



CEDEFOP

European Centre for the Development
of Vocational Training

e-skills in Europe

Jasper van Loo

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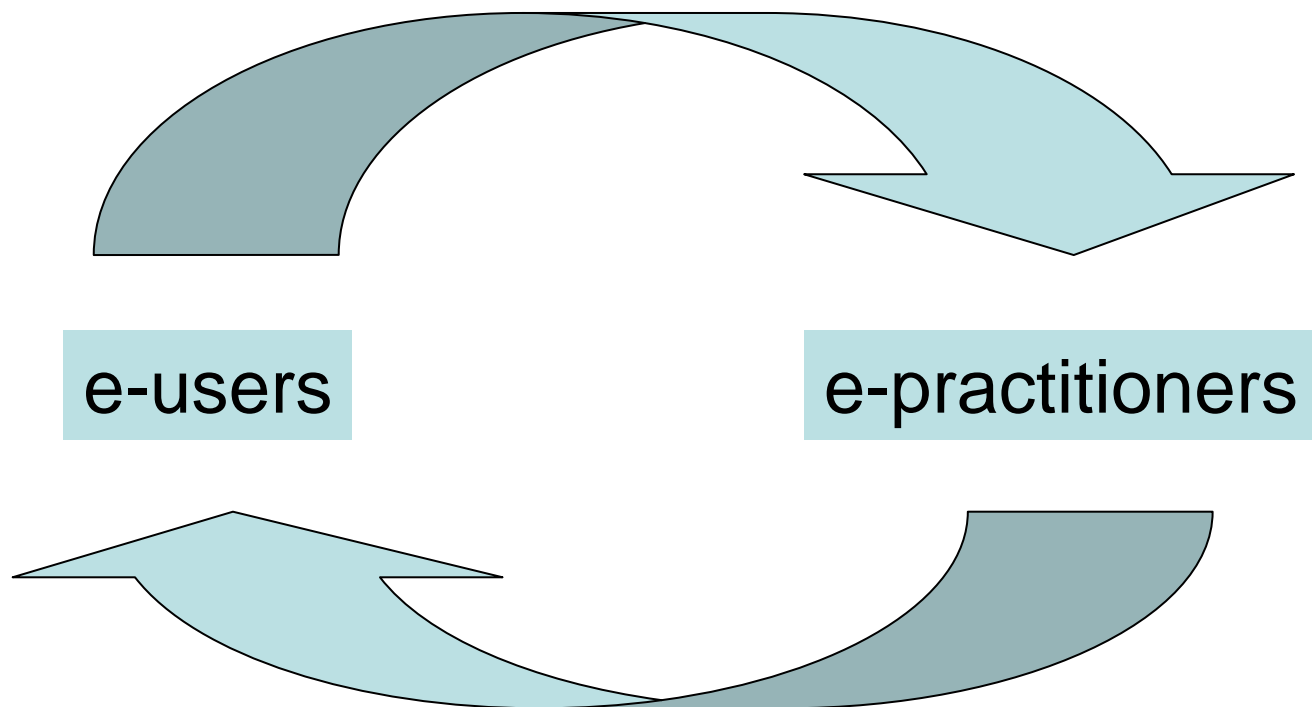
e-skills

- *ICT practitioner skills*: the capabilities required for researching, developing, designing, strategic planning, managing, producing, consulting, marketing, selling, integrating, installing, administering, maintaining, supporting and servicing ICT systems.
- *ICT user skills*: the capabilities required for the effective application of ICT systems and devices by the individual. ICT users apply systems as tools in support of their own work. User skills cover the use of common software tools and of specialised tools supporting business functions within industry. At the general level, they cover “digital literacy”.
- *E-business skills*: the capabilities needed to exploit opportunities provided by ICT, notably the Internet; to ensure more efficient and effective performance of different types of organisations; to explore possibilities for new ways of conducting business/administrative and organisational processes; and/or to establish new businesses.

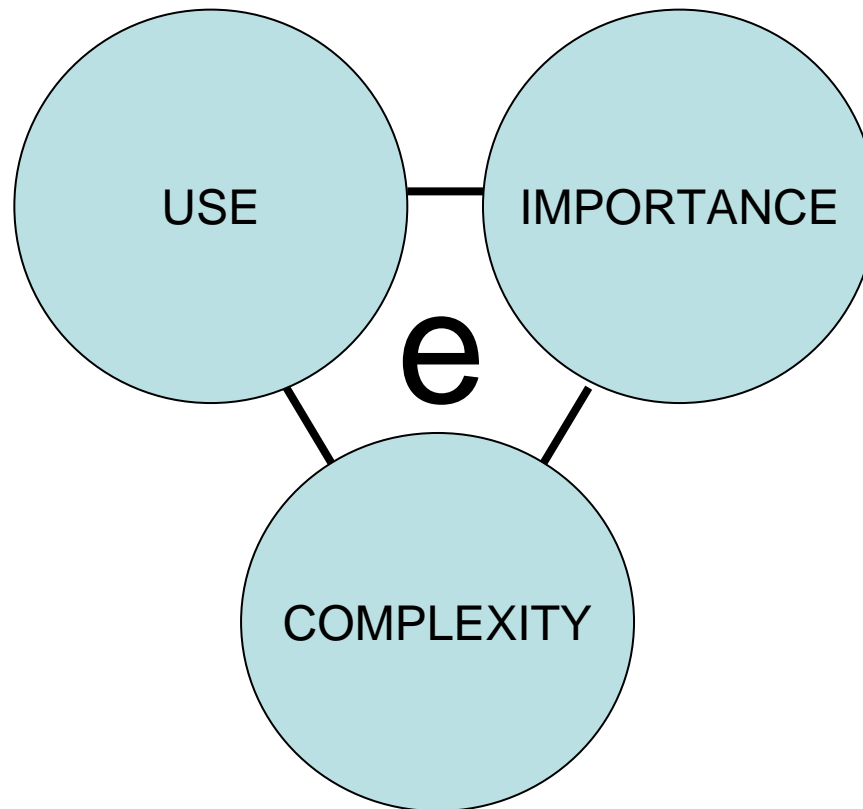
(e-competence framework, 2008)

e-practitioners and e-users

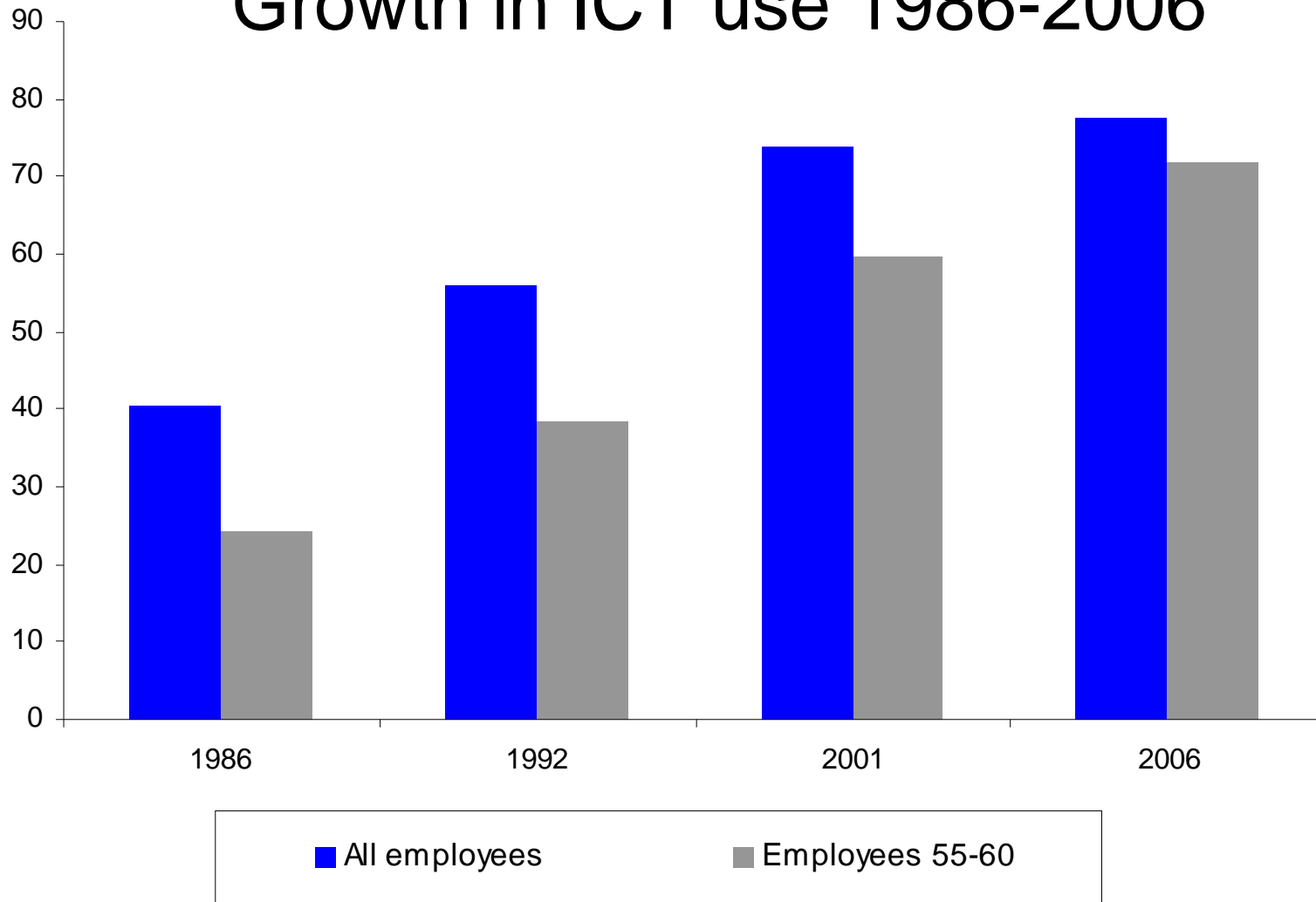
- ICT Practitioners comprise +/- 3% of total employment (EU25, ISCO, OECD 2004)
- Almost half of ICT practitioners work outside of major e-skill sectors
- For each ICT practitioner, there are at least 20 ICT users



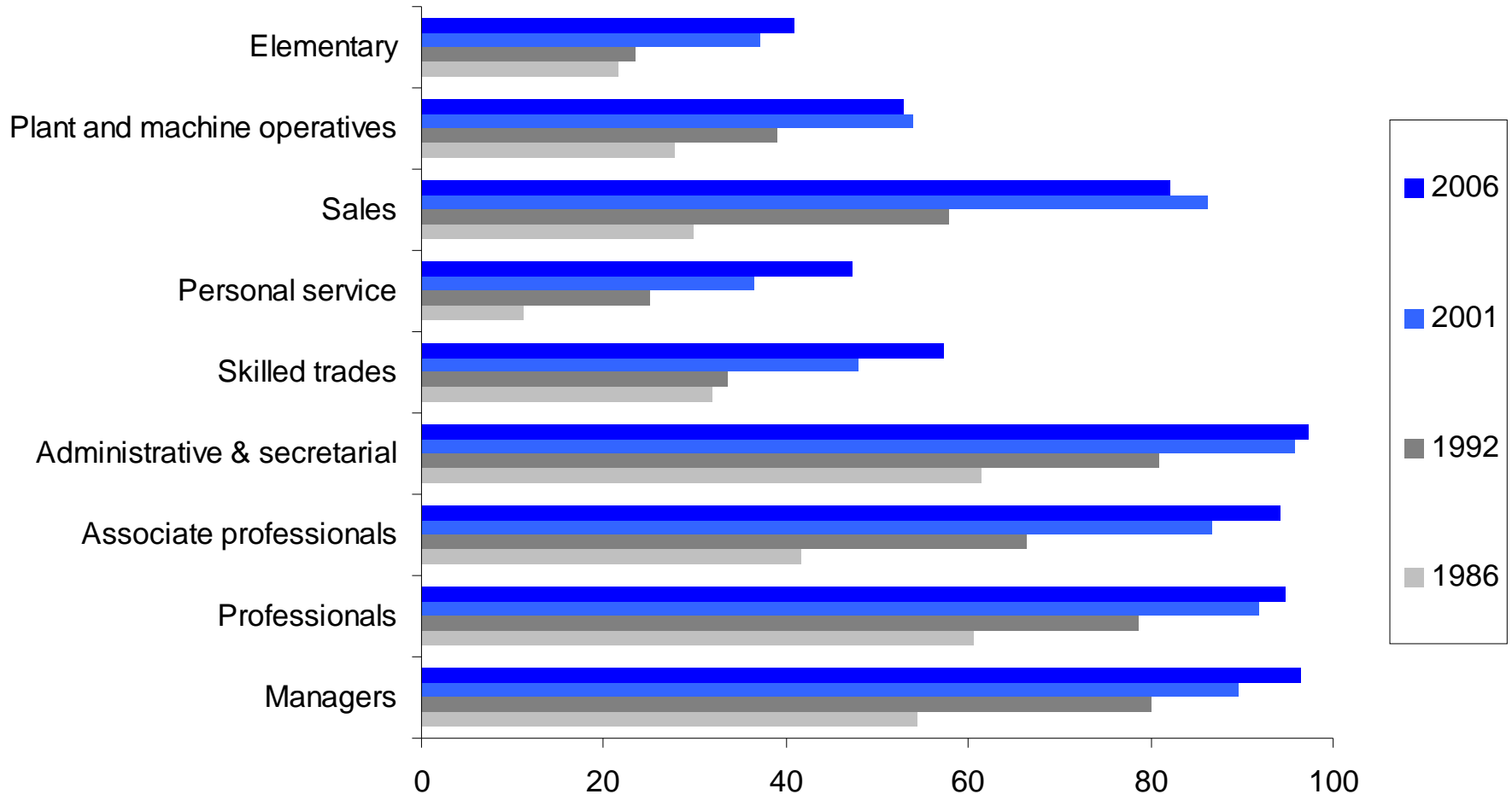
Assessing e-skills in work



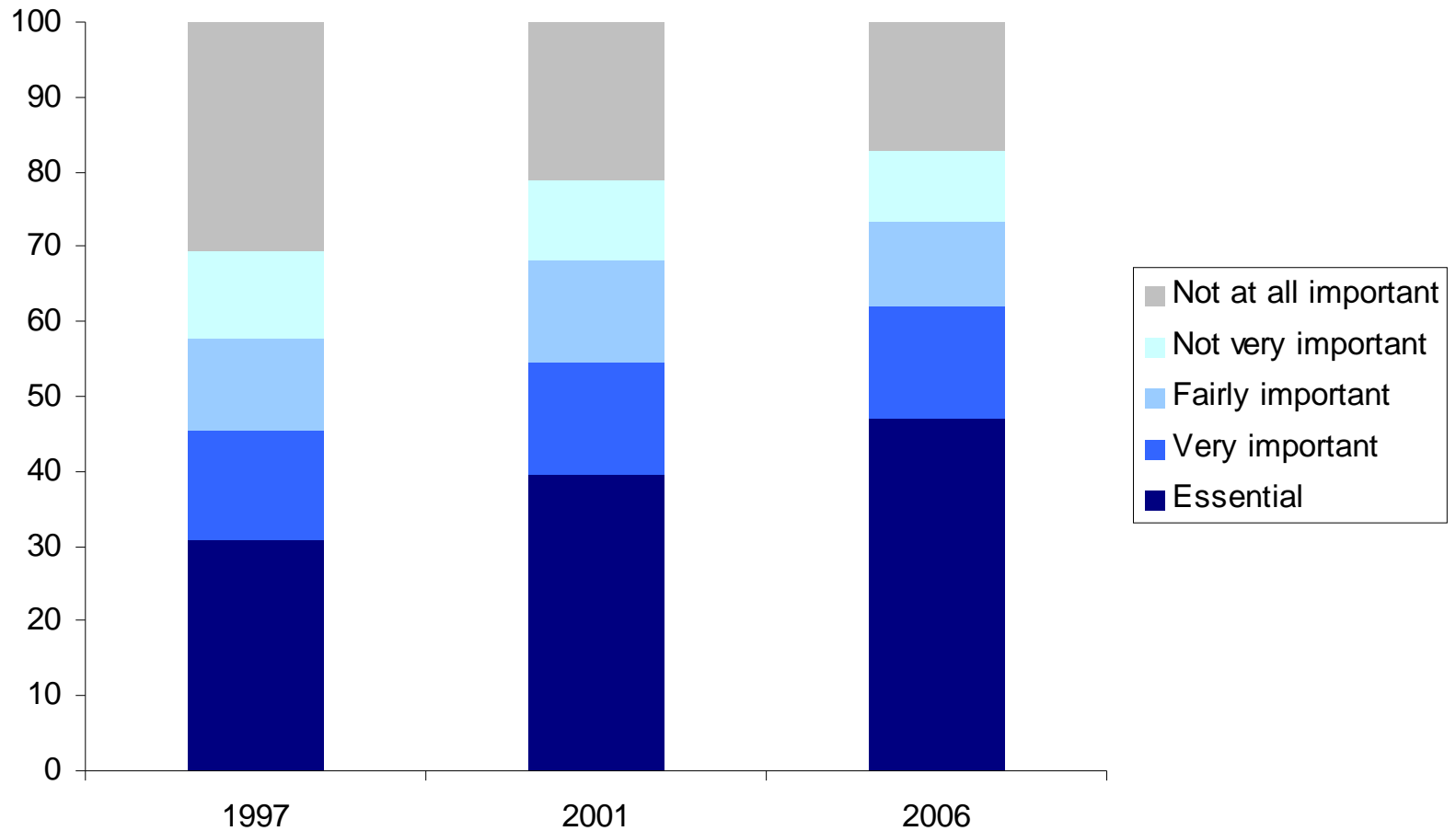
Growth in ICT use 1986-2006



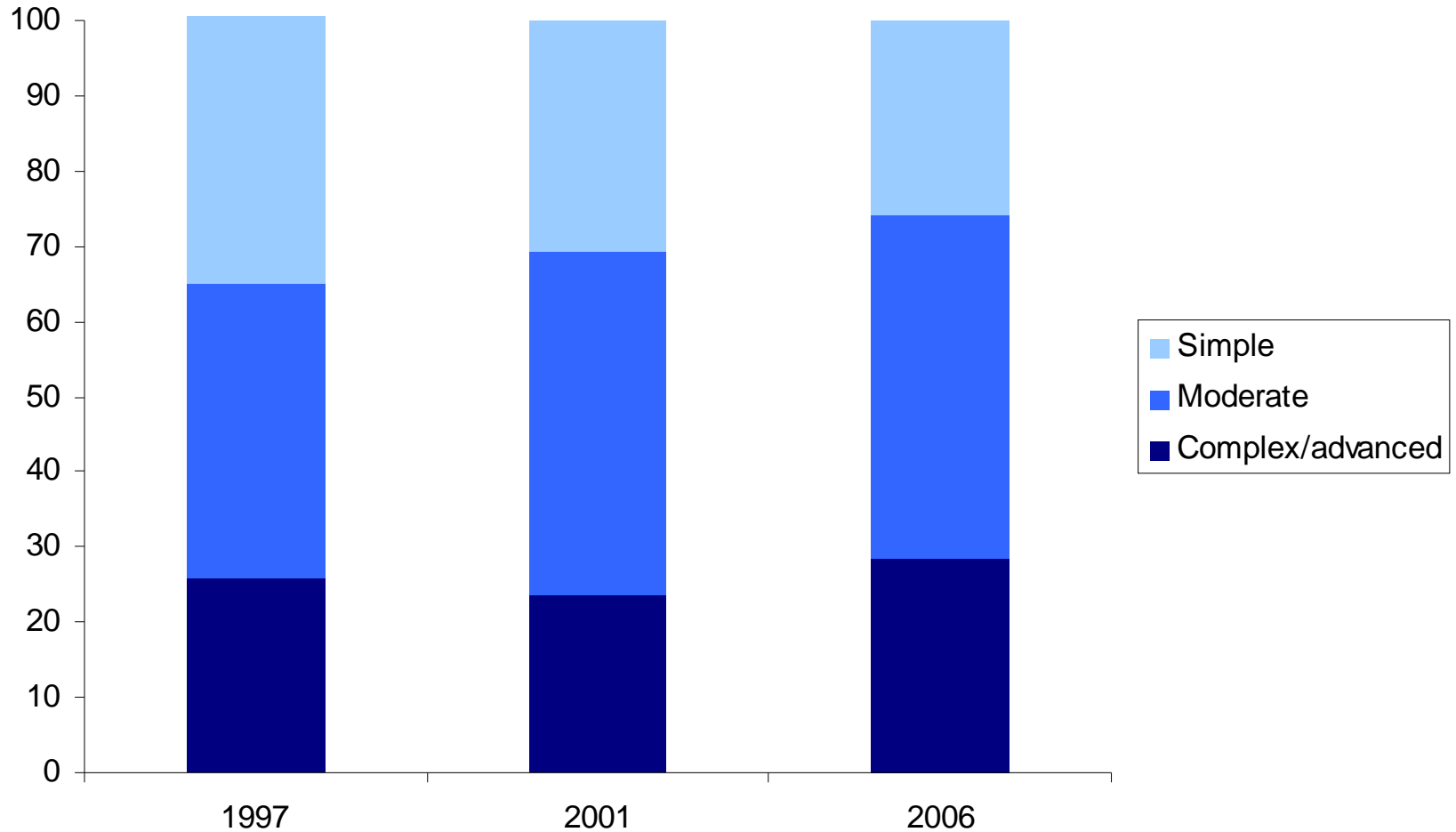
Growth in use 1986-2006



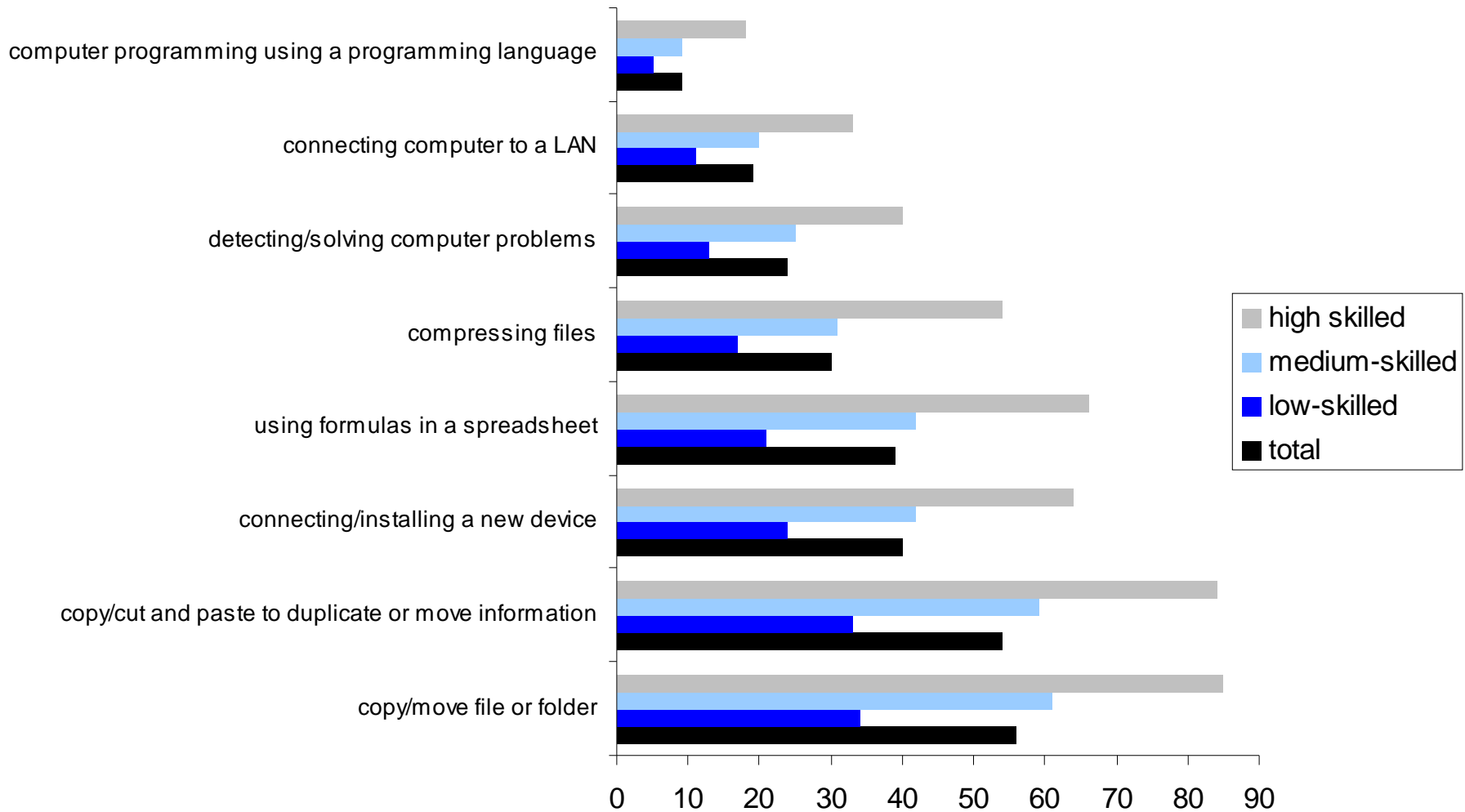
Increasing importance of ICT use 1997-2006



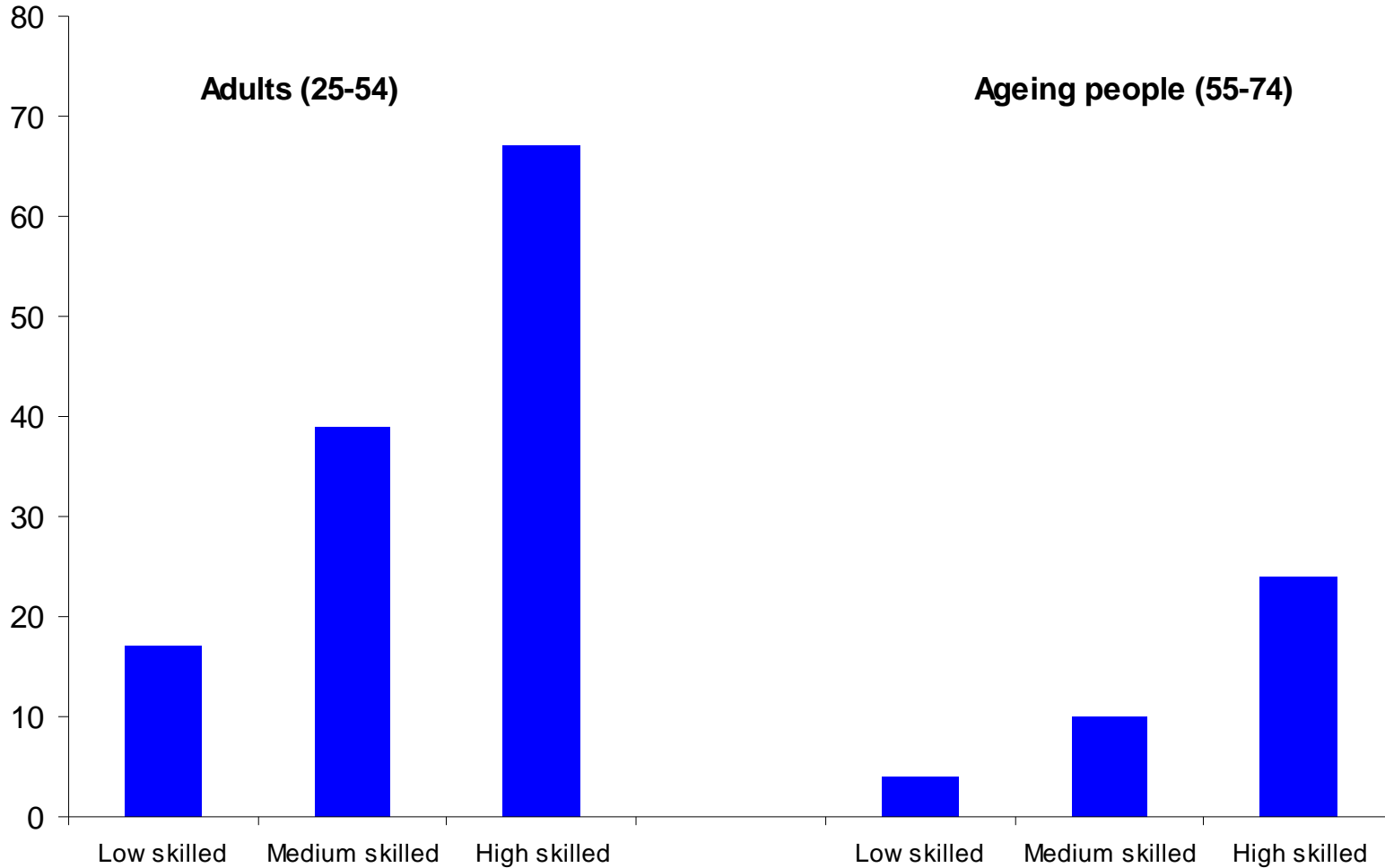
Increasing complexity of ICT use 1997-2006



e-skills of European citizens, 2007



Sufficient e-skills to find another job, 2007



The e-competence framework: Aims

- HR management and a planning tool for ICT industry
- Common reference point
- neutral, cross-national communication, cooperation and benchmarking tool for the ICT industry, public sectors, training bodies, certification institutions and individuals
- Catalogue of reference competence definitions relevant for ICT business on practitioners and manager level, related to the EQF

providing added value for ...

- ICT practitioners and managers
- HR managers
- HE, VT and certification providers

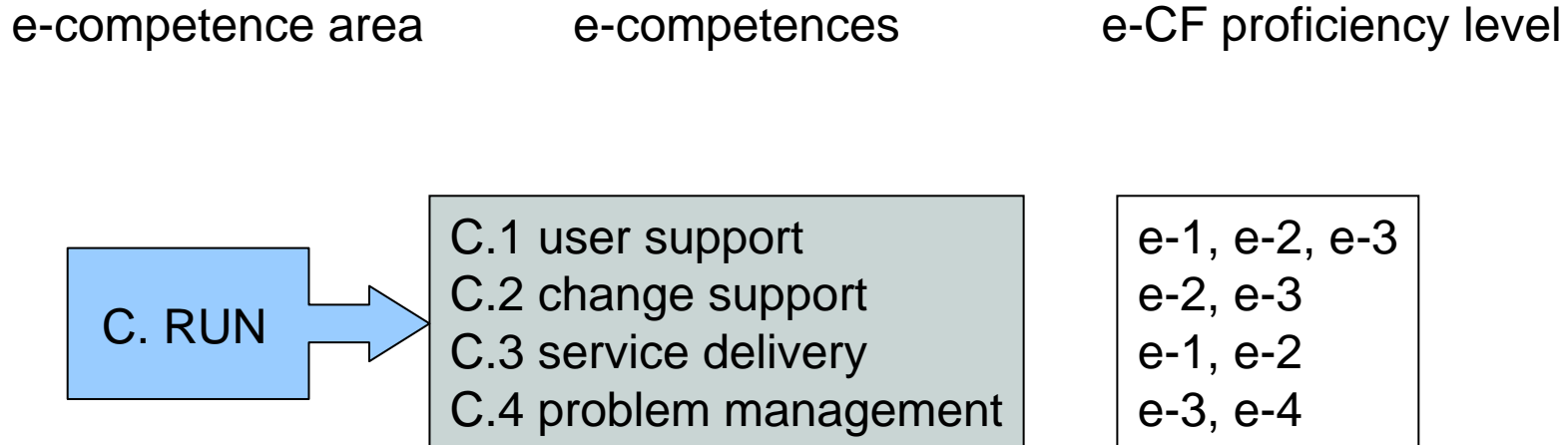
and...

- Positioning European ICT in global market
- Enabling future national frameworks
- Strengthening competitiveness of the EU ICT labour market and business

4 dimensions of e-competence framework

1. 5 e-Competence areas: PLAN – BUILD – RUN – ENABLE – MANAGE
2. Reference e-Competences for each area, with a generic description for each competence (32 competences in total)
3. Proficiency levels of each e-Competence provide European reference level specifications on e-Competence levels e-1 to e-5, related to EQF levels 3-8.
4. Knowledge and skills related to the e-Competences, optional framework components for inspiration (not exhaustive)

Example e-competence area RUN



Example C. RUN >> C.4 problem management

Generic description: Identifies and resolves the root cause of incidents within the Information System to minimise impact on business. Documents problems for future analysis and service enhancement. Prevents recurrence of known errors.

Level 1,2 – Not applicable

Level 3 – Exploits specialist knowledge and in-depth understanding of the IT infrastructure and problem management process to identify failures and resolve with minimum outage. Makes sound decisions in emotionally charged environments on appropriate action required to minimise business impact. Rapidly identifies failing component, selects alternatives such as repair, replace or reconfigure.

Level 4 – Provides leadership and is accountable for the entire problem management process. Schedules and ensures well trained human resources, tools, and diagnostic equipment are available to meet emergency incidents. Has depth of expertise to anticipate critical component failure and make provision for recovery with minimum downtime. Constructs escalation processes to ensure that appropriate resources can be applied to each incident.

Level 5 – Not applicable.

Applying the e-competence framework

- Plan, develop and manage competences in a broader environment (companies/public sector)
- Adding a European dimension of competence description to existing schemes
- Provide input for qualification and training courses conception, description and promotion
- Developing own career (ICT practitioners)
- Application to work and career planning (job profiles)
- Streamlining recruitment processes
- Offering guidance and orientation to choose learning paths and training offer
- Anticipate, evaluate and plan ICT skills and competence needs in a long term perspective

www.ecompetences.eu

[http://eskills.cedefop.europa.eu/
conference2008/](http://eskills.cedefop.europa.eu/conference2008/)

Vielen Dank
many thanks

Jasper van Loo

Jasper.van-loo@cedefop.europa.eu