



# European e-Competence Framework for ICT Users 1.0

## Defining the skills and competences of ICT users



Information and Communication Technologies (ICT) competence is increasingly important in the modern workplace as well as in daily life. Because of this, there is a need for a common framework that enables ICT users to describe and develop their capabilities, and that also allows companies and employers to identify which individuals possess the skills they require. European citizens who enhance their ICT user competences can access new learning opportunities, take advantage of e-participation and gain employment to help to contribute to economic development in Europe.

The European e-Competence Framework for ICT Users (e-CF for ICT Users) provides a means of describing ICT user skills using a common framework of competences and levels that can be understood across the whole of Europe, and may also be used around the world.

The e-CF for ICT Users was developed through a process of collaboration between experts and stakeholders from many different countries, and the first version was published by CEN in 2013. This framework will bring benefits to a community of users throughout Europe and beyond. It is a powerful and valuable tool to assist individuals in completing their CV, to support human resources managers in recruitment and employee development, to allow education and training providers to define and describe their courses and programmes in accordance with an agreed reference framework, and to provide national authorities and policy-makers with a reference point for national qualifications of ICT user competence.



Workshop



The European e-Competence Framework for ICT Users is structured in four dimensions:

- **Dimension 1** reflects five of the most commonly used ICT user e-competence areas: Web Browsing and Information Search, Communications, Word Processing, Spreadsheets, and Presentation.
- **Dimension 2** defines a set of ICT user competences for each area, with reference definitions for 27 different competences in total.
- **Dimension 3** sets out proficiency levels (foundation, intermediate, advanced) of each competence, which relate to levels 1 to 4 in the European Qualification Framework (EQF).
- **Dimension 4** provides examples of knowledge and skills that relate to the specific competences defined in dimension 2.

The European e-Competence Framework for ICT Users 1.0 has been published by CEN as a Workshop Agreement in three parts:

**CWA 16624 Part 1:** The European e-Competence Framework for ICT Users 1.0: A common European framework for ICT users in all employment sectors as well as in personal settings (with reference definitions for 27 competences in five areas).

**CWA 16624 Part 2:** User guidelines for the application of the European e-Competence Framework for ICT Users 1.0 (with guidance on how to adapt the framework and apply it in different contexts).

**CWA 16624 Part 3:** Development Guidelines, which outline the development methodology and how the framework can be expanded for specific needs.

The European e-Competence Framework for ICT Users 1.0 takes account of feedback provided by ICT stakeholders across Europe. The active involvement of representatives of the ICT industry, business, public authorities and educational bodies has provided vital input for the development of the framework.

The European e-Competence Framework for ICT Users structure is based on the proven architecture of the European e-Competence Framework for ICT Professionals, also developed through the CEN Workshop on ICT Skills and available for free download from the CEN website ([www.cen.eu](http://www.cen.eu)) or the e-CF for ICT Professionals website ([www.ecompetences.eu](http://www.ecompetences.eu)).

## HOW THE e-CF FOR ICT USERS CAN HELP YOU

The European e-Competence Framework for ICT Users provides a common language to describe the competences of ICT users, and is designed to meet the needs of individuals, businesses, government and regulatory bodies and education and training organisations. It enables the identification of skills and competences that may be required to successfully perform duties and fulfil responsibilities at work, in education or when using ICT at home.

The e-CF for ICT Users offers a basis to create a common understanding of ICT user competences for Europe. This first release of the framework offers a starting point for a potentially broader and more comprehensive framework of ICT user competences in future, which could also support sector-specific frameworks. The framework will allow human resources and recruitment professionals to make informed decisions when hiring and/or training individuals. Education and training providers will be able to use the framework to define and describe their courses and programmes. Government and regulatory bodies will be able to use the framework to promote digital literacy initiatives and link to their national qualifications frameworks. Finally, individuals will have a reference point for describing their ICT user competences in a curriculum vitae, or for browsing areas where they wish to further their education.

The widespread adoption of the e-CF for ICT Users by companies and organisations throughout Europe will increase the mobility and efficiency of human resources. The framework will also contribute to improving digital skills for all citizens in Europe.

# OVERVIEW OF THE EUROPEAN e-COMPETENCE FRAMEWORK FOR ICT USERS 1.0

Dimension 1	Dimension 2	Dimension 3		
ICT User e-Competence Area	ICT User Competence	Proficiency Levels (related to EQF Levels 1-4)		
		Foundation	Intermediate	Advanced
Word Processing	Document Creation			
	Content Organisation			
	Document Collaboration and Interaction			
	Document Automation			
	Document Output and Storage			
Web Browsing and Information Search	Using the Browser			
	Online Search			
	Security			
	Online Awareness			
	Information Assessment			
	Online Services			
Communications	Information Sharing			
	User Configuration			
	Security			
	Information Exchange via e-Mail			
	Contact Creation and Organisation			
	Scheduling			
Spreadsheets	Online Collaboration and Social Interaction			
	Workbooks and Worksheet Creation			
	Formulas and Functions			
	Use and Apply Charts and Graphs			
	Data Analysis and Organisation			
Presentation	Spreadsheet Output and Storage			
	Presentation Creation			
	Content Organisation			
	Use of Graphic and Multimedia Effects			
	Presentation Delivery and Storage			

The e-Competence Framework for ICT Users is designed to be expanded to cover other ICT User e-Competence Areas in future such as Computer Fundamentals, Image Editing, Web Editing, Project Management Software Tools and more.



**The European e-Competence Framework for ICT Users** (version 1.0) is published in 3 parts, which may be downloaded (free of charge) from the CEN website ([www.cen.eu](http://www.cen.eu)).

The European e-Competence Framework for ICT Users is a component of the 'Digital Agenda for Europe' and will also contribute to reducing the persistence of digital illiteracy, a challenge outlined in the European Union's strategy 'e-Skills for the 21st Century'. For more information see: <http://ec.europa.eu/digital-agenda/> and <http://ec.europa.eu/enterprise/sectors/ict/e-skills>

Other outputs of the CEN Workshop on ICT Skills including the European e-Competence Framework for ICT Professionals (CWA 16234) and the European ICT Professional Profiles (CWA 16458) can also be accessed (free of charge) via the CEN website.

### CEN WORKSHOP ON ICT SKILLS

The CEN Workshop on ICT Skills is a network of experts representing the ICT industry, academic institutions, vocational training organisations, ICT professional associations, social partners and research institutions.

The workshop aims to promote excellence in the ICT sector, strengthen the ICT profession and enhance ICT user competence through the creation of relevant supporting standards that can be applied throughout Europe and around the world.

All CEN Workshop Agreements in the field of ICT Skills can be found on the CEN website (under Sectors > ICT).

All interested stakeholders are invited to participate in the activities of the CEN Workshop on ICT Skills, which is supported by the European Commission (DG Enterprise and Industry) and the European Free Trade Association.



### ABOUT CEN

CEN (European Committee for Standardization) is one of three officially recognised organisations responsible for developing and defining standards at European level - together with CENELEC (European Committee for Electrotechnical Standardization) and ETSI (European Telecommunications Standards Institute). CEN develops European Standards setting out specifications and procedures in relation to a wide range of products and services.

The members of CEN are the National Standards Bodies of 33 European countries including all of the European Union member states, 3 countries of the European Free Trade Association (Iceland, Norway and Switzerland) and 3 EU candidate countries (Croatia, Turkey and the former Yugoslav Republic of Macedonia)\*. European Standards (ENs) approved by CEN are accepted and recognised in all of these countries.

For more information, please see [www.cen.eu](http://www.cen.eu) and [www.cenelec.eu](http://www.cenelec.eu)

