ICDL is the most recognised computer certification in the world. Students learn real-world skills that enable them to be more productive learners, employees, entrepreneurs and citizens. ICDL can be implemented modularly at any time, making it easy to fit into school timetables.

Thousands of schools around the world have implemented ICDL into their curriculum. ICDL provides schools with access to all the resources needed to deliver an ICT curriculum, including exceptional eLearning and 100% external assessment. Schools who adopt ICDL into the curriculum also enjoy reduced academic rates.

- ✓ Web Based Testing
- ✓ External Assessment
- ✓ eLearning
- ✓ Diagnostic Tests
- ✓ Supplied Courseware
- ✓ Remote Invigilation

An introduction to safe and effective computer use (approx. 10-12 years)

ICDL Smart Digital introduces younger students to the skills they need to use devices correctly, understand how to find and analyse information critically, communicate safely and appropriately with others, and explore their potential through creation and collaboration.

Develop digital skills for life and study (approx. 11-15 years)

The ICDL Digital Student programme develops digital skills for life and study. Each module includes all the resources required, including exceptional age appropriate learning materials. Schools can build an ICT curriculum to suit their needs and schedule. Start with essential computer and online skills and then choose from a broad range of modules designed to promote creativity, collaboration and computational thinking.

Prepare students for the world of work (approx. 14-18 years)

Implement ICDL into the school curriculum to give your students the edge in the modern workplace. At this age, students need to prepare for the next phase in their life and future career. Consider productivity and employability skills from the ICDL Workforce programme. Then move on to more advanced digital skills from the ICDL Professional and ICDL Insights programme to help your students stand out from the crowd.

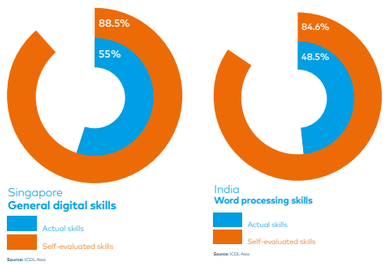
ICDL for Organisations



The importance of productivity in the workplace is irrefutable. Having the appropriate digital skills in an organsiation increases productivity and effectiveness, as well as improving staff well-being and moral due to reduced stress and more efficient workload management.

Self-assessment is a poor measure of digital skills

One of the greatest challenges for organisations when it comes to digital skills, is identifying who needs to improve their digital skills and which digital skills will have the most impact on productivity. To make things even more challenging, most people believe they have better digital skills than they actually have. ICDL's 'Perception & Reality' report brings together the results of research into self-perception of digital skills, and the reality, measured with a practical test. Participants were asked to rate their own skills, then ICDL used practical tests to find out their real skill levels. The findings of this report was that people routinely overestimate their abilities.



Assess employee digital skills with ICDL Compass

ICDL Compass is an online tool which assesses your organisation's digital competence. ICDL works with the organisation around the world, to help them understand the true digital skills levels of their employees and the key competences required to improve productivity and effectiveness.

Employees complete ICDL Compass tests covering the key competences identified during the consultation process, the results of which are presented to the organisation along with a clear roadmap of what the organisation needs to do in order to maximise the potential of the staff and the technology they use.

Benefits of ICDL



- ✓ Identify skills gaps
- ✓ Increase productivity
- ✓ Provide targeted training
- ✓ Increase effectiveness
- ✓ Improve employee well-being
- ✓ Measure ROI

Tailored training plans to address skills gaps

Taking into account both the results of the ICDL Compass tests and needs-analysis conducted with the organisation, ICDL will provide recommendations for a targeted training plan for your organisation. This plan will identify specific ICDL programmes and modules to address skills gaps and provide opportunities for increased employee effectiveness. The recommendations will support employees with routine day-to-day tasks, as well to develop more advanced digital skills in more sector specific roles. ICDL also provides solutions for those involved in strategic management, who would benefit from a conceptual understanding of new and emerging technology and the opportunities these technologies bring to organisations. Our objective is to provide your organisation with a plan to improve productivity, with no wastage of your training budget,and provide insights into how your organisation might embrace new technologies in the future.

Certify to ensure digital competence

Certification proves digital competence and ensures that employees have the appropriate digital skills to maximise their potential and that of the organisational. What's more, certification provides the data required to undestand any further training which might be beneficial in the future.

Certify to prove return on investment

Measuring digital skills before and after training demonstrates to an organisation, how the digital skills competencies have improved for each employee, and as an organisation as a whole, and clearly proves your return on ICDL investment.

Skillsbox

ASSESS | LEARN | CERTIFY

Skillsbox, ICDL's online assessment, learning and certification platform.

This secure and reliable platform is accessed by thousands of students every day, in their local language, around the world. Skillsbox's innovative assessment and learning technology focuses on the demonstrable skills of students and provides a true measure of the candidates' capabilities. All tests and assessments are approved by ICDL Foundation. The software is easy to use and intuitive and comes with first class support.

ASSESS

Skillsbox Diagnostic Assessments are an excellent preparation tool for Certification Tests and are key to identifying skills gaps and planning targeted training programmes.

Most people believe they have good or very good digital skills, however, studies by our partners across the world indicate that this perception is not reflected in reality. Skillsbox Diagnostic Assessments allow candidates to work through questions on every syllabus item prior to attempting the certification test. Diagnostic Assessments highlight areas where training would be beneficial and support a targeted approach to training and certification. Assessing candidate's skills with a Diagnostic Assessment prior to training and a Certification Test after training demonstrates return-on-investment for both the candidate and organisation.

LEARN

Skillsbox allows students to access learning materials from anywhere and study at their own pace.

eLearning

Skillsbox eLearning content incorporates state-of-the-art functionality to enhance the learner experience, including video, animation and interactive activities and is SCORM compliant. In addition, Skillsbox In-Application Technology* enables the candidate to practice their skills in the desktop application, while they learn.

eBooks

Skillsbox also delivers more traditional eBooks, a PDF version of the Learning Materials, which can be downloaded and shared with candidates easily and can be printed if required. This multi-faceted approach to learning content ensures all learner types are catered for and encourages learner engagement.

Content development

The Skillsbox content team work closely with ICDL Foundation, which means that as soon as a new ICDL module is released or new software version becomes available, work commences on developing and publishing the associated Skillsbox learning content and automated test, thus ensuring that Skillsbox has the most up-to-date ICDL modules available on the market.

CERTIFY

The Skillsbox platform has been developed specifically for ICDL and makes student management and administration easy.

Online testing with offline option

The platform is hosted online in a secure environment. Testing is carried out online using the browser and desktop applications. However, in the event of connectivity issues or where rules stipulate that internet is turned off during exam sessions, tests can be taken offline.

Remote invigilation

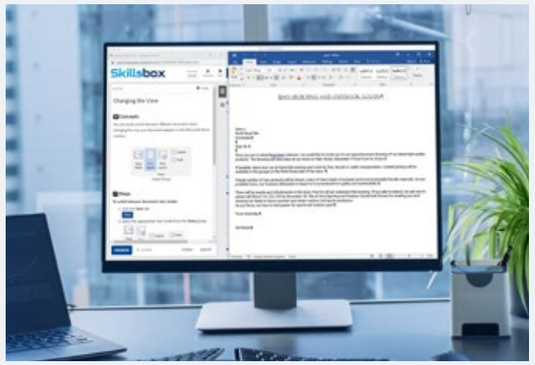
Skillsbox offers specialist remote invigilation software, enabling the candidate to take a test from home or the office, without the candidate or invigilator ever having to be in the test centre in person. Remote Invigilation means that geographical barriers no longer apply. What's more, Remote invigilation ensures business continuity when travel restrictions apply or a premises is inaccessible.

Question types

As well as In-Application Technology, Skillsbox uses a number of question types, including Hotspots, Drag and Drop, Matching, Fill in the blank, Multiple Choice, and Simulation.

In-Application Technology

Performance-based Assessment measures a candidate's ability to apply their skills and knowledge to perform certain tasks. Skillsbox In-Application Technology facilitates Performance-based Assessment, by allowing the candidate to work through test questions, and execute the actions required, in the desktop version of the application. The Skillsbox software records and scores the candidate as they perform actions within the desktop application. Candidates receive their results immediately on completion.



Digital Badges and Certificates



Skillsbox Digital Badge and Certificate Technology automates the process of secure, cost-effective module verification. In today's competitive environment, candidates and employers alike expect digital skills to be recognised by a credible digital badge and certificate. In addition, social sharing of digital badges drive referrals and the 'stacking' of badges are common practice to illustrate skills accumulation and act as a strong incentive to further learning.

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