

ICDL

Briefing Paper – January 2020

About ICDL Foundation

ICDL Foundation (originally the ECDL Foundation) is an international organisation dedicated to raising digital competence standards in the workforce, education and society. Our certification programmes, delivered through an active network in more than 100 countries, enable individuals and organisations to assess, build and certify their competence in the use of computers and digital tools to the globally-recognised ICDL standard, known as ICDL worldwide.

As a non-profit social enterprise ICDL Foundation benefits from the unique support of experts from national computer societies and partners worldwide to develop vendor-independent standards which 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 almost twenty years of experience in delivering our certification programmes to over 15 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 Foundation supports the initiatives of National Operators of the programme in Europe and the Arab States from our headquarters in Dublin, Ireland and our European 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 Foundation operations work closely with regional, national and local partners to develop the global network of ICDL Accredited Test Centres.

Mission

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ICDL Foundation's mission is to enable proficient use of Information and Communication Technology (ICT) that empowers individuals, organisations and society, through the development, promotion, and delivery of quality certification programmes throughout the world.

Values

ICDL Foundation's values are:

- **Social Responsibility:** as a not-for-profit organisation, we are committed to improving digital skills proficiency within society. Our certification programmes are designed to be accessible to all citizens, irrespective of age, gender, status, ability or race.
- **Vendor Independence:** our certification programmes give candidates the flexibility and freedom to acquire digital skills and confidently apply them in any software environment that they may be required to use.
- **Quality:** we strive for continuous improvements in all that we do and ensure that our programmes are implemented to consistent standards internationally.

Quality Standards

ICDL Foundation's 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.

Worldwide Quality Assurance of ICDL Foundation Certification Programmes

ICDL Foundation 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.

Quality Policy

ICDL Foundation is committed to the development, promotion, and delivery of quality certification programmes so as to enable proficient use of ICT that empowers individuals, organisations and society throughout the world.

To meet the needs of all our customers, ICDL Foundation has established a Quality Management System based on the internationally recognised quality standard ISO 9001:2015. Adherence to this standard ensures that the processes used by ICDL Foundation to develop and support its certification programmes, are effective, efficient, and subject to continuous evaluation and improvement.

Our History

1995 - CEPIS Task Force Creates ICDL Concept

In 1995, the Council of European Professional Informatics Societies (CEPIS) created a task force, supported by the European Commission through the ESPRIT research programme, to examine how to raise the levels of digital literacy throughout Europe. The new certification programme was launched as the European Computer Driving Licence (ICDL) in Sweden in August 1996.

1997 - ICDL Foundation Established

ICDL quickly gained European-wide acceptance, and a clear need was identified for the project to establish a central coordinating body to ensure a consistently high standard of implementation in all European countries. On the 8th January 1997, ICDL Foundation, a not-for-profit organisation, limited by guarantee with no share capital, was formally established in Dublin, Ireland.

1999 - ICDL Introduced

As ICDL gained prominence in Europe, the number of candidates exceeded 1 million and continued to rise; this success attracted the attention of countries outside of Europe who began to take a strong interest in the concept. ICDL was subsequently introduced outside of Europe, where the certification became known as ICDL (International Computer Driving Licence).

Computer societies and international organisations in Africa and South America began promoting ICDL, and a milestone was reached in 1999, when UNESCO, through its Cairo office, signed an agreement with

ICDL Foundation to become the national operator for several Arab States. Shortly afterwards, ICDL was launched in the North American and Asian markets.

2003 - ICDL Advanced Introduced

ICDL Foundation expanded its programme range in 2003, with the launch of ICDL Advanced, a high-level certification programme designed for those who have successfully reached ICDL skills levels and wish to further enhance their computer proficiency.

2009 – Over 9 Million Candidates

ICDL Foundation is now recognised as a credible international voice and advocate on digital literacy issues, and works with other international organisations in the ongoing promotion of digital literacy as an important contributor for increased economic and social cohesion. In February 2009, José Manuel Barroso, President of the European Commission became the 9 millionth ICDL candidate at a ceremony highlighting both the success of the ICDL programme and the necessity of keeping investment in digital skills high on the public policy agendas of all EU Member States.

2013 - Over 12 Million Candidates

ICDL Foundation continues to work with its National Operators to extend the reach of its certification programmes through an international network of approximately 24,000 Test Centres.

‘New ICDL’ is introduced: New ICDL is a major revision of the programme, developed to reflect technology changes and labour market requirements. The key changes to the programme include more flexibility, more suitability to lifelong learning and a wider range of modules, as well as the introduction of personalized

2014 – Over 13 Million Candidates

UK maps ICDL onto the Qualification and Credit Framework: ICDL programme is mapped to the National Qualifications Frameworks of England, Wales, Northern Ireland and Scotland. Students in British schools can now collect performance points by adopting the ICDL programme as part of their studies.

2015 - Over 14 million Candidates

United Nations endorse ICDL for UN Mission Staff: The United Nations Mission in Liberia (UNMIL) established an ICDL ATC. By 2015, the success of the programme leads to the establishment of an ATC at United Nations Operation in Côte d'Ivoire (UNOCI) and further collaboration between the UN and ICDL to upskill UN staff.

2018 – Over 15 Million Candidates

ACE Recognises ICDL for College Credit: Five ICDL modules have been recommended for college credit in the United States by ACE, the American Council on Education. This recommendation means that prospective students who have attained ICDL certification in one of the five modules will be able to request recognition of their achievement in the form of academic credit at a number of universities across the US.

See www.icdl.org

A Definition of the Term Digital Literacy

UNESCO..... In reviewing related frameworks collected from government and non-government agencies, we find that the following notions recurred constantly: “access”, “manage”, “understand”, “integrate”, “communicate”, “evaluate” and “create”. Hence, we propose the following definition for digital literacy:

“Digital literacy is the ability to access, manage, understand, integrate, communicate, evaluate and create information safely and appropriately through digital technologies for employment, decent jobs and entrepreneurship. It includes competences that are variously referred to as computer literacy, ICT literacy, information literacy and media literacy.”

A Global Framework of Reference on Digital Literacy Skills, UNESCO Report, 2018

Recognition of ICDL by UNECO, 2018

UNESCO surveyed 47 countries from around the world as follows:

Geographical region	Income level of country				Total
	High	Upper middle	Lower middle	Low	
1. Asia	1	3	7		11
2. European Union	1	1			2
3.High-income countries outside the European Union	2				2
4. Latin America	1	4			5
5. Middle East and North Africa	4	4	4		12
6. Sub-Saharan Africa		4	6	3	13
7. Other		1	1		2

Note that ICDL is the European standard and only 2 European countries were included in the study. Inclusion of European countries would have had a significant impact on the following popularity, ICDL showing far higher.

UNESCO.....found a total of three different enterprise frameworks adopted by the 43 countries that use them, in decreasing order of popularity:

- International Computer Drivers Licence (ICDL) —adopted in 31 countries;
- Certiport Internet and Computing Core Certification (IC³) —adopted in 13 countries; and
- Microsoft Digital Literacy Standard Curriculum —adopted in 11 countries.


Mapping of selected digital literacy frameworks onto the extended DigComp framework indicated that ICDL scored the highest result with 177 skills areas covered, while Certiport IC3 covered 94 and Microsoft Digital Literacy covered 67.

A Global Framework of Reference on Digital Literacy Skills, UNESCO Report, 2018

ICDL in Thailand

ICDL Thailand Company Limited is the appointed National Operator in Thailand. ICDL has been active in Thailand for over 10 years and approximately 30,000 people have so far engaged in our certification programmes.

ICDL Thailand is recognised by the Thailand Professional Qualifications Institute (TPQI) and mapped to the Thailand National Qualification Framework. Currently ICDL offers modules at levels 1 to 5 of the framework, far more than any other digital literacy certification programme. Under the Thailand 4.0 initiative the Office of the Civil Service Commission (OCSC) have developed a standard for 2.4 million civil servants and state enterprise employees to achieve international digital literacy certification and ICDL is fully aligned to this standard. More than 12,000 civil servants have undertaken certification to date, covering levels 1 (online and computer basics) and 2 (application basics).

 Digital Literacy Competency Framework									
NQF	TPQF	Definition	Competency Levels	TPQF Digital Domain	ICDL Modules already Mapped by TPQF	Other ICDL Modules	Training Hours/Modules	Certification	
9									
8									
7	7	Be able to apply digital tools for developing innovative or organizational development	Digital Management	Strategy			30	ICDL Digital Specialist	
6	6	Be able to apply digital tools for strategic and management work		Management		• Data Analytics • Project Management			
5	5	Be able to apply digital tools for project management and data analysis							
4	4	Be able to skillfully apply digital tools for various kinds of work and use analytic data for the benefit of work and management	Digital Expertise Digital Specialist	Advanced Presentation Advanced Spreadsheets Advanced Word Processing Advanced Database	• Advanced Presentations • Advanced Spreadsheet • Advanced Word Processing • Advanced Using Database	• Digital Marketing • ICT in Education	18-30	ICDL Digital Expertise	
3	3	Be able to variously select the digital tools and efficiently apply to the works	Digital Competence	Online Collaboration Image Editing/Web Editing IT Security	• Online Collaboration • Web Editing • Image Editing • IT Security	• Using Databases • 2D CAD • 3D CAD • Information Literacy • Data Protection	12-30	ICDL Digital Competency	
2	2	Be able to basically use digital tools or digital application for their works	Digital Literacy	Presentation for Work Spreadsheet for Work Word Processing For Work	• Word Processing • Spreadsheets • Presentation • Computer Essentials • Online Essentials		12-30	ICDL Digital Literacy	
1	1	Be able to access digital world, use IT equipment, safely communicate through the Internet with the understanding of the legal and ethic constraints and know how to use basic service and conduct basic online transaction	Digital Access & Awareness	Intro to Computer Intro to Online Security Awareness File Handling and Document Creation	• Digital Citizen • Digital Citizen Plus • Digital Citizen Tablet • Computer Basics • Online Basics • Word Processing Basics • Spreadsheet Basics • Presentation Basics	• Digital Citizen Tablet Fundamental	6-12	ICDL Workforce Basics ICDL Digital Citizen	

ICDL Digital Skills Competency Framework				
TPQF	Level	Digital Domain	ICDL Modules	Certification
1	Basic Digital Skills	Introductory Skills	<ul style="list-style-type: none">• Digital Citizen• Digital Citizen Plus• Digital Citizen Tablet	ICDL Digital Citizen
2		Workforce Basics	<ul style="list-style-type: none">• Online and Computer Basics• Application Basics	ICDL Workforce Basics
		Essential Digital Skills	<ul style="list-style-type: none">• Computer Essentials• Online Essentials	ICDL Digital Literacy
3		Application or Productivity Digital Skills	<ul style="list-style-type: none">• Word Processing• Spreadsheets• Presentation	
		Good Practice	<ul style="list-style-type: none">• Online Collaboration• IT Security• Information Literacy	ICDL Digital Competence
4	Professional/Occupational Skills	Marketing & Communication	<ul style="list-style-type: none">• Digital Marketing• Advanced Word Processing• Advanced Presentation• Image Editing	ICDL Digital Expertise
		Finance & Management	<ul style="list-style-type: none">• Advance Spreadsheets• Data Analytics• Project Planning	
		Design	<ul style="list-style-type: none">• 2D Design• 3D Design• Web Editing	
		Education	<ul style="list-style-type: none">• Advanced Presentation• Advanced Word Processing• ICT in Education	
		Technical	<ul style="list-style-type: none">• Using Databases• Advanced Databases• Computing	

The Ministry of Education has approved all ICDL modules for use though out the Thai education system as follows:



The Ministry of Education
of the Kingdom of Thailand

award this

CERTIFICATE OF RECOGNITION

to

ICDL Certification Programmes

that the International Vocational Education Committee, under the authority of the Ministry of Education of the Kingdom of Thailand, ("the MOE") to formally recognize and endorse ICDL Certification Programmes in Thailand.

This recognition permits MOE licenced public and private schools, colleges and universities, and other training or educational institutes (collectively "Educational Organizations") to deliver ICDL Certification Programmes in accordance with ICDL Foundation's approval, accreditation and quality assurance frameworks and standards.

Given on 14 March 2019



Mr. Teerakiat Jareonsettasin (M.D)
Education Minister
Chairperson of the International Vocational Education Committee

ICDL Around the World

Internationally, thousands of schools have adopted ICDL to certify the digital skills of their students and staff. Using the flexibility of the ICDL Profile structure, schools and organisations can choose the modules that help build the skills their students and staff need the most.

Why Are Digital Skills Important?

In both our private lives, and our working lives, technology is already indispensable. There are few, if any, jobs that don't need some level of computer use, and government and commercial services, like tax, unemployment, insurance, or health-care, are increasingly online.

In short, nobody can get by without digital skills. But, just as nobody can get by without digital skills, it is also the case that nobody is born with the ability to use a computer. Digital competences have to be learnt. 'Digital natives', born with the ability to do anything with a computer, don't exist, they are created through learning.

Digital Skills, from the basic digital literacy of working with files and folders, and getting about online, to the more advanced topics of coding, developing 'information literacy', and understanding how to stay safe online, should be a key part of any young persons' education. Being equipped with the right digital skills means being equipped for the future of work and life.

Does Certification Matter?

There are lots of ways to learn how to use a computer, but research done by partners of ICDL Foundation shows that proving acquired skills with certification is key to truly equipping people with useful competences.

A study in Austria compared peoples' perception of their digital skills with the reality as shown through a test. 94% of participants thought their digital skills were 'average' to 'very good'. After testing, only 39% did that well. A parallel study in Switzerland found that people with digital skills certification did 24% better than average in practical tests of digital skills. Studies elsewhere in Europe and beyond have shown similar results.

As well as proving skills acquired, certification also validates the quality of training, showing that students have really take in what they studies, and providing a motivation to complete the course.

Examples of ICDL in Education around the World

Thailand – ICDL is the first digital literacy standard to be officially recognised by the Thailand Professional Standards Institute (TPQI) in 2016. Since then more than 15,000 civil servants and state enterprise workers have taken the certifications tests at level 1 and level 2.

USA - ICDL is officially recognised as being aligned with the ISTE Standards. ISTE, a global organisation committed to educational technology, has created the ISTE Standards to provide a framework that helps educators transform learning with technology. ICDL received an ISTE Seal of Alignment in May 2017.

Italy - A number of universities in Italy give academic credits for completing ICDL certification, and some require ICDL as a pre-requisite for certain majors. Bocconi University in Milan requires candidates on most of their degree programmes to attain ICDL certification.

Romania - ICDL is recognised as being equivalent to a Bacalaureate test in digital literacy in Romania. The recognition by the Ministry of Education means that students have the choice to pass either the traditional state exam, or to take ICDL certification tests to gain an internationally recognised qualification.

UK - Certifying your digital skills can help you get into university in the UK. ICDL Advanced certification is worth 24 UCAS Points, which can count towards entry requirements for many university courses across the country.

Qualifications Frameworks

Qualifications frameworks, like the European Qualifications Framework, make it easy to compare qualifications and certifications from different countries with each other. International qualifications, such as ICDL, can be mapped to National Qualification Frameworks and, in this way, become officially recognised in different countries in Europe and worldwide. The ECDL programme has been mapped to NQFs in a number of countries.

- UNITED KINGDOM - ECDL is mapped to the Regulated Qualifications Framework (RQF), which replaced the Qualifications & Credit Framework and the National Qualifications Framework in October 2015.
- MALTA - ECDL has been mapped to the Malta Qualifications Framework since 2010. The mapping was updated in 2013 to reflect 'New ECDL'.
- SINGAPORE - Since 2011, the ICDL programme has been mapped to the Workforce Skills Qualification (WSQ) Employability Skills ICT Framework.
- VIETNAM - ICDL has been recognised as a qualified IT standard in Vietnam since November 2015 under Circular 03/2014/BTTTT of the Ministry of Information and Communication.
- AUSTRALIA - ICDL is mapped to the Australian Qualifications Framework and the Queensland Certificate of Education. The intended target audience is vocational education.
- THAILAND - ICDL was the first digital literacy standard to be mapped to the Thai National Qualification Framework by the Thailand Professional Qualifications Institute (TPQI) in 2016.

Case Study: United Kingdom - The NQF

ECDL is mapped to the Regulated Qualifications Framework (RQF), which replaced the Qualifications & Credit Framework and the National Qualifications Framework in October 2015.

Responsible Body: The Office of Qualifications and Examinations Regulation (Ofqual)

Mapping Details:

- BCS Level 1 Award in IT User Skills (ECDL Essentials) is mapped to RQF Level 1.
- BCS Level 2 Certificate in IT User Skills (ECDL Extra) is mapped to RQF Level 2.
- BCS Level 3 Certificate in IT User Skills (ECDL Advanced) is mapped to RQF Level 3.

Modules Available:

BASE MODULES	INTERMEDIATE MODULES	ADVANCED MODULES
<ul style="list-style-type: none"> ▶ Computer Essentials 	<ul style="list-style-type: none"> ▶ Presentation 	<ul style="list-style-type: none"> ▶ Advanced Word Processing
<ul style="list-style-type: none"> ▶ Online Essentials 	<ul style="list-style-type: none"> ▶ Using Databases 	<ul style="list-style-type: none"> ▶ Advanced Spreadsheets
<ul style="list-style-type: none"> ▶ Word Processing 	<ul style="list-style-type: none"> ▶ Image Editing 	<ul style="list-style-type: none"> ▶ <u>Advanced Database</u>
<ul style="list-style-type: none"> ▶ Spreadsheets 	<ul style="list-style-type: none"> ▶ Web Editing 	<ul style="list-style-type: none"> ▶ Advanced Presentation
	<ul style="list-style-type: none"> ▶ IT Security 	
	<ul style="list-style-type: none"> ▶ Project Planning 	
	<ul style="list-style-type: none"> ▶ Online Collaboration 	
	<ul style="list-style-type: none"> ▶ 2D Computer Aided Design 	
	<ul style="list-style-type: none"> ▶ Information Literacy 	
	<ul style="list-style-type: none"> ▶ Digital Marketing 	
	<ul style="list-style-type: none"> ▶ Computing 	
	<ul style="list-style-type: none"> ▶ ICT in Education 	
	<ul style="list-style-type: none"> ▶ 3D Design 	

Typical Student Profiles:

ICDL is, by design, very flexible. Different students will have different requirements, depending on their chosen field of study and possible career path. As such they can choose which modules are most

appropriate for themselves. However, ICDL recommends that candidates take a minimum of the 4 base modules plus 3 others to be considered “digitally competent” in the workplace.

Example Syllabus Overview – Spreadsheets

Complete syllabi details are available for download from our website: www.icdl.org

SYLLABUS OVERVIEW

CATEGORY	SKILL SET
Using the Application	<ul style="list-style-type: none"> Working with Spreadsheets Enhancing Productivity
Cells	<ul style="list-style-type: none"> Insert, Select Edit, Sort Copy, Move, Delete
Managing Worksheets	<ul style="list-style-type: none"> Rows and Columns Worksheets
Formulas and Functions	<ul style="list-style-type: none"> Arithmetic Formulas Functions
Formatting	<ul style="list-style-type: none"> Numbers/Dates Contents Alignment, Border Effects
Charts	<ul style="list-style-type: none"> Create Edit
Prepare Outputs	<ul style="list-style-type: none"> Setup Check and Print

ICDL Success in Schools and Vocational Colleges

“I started this as a beginner, just like my other colleagues, now I feel much more assertive and rather equal to our pupils because they had a much higher level of knowledge in computers” – English language and literature teacher, ICDL for Teachers project, Kosovo

“Recently I had the pleasure to give an ICDL Start certificate to one of my pupils. The ICDL certificate has allowed him to sign a 5-year contract in the Transmissions Division of the French Army.” – M. Pol, IT Manager at EPIDe centre (Établissement Public d’Insertion de la Défense), Saint Quentin, France

“No more boredom in my classes. Students enjoy watching the slides I prepare using PowerPoint, and participate actively” – Majeda, 8th grade teacher, Jordan

“Students who complete the ICDL in their schools have considerably better chances for the career entry.” – Project study performed by the Institute for Education Research and Adult Education at secondary and vocational schools in Hamburg

“ICDL represents not only a way for everybody to raise the level of their abilities, but it is also a real chance both for students and teachers to obtain an international certification of their computer skills. The students who already got the ICDL certificate have better employment opportunities as this certificate gives the employer a certain trust in the employee.” – Professor Diana Nicoleta Chirila, Octavian Goga National College, Romania

“I’m really glad it is an international qualification because I want to be able to study and work in a number of different countries and the ICDL is known everywhere – it is a common currency” – 16 year-old Dalyn Capes, student, Zambia

“The ICDL is an integral part of the jigsaw of academic endeavour at the college.” – Steve Ferguson, Baobab College, Zambia