MICROCREDENTIALS FOR PROBLEM SOVING COMPETENCE 5.2: IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES

DSW
DIGITAL SKILLS WALLET

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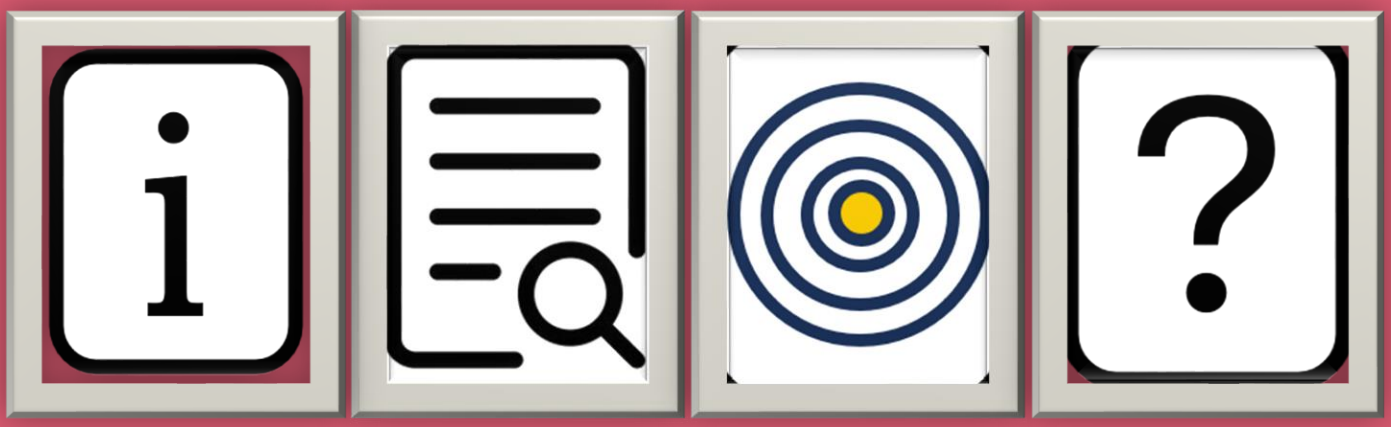
Micro credentials for competence 5.2: PROBLEM SOLVING

Contents

FOUNDATION LEVEL

(Level 1 and Level 2)



Essentials of Computer Systems (MC 5.2.A.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	The Essentials of Digital Ergonomics and Performance Optimisation **Code: MC 5.2.A.1**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	1-3 Hours
Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.1, 5.2.3 and 5.2.4)

Digital Ergonomics

- Identify the basic needs you may need in order to perform a task or would make doing a task more comfortable in digital environments
- Recognise how improvements might be made in digital environments
- Identify possible problems that effect or inhibit performance and be aware that steps exist to fix such problems in digital environments

Description

"The Essentials of Digital Ergonomics and Performance Optimisation" Micro Credential prepares learners with primary knowledge and practical education for individuals to work in digital workspaces, improve task efficiency, and troubleshoot common and simple issues that may hinder performance within their environment.

This Micro credential lets the participant explore the fundamental requirements for creating an optimal digital workspace and shows them how to identify and fulfil basic tasks needed to enhance task performance and overall comfort as well as providing information how to assess the specific tools, software, and hardware necessary for different digital tasks.

The curriculum covers essential aspects, including the strategies for recognising areas of improvement in digital environments, the techniques for streamlining workflows, optimising software configurations, and enhancing digital tools and the practical skills in implementing improvements to increase overall efficiency and productivity.

Additionally, participants develop the ability to recognise potential problems that may affect performance in digital environments. They understand common performance inhibitors and their impact on tasks while learning the practical steps and troubleshooting techniques to address and fix performance issues effectively.

On successful completion of the micro credential participants will earn "The Essentials of Digital Ergonomics and Performance Optimisation" demonstrating their competency in understanding of digital ergonomics, enabling them to create more comfortable and efficient workspaces.

Questions

Identifying Basic Needs in Digital Environments

1. Can you explain the concept of basic needs in a digital environment and how they contribute to task performance and comfort?
2. Provide examples of tools, software, or hardware that may be considered essential to fulfil basic needs in specific digital tasks.
3. How would you conduct a needs analysis for a digital task, and what factors would you consider in identifying the necessary resources?
4. Discuss the importance of recognising improvement opportunities in digital environments. How can improvements contribute to overall efficiency and productivity?
5. What types of problems can inhibit task performance and how do they manifest?

6. Provide examples of common performance issues in digital environments and the corresponding steps or strategies to resolve them.

Fundamentals of Electronic Devices and Troubleshooting (MC 5.2.A.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Fundamentals of Electronic Devices and Troubleshooting **Code: MC 5.2.A.2**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Level of the learning experience leading to the micro-credential	FOUNDATION
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.2 and 5.2.8)

Fundamentals of Electronic Devices and Troubleshooting

- Identify various electronic functions and their benefits
- Apply simple troubleshooting solutions to solve problems like, adjusting brightness and volume of the device

Description

"Fundamentals of Electronic Devices and Troubleshooting" Micro Credential is designed to enhance device literacy, this Micro credential provides a solid foundation in understanding electronic functions and provides content on essential troubleshooting skills.

This Micro credential allows the learner to uncover the essential electronic functions found in devices such as smartphones, tablets, laptops, and more, understand the benefits of each function and how they contribute to the overall user experience and explore the principles behind key features like sensors, communication modules, and power management systems.

Additionally, learners will learn practical and straightforward troubleshooting techniques to address common issues in electronic devices, gain hands-on experience in solving problems related to device settings, such as adjusting brightness and volume and explore the art of interpreting error messages and using them as clues to identify and resolve issues.

On successful completion of the micro credential participants will earn "Fundamentals of Electronic Devices and Troubleshooting" and will be knowledgeable on the area of identifying various electronic functions in devices and apply simple yet effective troubleshooting solutions.

Questions

Electronic Functions

1. Can you provide examples of common electronic functions found in devices and describe the benefits of each function?
2. How do sensors contribute to the functionality of electronic devices, and can you give specific examples of their applications?
3. Discuss the potential challenges users might face when attempting to adjust volume on a device and how troubleshooting can address these challenges.
4. Can you describe a scenario where error messages related to brightness or volume adjustment might appear, and how you would interpret and address them?
5. Why is it important for users to understand the relationships between different electronic functions in troubleshooting scenarios?
6. Explain the importance of understanding electronic functions in devices and how it enhances the overall user experience.
7. List all the places you may look to find solutions to a technical issue.
8. What functions can be adjusted on a device in order to make improvements for the user?

Digital Literacy Problem Shooting (MC 5.2.A.3)

Basic Information

Identification of the learner	Any Citizen
Title of the micro-credential	Digital Literacy Problem Shooting **Code: MC 5.2.A.3**
Country(ies)/Region(s) of the issuer	ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.5 and 5.2.7)

Digital Literacy

- Explain in simple terms what, where and how the problem is impacting the digital environment or your personal needs
- Identify where settings are located on the device and be aware that there may be potential consequences of changing settings

Description

"Digital Literacy Problem Shooting" is a Micro credential designed to reward participants with the confidence to explain problems, locate settings on devices, and be aware of potential consequences, all while honing your digital literacy in a user-friendly learning environment.

The Micro credential will show the learner how to navigate through digital problems in clear and simple terms, fostering effective communication with technical support or peers allowing the learners to develop strategies to identify the impact of problems on the digital environment or personal needs. It also highlights the importance of concise problem descriptions in expediting issue resolution.

The curriculum will lay out simple troubleshooting techniques where the participant can navigate through various devices to locate essential settings that impact functionality and user experience, can gain insights into the organisation of settings menus on different devices, from smartphones to laptops and beyond and enhance the ability to recognise the relationships between different settings and their impact on overall device performance.

Additionally, the learner becomes more aware of the consequences of changing settings through exploration of modifying settings on digital devices and platforms and learning to make informed decisions by understanding the cause-and-effect relationship between settings adjustments and system behaviour. Participants develop a risk-aware mindset to avoid unintended outcomes when making changes to device configurations.

On successful completion of the micro credential participants will earn "Digital Literacy Problem Shooting" and possess the skills to effectively communicate digital problems, navigate device settings confidently, and make informed decisions to optimise your digital experience

Questions

Explaining the Impact of Digital Problems

1. Can you provide an example of a digital problem you have encountered and explain it in simple terms, highlighting its impact on your digital environment or personal needs?
2. How would you communicate a technical issue to someone who may not be familiar with digital terminology?
3. In your opinion, why is it important to articulate digital problems in simple terms, especially when seeking support or assistance?
4. How can digital problems have an impact on your digital environment or personal needs?
5. Why is it essential to be familiar with the locations of different settings on various devices?

6. Walk me through the steps you would take to locate a specific setting on a smartphone or computer?
7. How do you approach finding settings efficiently?
8. Can you describe a scenario where effective communication about a problem's impact and a thoughtful approach to settings led to a successful resolution?

INTERMEDIATE LEVEL

(Level 3 and Level 4)

Proactive Attitudes Towards Digital Environments (MC 5.2.B.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Proactive Attitudes Towards Digital Environments **Code: MC 5.2.B.1**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Notional workload needed to achieve the learning outcomes	2-4 Hours
Level of the learning experience leading to the micro-credential	**INTERMEDIATE**
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.16, 5.2.19 and 5.2.20):

Attitudes in Digital Environments

- Foster an attitude of problem solving and awareness of what is the “normal” for your personal needs and the needs within a digital environment
- Consider documenting simple troubleshooting steps taken to ensures others will know what to do if the problem arises for them
- Understand the difference between product and services offering, research the problem and solution

Description

"Proactive Attitudes Towards Digital Environments" is a Micro credential designed to allow individuals to not only troubleshoot effectively but also to foster an awareness of what is "normal" for personal needs and broader digital environments, document troubleshooting steps, distinguish between product and service offerings, and conduct thorough research to uncover effective solutions.

The Micro credential cultivates an attitude of proactive problem-solving, emphasising the importance of addressing issues before they escalate, exploring the concept of what is "normal" for personal needs and digital environments, enabling early detection of anomalies and understanding the psychological aspects of problem-solving, including resilience and adaptability in the face of digital challenges.

Content will cover elements of documenting simple troubleshooting steps to create accessible guides for future reference, the significance of clear, step-by-step documentation for sharing knowledge and ensuring continuity in problem resolution. Participants will discover different mediums for documentation, from written guides to video tutorials and catering to various learning preferences.

Additionally, participants will develop research skills to identify the root causes of digital problems and find effective solutions while being able to differentiate between product and service offerings in the digital realm and understand their implications for problem-solving while exploring strategies for assessing whether a digital challenge requires a product-based solution or a service-oriented approach.

On successful completion of the micro credential participants will earn "Proactive Attitudes Towards Digital Environments" and will emerge with a proactive problem-solving mindset to navigate digital challenges with confidence.

Questions

Problem Solving Attitudes

1. Can you provide an example from your experience where being aware of what is "normal" for personal needs helped in early detection and resolution of a digital issue?
2. How would you encourage others in a team or community to develop a problem-solving mindset and stay aware of what is considered normal within a digital environment?
3. Describe the mediums you find most effective for documenting troubleshooting steps, and how these methods cater to different learning styles.
4. Provide an example where a digital issue required a product-based solution and another instance where a service-oriented approach was more appropriate. What criteria influenced your decisions?

5. Share your approach to researching digital problems and finding effective solutions.
6. What sources do you typically rely on when researching digital problems and finding effective solutions, and how do you verify the credibility of information?

Proactive Troubleshooting for Optimal Performance (MC 5.2.B.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Proactive Problem Solving in Digital Environments **Code: MC 5.2.B.2**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.21 and 5.2.22)

Troubleshooting techniques

- Understand at a basic level what to check when experiencing a lack of expected functionality or responsiveness in electronics, computers and software systems

Description

"Proactive Problem Solving in Digital Environments" is a Micro credential designed for individuals to acquire the knowledge and awareness to anticipate and address issues before they impact a digital experience.

The Micro credential allows the learner to cultivate a mindset that encourages proactive problem-solving in both personal and digital contexts, explore techniques to stay aware of what is considered "normal" for personal needs and within digital environments and understand the psychological aspects of problem-solving, including resilience and adaptability in the face of digital challenges.

The content of the Micro credential will highlight awareness of the common places where problems occur in relation to your devices, to identify potential points of failure in hardware and software components, allowing for early detection and prevention and explore strategies to systematically check and monitor the health of your device, reducing the likelihood of unexpected issues.

On successful completion of the micro credential participants will earn "Proactive Problem Solving in Digital Environments" and are able to emerge with a proactive problem-solving mindset to navigate and troubleshoot digital challenges with confidence.

Questions

Digital Environment Awareness:

1. Describe the importance of being aware of problem occurrence places within a digital environment.
2. How does awareness contribute to early detection and prevention of issues?
3. Develop a simple checklist of common solutions to common problems
4. Share an example from your experience where being aware of what is considered "normal" in a digital environment helped you anticipate and address a potential issue proactively.
5. In a team setting, how would you foster a culture that encourages a proactive problem-solving mindset among team members?

Strategic Tech Integration (MC 5.2.B.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Tech Integration **Code: MC 5.2.B.3**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Notional workload needed to achieve the learning outcomes	2-4 Hours
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Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.23 and 5.2.24)

Integrated Technical Solutions

- Identify opportunities created by digital technologies for one´s personal needs
- Identify technologies that can provide a solution to your needs rather developing an in-house solution

Description

"Strategic Tech Integration" is a Micro credential designed to allow individuals to identify and leverage opportunities for their personal needs by looking at the landscape of available technologies to determine when to adopt existing solutions over building in-house alternatives.

The Micro credential encourages the learner to explore digital technologies and discover opportunities for addressing personal needs as well as being able to identify areas where technology can enhance efficiency, convenience, and overall satisfaction. It also encourages the learned to envision innovative solutions using digital tools to cater to evolving personal needs.

Content will cover an introduction to the criteria for determining whether to adopt existing technologies or develop in-house solutions to meet specific needs, the advantages and limitations of adopting third-party technologies, considering factors such as cost, scalability, and time-to-market and insights into the strategic decision-making process that balances the benefits of existing solutions with the potential of in-house development.

Additionally, participants can analyse real-world case studies as part of the Micro credential to explore scenarios where adopting off-the-shelf solutions or building in-house applications proved to be the most viable strategy. They can extract lessons from successful personal tech integrations to inform decision-making process.

On successful completion of the micro credential participants will earn "Strategic Tech Integration" and will gain the knowledge and strategic thinking required to identify digital opportunities for personal needs and make informed decisions on adopting external technologies or developing in-house solutions.

Questions

Evaluating Technology Solutions

1. What criteria do you use to evaluate whether a particular technology solution aligns with your personal needs and objectives?
2. In a scenario where an off-the-shelf solution is available, what considerations would lead you to choose it over developing a custom in-house solution?
3. How do you balance the advantages of existing technologies, such as reliability and support, with the potential customisation and control offered by in-house development?
4. How do you currently use digital technologies in your personal life, and can you identify areas where technology could be leveraged further to address specific needs?
5. Can you name a digital solution or technology that you have come across which you believe could effectively address a specific personal need you have?
6. What are the steps you might take in assessing the need for a bespoke or off-the-shelf solution to a technical need?

Digital Productivity (MC 5.2.B.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital Productivity **Code: MC 5.2.B.4**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
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Notional workload needed to achieve the learning outcomes	2-4 Hours
Level of the learning experience leading to the micro-credential	**INTERMEDIATE**
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.25, 5.2.27, 5.2.28 and 5.2.30)

Digital Environment

- List simple checks to conduct when setting up work area and device particular to the individual
- Find information on your device
- Know about syncing accounts and the benefits
- Be aware of shortcuts that can reduce steps involved in solving an issue

Description

"Digital Productivity" is a Micro credential designed to allow optimise the workspaces and streamline device usage. The Micro credential allows the learner to learn the essentials of setting up a personalised and ergonomic work area tailored to individual needs and to conduct checks ensuring optimal performance and comfort thus creating a conducive digital workspace that enhances focus and productivity. Productivity is also addressed via exploring knowledge of time-saving shortcuts that reduce steps involved in solving common digital issues, developing a range of keyboard shortcuts, software features, and quick fixes to expedite problem resolution and enhancements in troubleshooting skills by incorporating shortcuts that optimise your digital workflow.

Content will give the participant the skills and knowledge to develop effective strategies for retrieving information quickly, reducing the time spent on troubleshooting and configuration and encourages them to explore the tools and features that assist in finding relevant information about the device and software applications.

Additionally, the curriculum will cover syncing accounts and its significance in maintaining a seamless digital experience across devices, the benefits of syncing accounts, such as data continuity, accessibility, and collaboration and how to sync accounts across various platforms and applications to enhance productivity and streamline workflows.

On successful completion of the micro credential participants will earn "Digital Productivity" and become skilful and knowledgeable in ergonomic work environment, navigate devices effectively, leverage the benefits of syncing accounts, and employ time-saving shortcuts for issue resolution.

Questions

Digital Productivity Optimisation

1. What are some simple checks you would conduct when setting up a personalised work area to ensure comfort and productivity?
2. Can you provide examples of ergonomic adjustments that can be made to create an individualised and comfortable workspace?
3. Why is it important to tailor the setup of a device to the specific needs and preferences of the individual user?
4. How would you locate essential information about your device, such as its specifications, model, and operating system?
5. Explain the concept of syncing accounts across devices.
6. What benefits does syncing provide in terms of convenience and productivity?

7. Name a few common keyboard shortcuts that you find useful in reducing steps when solving problems on your computer or device.
8. How do shortcuts contribute to streamlining workflows and expediting issue resolution in a digital environment?

Essential Digital Wellness and Performance (MC 5.2.B.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Essentials of Personalised Adjustments **Code: MC 5.2.B.5**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Level of the learning experience leading to the micro-credential	**INTERMEDIATE**
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Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.26 and 5.2.29)

Adjustments

- Understand the standard device settings and be able to make simple adjustments to these
- Document simple steps that address digital tools and possible technological responses and to solve them in terms of adjusting and customise digital environments to personal needs.

Description

"Essentials of Personalised Adjustments" is a micro credential that investigates standard device settings and informs participants how to make simple adjustments tailored to preferences.

The Micro credential allows the learner to gain a comprehensive insight into the standard settings of digital devices, including computers, smartphones, and tablets, the functionalities of essential settings such as display, sound, connectivity, and security and the impact of adjusting device settings on overall user experience and performance.

Content will give the participant the necessary skills to navigate and modify standard device settings to suit individual preferences, to customise display preferences, sound configurations, and connectivity settings for an optimised digital experience and the importance of adjusting device settings for improved accessibility and personal comfort.

Additionally, the curriculum will cover the significance of customising digital environments to enhance productivity and satisfaction, the techniques for adjusting software preferences, application settings, and digital workspace configurations while gaining practical experience in tailoring digital environments to align with individual workflows and preferences.

On successful completion of the micro credential participants will earn "Essentials of Personalised Adjustments" and will understand standard device settings, the ability to make personalised adjustments, and the skills to document and troubleshoot common technological challenges.

Questions

Adjusting and Customising Digital Environments

1. Can you name some standard device settings commonly found on computers, smartphones, or tablets?
2. How would you explain the relationship between adjusting standard device settings and improving overall user experience?
3. Provide an example of a situation where adjusting a device setting significantly enhanced accessibility or performance.
4. Why is customisation important when it comes to digital environments, and how does it contribute to personalisation?
5. Can you provide an example of how adjusting software preferences or application settings contributed to a more tailored digital environment for you?

6. How would you guide someone in customising their digital workspace to enhance their productivity and comfort?
7. Why is customisation important when it comes to digital environments?
8. How does customisation contribute to personalisation?
9. Can you provide an example of how adjusting software preferences or application settings contributed to a more tailored digital environment for you?
10. How would you guide someone in customising their digital workspace to enhance their productivity and comfort?

Essentials for Digital Rights and Security (MC 5.2.B.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Essentials for Digital Rights and Security **Code: MC 5.2.B.6**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.31 and 5.2.34)

Digital Rights and Security

- Foster and attitude of vigilance in knowing your rights when you purchase online versus in-person
- Use security measures to restrict or forbid access to devices, folders or files

Description

"Essentials for Digital Rights and Security" is a micro credential to aid participants to foster a vigilant attitude in understanding their rights during online purchases compared to in-person transactions. Participants will gain practical skills in implementing robust security measures to control access to devices, folders, and files.

Upon achievement of this Micro credential learners will be able to differentiate between the rights associated with online purchases and those in traditional in-person transactions, to recognise, assert, and safeguard your rights in the digital realm, covering aspects like privacy, refunds, and consumer protection and the legal frameworks governing digital transactions and understand their implications on your rights as a consumer.

Content will cover security measures to control and restrict access to your devices, folders, and files, the importance of encryption, secure passwords, and multi-factor authentication in fortifying your digital ecosystem and the security strategies to identify and prevent potential threats, ensuring the confidentiality and integrity of your digital assets.

On successful completion of the micro credential participants will earn "Essentials for Digital Rights and Security" and will emerge as informed digital citizens with a heightened sense of their rights during online transactions and the ability to implement robust security measures to protect their devices and information.

Questions

Digital Rights

1. How would you define the term "digital rights”?
2. What significance do “digital Rights” have in the context of online purchases compared to in-person transactions?
3. Can you provide examples of specific rights that consumers should be aware of when making purchases online?
4. How might digital rights differ from traditional in-person transactions?
5. What steps would you take to foster a vigilant attitude in knowing and asserting your digital rights when engaging in online transactions?

6. How do you stay informed about your rights as a consumer in the digital space, especially when it comes to online purchases?

Digital Vigilance

7. What security measures would you consider implementing to restrict or forbid unauthorised access to your devices, folders, or files?
8. Can you explain the importance of encryption in ensuring the security of sensitive information on your digital devices?
9. Share your approach to creating and maintaining secure passwords, especially when managing access to critical files or folders.
10. How would you go about restricting access to specific folders or files on your device to enhance security and privacy?
11. Can you describe the role of multi-factor authentication in access control, and when do you think it is essential to employ such measures?

Navigating Algorithms, Advertisements, and Device Settings (MC 5.2.B.7)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Navigating Algorithms, Advertisements, and Device Settings **Code: MC 5.2.B.7**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.32, 5.2.33 and 5.2.35)

Online Experiences

- Be aware what algorithms are, how they are used and what you can do with them
- Know there are options available to avoid pop-ups, adverts
- Change device settings to suit your personal requirements when surfing the web

Description

“Navigating Algorithms, Advertisements, and Device Settings" is a micro credential highlighting the importance of the details of algorithms, take control of pop-ups and advertisements, and customise device settings to align with personal preferences.

Upon achievement of this Micro credential learners will be able to identify algorithms and their role in shaping digital experiences, the practical applications of algorithms in various digital platforms and understand their impact on content delivery and user interaction and how to tailor digital content to your preferences.

Content will explore the options available to minimise or eliminate pop-ups and advertisements during your online activities, ad-blocking strategies, understand the implications for a focused and uninterrupted browsing experience and how to implement effective ad-blocking tools and techniques across different devices and browsers.

Additionally, the Micro credential investigates the importance of device settings to create a personalised web environment that suits your individual requirements, the settings that impact privacy, security, and overall user experience and to confidently change device settings, enhancing the digital journey.

On successful completion of the micro credential participants will earn "Navigating Algorithms, Advertisements, and Device Settings" and will have an understanding of algorithms, the ability to navigate the online space free from disruptive pop-ups and advertisements, and the confidence to personalise device settings for an optimal digital experience.

Questions

Understanding Algorithms and Pop-ups

1. Can you provide a basic definition of what an algorithm is in the context of digital technologies?
2. How are algorithms commonly used in online platforms?
3. Can you give an example of their application in everyday scenarios?
4. Why is it important for individuals to be aware of algorithms and their influence on digital experiences?
5. What are the common options available to avoid or minimise pop-ups and advertisements while browsing the web?
6. Can you explain the motivations behind using ad-blocking options, and how does it impact the user's online experience?

Changing Device Settings for Web Browsing

7. How can changing device settings contribute to a more personalised web experience for an individual?
8. Name a few specific device settings that can be adjusted to enhance privacy, security, or the overall browsing experience.
9. In what situations would you advise someone to change their device settings to better suit their personal requirements when surfing the web?
10. How can adjusting web browser settings impact the security of your online activities?

Tools, Automation, and AI for Support (MC 5.2.B.8)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Tools, Automation, and AI for Support **Code: MC 5.2.B.8**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	2-4 Hours
Level of the learning experience leading to the micro-credential	**INTERMEDIATE**
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Any Citizen

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.36, 5.2.38 and 5.2.40)

Tools

- Identity and test tools for reliability that can be used to inform decisions or strategy for the organisation

Automation

- Detect automation tools to help with digital tasks

AI

- Indicate the advantages and disadvantages of AI tools and for personal use

Description

“Tools, Automation, and AI for Support" is a micro credential providing individuals with the skills and knowledge needed to efficiently assess reliable tools that inform organisational decisions, detect automation opportunities, and evaluate the advantages and pitfalls of AI for both organisational and personal use.

Upon achievement of this Micro credential learners will be able to recognise reliable tools for decision-making. Participants will learn about data-driven insights and how they help strategies for enhanced decision-making for organisations as well as detecting automation opportunities.

Content will cover the landscape of automation tools available for streamlining digital tasks, the skills in identifying opportunities where automation can significantly enhance efficiency and the role of automation in improving workflows and decision-making processes within an organisation.

Additionally, the Micro credential investigates Artificial Intelligence (AI) and understand its potential benefits for organisational and personal use. It will explore real-world applications of AI tools and their impact on decision-making, efficiency, and innovation and discuss the ethical considerations and potential disadvantages associated with the use of AI in various contexts.

On successful completion of the micro credential participants will earn "Tools, Automation, and AI for Support" and will have knowledge and confidence to identify reliable tools for strategic decision-making, detect automation opportunities, and critically evaluate the advantages and disadvantages of AI for both personal and organisational use.

Questions

Tools to support decision making and organisation

1. Why is it essential to ensure the reliability of tools when making decisions or formulating organisational strategies?
2. What methods would you employ to detect opportunities for automation in digital tasks within an organisation?
3. Share an example of a specific digital task that could benefit from automation and discuss how you would go about selecting the right automation tool.

4. How would you go about identifying tools that can inform strategic decisions or organisational strategy?

Advantages and Disadvantages of AI Tools

5. What are some advantages of incorporating AI tools in organisational decision-making processes?
6. Can you identify potential disadvantages or challenges associated with the use of AI tools in a business context?
7. How might the advantages and disadvantages of AI tools differ when used for personal tasks or decision-making?
8. How can organisations ensure responsible and ethical use of AI tools in their operations?
9. Have you encountered any challenges or drawbacks in using AI tools personally, and how did you address them?

Strategic Documentation and Proactive Decision-Making (MC 5.2.B.9)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Documentation and Proactive Decision-Making **Code: MC 5.2.B.9**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	2-4 Hours
Level of the learning experience leading to the micro-credential	**INTERMEDIATE**
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.37 and 5.2.39)

Strategic Attitudes

- Document useful steps and tools and the aim of using these for strategy and decision making
- Take and active approach in suggesting solutions, safeguarding processes and seeking up-to-date tools that can help the organisation

Description

“Strategic Documentation and Proactive Decision-Making" is a micro credential providing participants with the skills and mindset needed to enhance strategic acumen by mastering the art of documenting useful steps, safeguarding processes, and staying at the forefront of up-to-date tools and support resources for organisational success.

Upon achievement of this Micro credential learners will be able to explore best practices in documenting strategic steps and documenting for decision making. Learn to craft comprehensive documentation that serves as a valuable resource for future decision-making processes and understand the role of documentation in fostering collaboration and alignment within the organisation.

Content will cover the importance of taking an active approach in suggesting innovative solutions to organisational challenges, developing skills in safeguarding critical processes to ensure resilience and continuity and explore proactive strategies for anticipating and mitigating potential obstacles in strategic decision-making.

Additionally, the Micro credential will help participants identify and evaluate contemporary tools that enhance organisational strategy and decision-making, stay abreast of the latest technologies and tools relevant to your industry for continuous improvement and understand how the integration of up-to-date tools contributes to organisational agility and competitiveness.

On successful completion of the micro credential participants will earn "Strategic Documentation and Proactive Decision-Making" and participants will have the skills to document strategic steps effectively, take an active role in suggesting solutions, safeguard critical processes, and leverage up-to-date tools for organisational excellence.

Questions

Documenting Steps and Tools for Strategy and Decision-Making

1. Can you provide an example of a situation where effective documentation can play a crucial role in shaping a strategic decision?
2. What is the primary aim of documenting useful steps and tools in the context of organisational strategy and decision-making?

Communication of Preventive Measures

3. How do you effectively communicate preventive measures to stakeholders or team members?

4. Provide an example where clear communication about proactive measures contributed to the avoidance of technical problems.
5. Describe your strategy for taking an active approach to avoid performance, responsiveness, and technical problems.
6. Provide an example of a situation where you identified and mitigated a potential problem before it impacted system performance.

Safeguarding Processes

7. Discuss your approach to safeguarding critical processes within an organisation to ensure resilience and continuity.
8. What proactive strategies would you recommend for anticipating and mitigating potential obstacles in strategic decision-making processes?
9. How do you actively seek and evaluate up-to-date tools that can contribute to organisational excellence?
10. In your opinion, what are the key benefits of proactively suggesting solutions in the organisational context?

ADVANCED LEVEL

(Level 5 and Level 6)

Mastering E-Commerce Landscapes: Navigating B2B, B2C, and C2C Dynamics (MC 5.2.C.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Mastering E-Commerce Landscapes: Navigating B2B, B2C, and C2C Dynamics **Code: MC 5.2.C.1**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.41)

B2B, B2C, and C2C

- Know the difference between B2B, B2C and C2C and identify the optimal online environments for all

Description

"Mastering E-Commerce Landscapes: Navigating B2B, B2C, and C2C Dynamics" is a micro credential to reward participants with the knowledge to determine the differences between Business-to-Business (B2B), Business-to-Consumer (B2C), and Consumer-to-Consumer (C2C) interactions. Participants will gain insights into identifying optimal online environments tailored to each business model, fostering a strategic approach to thrive in diverse e-commerce landscapes.

Upon achievement of this Micro credential learners will be able to distinguish the distinct characteristics of B2B, B2C, and C2C e-commerce models, the unique interactions, transactions, and relationships within each dynamic and insights into how these models cater to different business structures and consumer behaviours.

Content will cover the features and functionalities that make an online environment conducive for B2B transactions. Participants will learn strategies to optimise user experience and streamline procurement processes. Case studies highlighting successful B2B e-commerce platforms and their key attributes will be provided.

Additionally, the Micro credential investigates the consumer-centric nature of B2C e-commerce and how it differs from B2B, techniques to enhance customer engagement, build brand loyalty, and drive conversions in a B2C environment. Examine the dynamics of C2C interactions, where consumers play active roles as both buyers and sellers. Identify platforms and strategies conducive to successful C2C transactions.
Discuss the challenges and opportunities presented by C2C e-commerce and learn how to navigate this unique landscape.

On successful completion of the micro credential participants will earn "Mastering E-Commerce Landscapes: Navigating B2B, B2C, and C2C Dynamics" and will possess the knowledge and insights into optimal online environments for each model, participants will be more knowledgeable in making informed decisions and in driving success in the diverse landscapes of e-commerce.

Questions

Distinguishing E-Commerce Models

1. Can you explain the fundamental differences between B2B, B2C, and C2C e-commerce models?
2. What are the key characteristics that define Business-to-Business (B2B) transactions in the e-commerce space?
3. How might the decision-making process differ in B2B transactions compared to B2C and C2C?
4. What features and functionalities are crucial for creating an optimal online environment for B2B operations?
5. Can you provide examples of successful B2B e-commerce platforms and the strategies they employ?
6. What characterises Consumer-to-Consumer (C2C) interactions in e-commerce?

7. How do popular C2C platforms facilitate transactions between individual consumers, and what challenges may arise in this model?
8. In what ways does strategic decision-making differ when operating in B2B, B2C, and C2C e-commerce environments?

Digital and Physical Environment Optimisation: A User-Centric Approach (MC 5.2.C.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital and Physical Environment Optimisation: A User-Centric Approach **Code: MC 5.2.C.2**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.42, 5.2.44 and 5.2.48)

User-Centric Digital and Physical Environments

- Confidently apply solutions to improve digital and physical environments for personal preferences and requirements of others
- Adopt an attitude of good practice and ensure people can perform their tasks with ease
- Configure the appearance or actions in an application, operating system or hardware to suit you and others

Description

"Digital and Physical Environment Optimisation: A User-Centric Approach" is a micro credential to empower individuals with the skills to confidently apply solutions for enhancing both digital and physical spaces. This Micro credential fosters an attitude of good practice, ensuring tasks are performed with ease, allowing participants to configure applications, operating systems, and hardware to suit personal preferences and the requirements of others.

The Micro credential cultivates an attitude of good practice in optimising environments, emphasising efficiency, accessibility, and user satisfaction and the impact of good practice on overall well-being and productivity in digital and physical contexts. Participants will learn techniques to assess and address the diverse needs and preferences of individuals in both digital and physical spaces.

Content will cover configuring digital and physical spaces to ensure tasks are performed with ease and explore case studies highlighting successful implementations of user-friendly configurations in various environments.

Additionally, the Micro credential investigates the practical skills needed in configuring the appearance and functionalities of applications to suit individual preferences and to customise operating systems to create personalised and efficient digital workspaces as well as hardware configurations that enhance accessibility and usability for diverse user needs.

On successful completion of the micro credential participants will earn "Digital and Physical Environment Optimisation: A User-Centric Approach" and will possess the skills and mindset to proactively optimise digital and physical environments. Whether you are an individual seeking to enhance your own workspace or a professional aiming to create inclusive and user-friendly environments for others, this Micro credential provides the tools to make a positive impact in diverse settings.

Questions

Application of Solutions for Environment Improvement

1. Give an example of a situation where a physical workspace could be optimised and in what way.
2. In what ways does the adoption of good practice contribute to the overall well-being and productivity of individuals in a given environment?
3. How do you assess the diverse needs of individuals in order to configure environments that facilitate easy task performance for everyone involved?

4. Discuss the considerations and steps involved in configuring the appearance or actions of applications, operating systems, or hardware to suit your personal preferences.
5. What challenges might you encounter when optimising digital or physical environments, and how did you overcome them?
6. Share an example of a specific configuration you can implement that would have a notable positive impact on the user experience in digital or physical environments.

Data Exploration, Cost-Effective Prototyping, and Software Decision-Making (MC 5.2.C.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Data Exploration, Cost-Effective Prototyping, and Software Decision-Making **Code: MC 5.2.C.3**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.43, 5.2.46 and 5.2.49)

Exploration and alternatives

- Explore data and find different trends, analyse the data for decision making
- Be aware of alternatives to expensive prototyping when preparing to invest eg. Product development
- Understand the importance of avoiding free software tools that claim to solve your needs. Consider all alternatives

Description

"Data Exploration, Cost-Effective Prototyping, and Software Decision-Making" is a micro credential to harness the power of data analysis, explore alternative approaches to costly prototyping, and make informed decisions regarding software tools.

Upon achievement of this Micro credential learners will be able to investigate data exploration and analysis, learning techniques to identify trends crucial for decision-making, experience in using data analytics tools to extract valuable insights and make informed decisions based on data trends.

Content will cover alternative and cost-effective approaches to prototyping in product development, practical methods for efficient prototyping without compromising the quality of the product and developing knowledge on the cost of prototyping and the value it brings to processes.

Additionally, the Micro credential addresses navigating the landscape of software tools, emphasising the importance of critical evaluation and analysis of the pitfalls of relying on free software tools that may not meet organisational needs and explore alternative solutions. A framework for making informed decisions when choosing software tools for various purposes will be explored.

On successful completion of the micro credential participants will earn "Data Exploration, Cost-Effective Prototyping, and Software Decision-Making" and will possess the knowledge and skills in data exploration, cost-effective prototyping, and software decision-making

Questions

Data Exploration and Analysis

1. What data analytics tools would help in strategic decision making?
2. How do you ensure the relevance and reliability of the trends you identify through data exploration?
3. Describe an instance where you could explore and analyse data to uncover trends for decision-making
4. Give an example of how data could be used to make decisions or strategies in an organisation
5. What data analysis tools or techniques do you find most effective in identifying patterns and insights in datasets? Give an example.

Awareness of Alternatives

6. What software tools could you use when developing a prototype?
7. What hardware tools could you use when developing a prototype?

8. How do you determine the appropriateness of different prototyping methods based on the specific requirements of a project?
9. How do you approach the evaluation of software tools to ensure they meet the requirements and standards of a particular project?
10. Share a case where considering alternatives in software selection could led to a more effective and sustainable solution.

Management of Standards, Technical Environments, and Problem-Solving Guidance (MC 5.2.C.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Management of Standards, Technical Environments, and Problem-Solving Guidance **Code: MC 5.2.C.4**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.45, 5.2.47 and 5.2.50)

Effective Management of Standards and Technical Environments

- Understand the importance of periodically updating standards and procedures to include legal and technological changes
- Guide others in organising their technical environments
- Guide others in problem solving and in identifying their problems

Description

"Technical Troubleshooting and Problem-Solving Mastery" is a micro credential to provide participants with the knowledge and techniques necessary to unravel complex technical issues, empowering them to become adept problem solvers and guides within their technical domains.

The Micro credential will explore standards and procedures, emphasising the importance of periodic updates, the impact of legal and technological changes on organisational processes and how to integrate these changes seamlessly and the strategies for maintaining compliance and adaptability in a rapidly evolving business landscape.

Content will place emphasis on gaining practical skills in guiding individuals and teams to organise their technical environments for optimal efficiency, exploring methodologies for assessing and restructuring technical setups to align with organisational goals and learn how to balance innovation and stability in organising technical infrastructures.

Additionally, learners will develop a systematic approach to guide others in problem-solving, fostering a culture of proactive resolution, effective communication techniques to facilitate problem-solving discussions within teams and understand the role of empathy and collaboration in identifying and addressing problems at various organisational levels.

On successful completion of the micro credential participants will earn "Technical Troubleshooting and Problem-Solving Mastery" and will have the skills to lead organisations through dynamic changes in standards and procedures, guide technical environment organisation, and facilitate problem-solving with efficiency and empathy.

Questions

Standards

1. Why is it crucial to periodically update standards and procedures in an organisation?
2. Can you provide an example of a situation where failure to update standards might lead to problems?
3. How would you stay informed about the latest legal and technological developments that may impact organisational standards?
4. What challenges might arise when implementing changes based on legal or technological developments, and how would you address them?
5. How can legal or technological updates positively impact organisational processes

Guidance

6. How do you approach guiding others in organising their technical environments for optimal efficiency?
7. In guiding others through problem-solving, what systematic approach do you typically follow?
8. Can you give an example where guidance would facilitate an effective problem?
9. How do you incorporate empathy and collaboration in your approach to help others identify and address problems?
10. How do you effectively communicate during problem-solving processes to facilitate understanding and collaboration within a team?

Inclusive Digital Environments and Technology Evaluation (MC 5.2.C.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Inclusive Digital Environments and Technology Evaluation **Code: MC 5.2.C.5**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.51, 5.2.54 and 5.2.56)

Inclusive Technology Adoption

- Be able to conduct a needs assessment on personal needs and within digital environments
- Evaluating technologies and tools for various environments
- Develop measures that can ensure employees feel included and there are no barriers for participation

Description

"Inclusive Digital Environments and Technology Evaluation" is a micro credential to aid participants conduct effective needs assessments, evaluate technologies for diverse environments, and develop measures for fostering inclusivity among employees. Gain the tools to navigate the intersection of personal needs, digital landscapes, and workforce dynamics in an inclusive and technologically advanced manner.

The Micro credential ensures that participants will learn the methodologies to conduct needs assessments for personal requirements and within digital environments. Understand how to identify and prioritise the unique needs of individuals to enhance user experiences and satisfaction and apply practical techniques for assessing the digital needs of diverse user groups.

Content will explore strategies for evaluating a wide range of technologies and tools suitable for various environments, develop the skills to critically assess the suitability, accessibility, and inclusivity of digital tools across different contexts and highlight the importance of aligning technology choices with the diverse needs of users in different settings.

Additionally, participants will acquire the knowledge to develop measures that eliminate barriers, ensuring employees feel included and engaged in digital environments. Understand the importance of cultivating an inclusive digital culture within organisations. Explore real-world case studies highlighting successful initiatives that promote inclusivity and active participation among employees.

On successful completion of the micro credential participants will earn "Inclusive Digital Environments and Technology Evaluation" and will emerge with the knowledge and practical skills to navigate personal and digital needs effectively.

Questions

Needs Assessment and Technology Evaluation

1. How would you approach conducting a needs assessment for personal requirements?
2. Can you provide an example of a successful needs assessment conducted in a digital environment?
3. Why is it important to tailor needs assessments to the individual and digital context?
4. How do you go about evaluating technologies and tools for various environments?
5. What factors do you consider when determining the alignment of technology choices with the diverse needs of users?

Inclusive Measures for Employees

6. How do you develop measures to ensure employees feel included and encounter no barriers to participation in a digital workplace?
7. Can you share an example where measures for inclusivity would positively impact employee engagement?
8. In your opinion, what are the key components of a workplace culture that fosters inclusivity and active participation?
9. Why is ongoing assessment and adaptation crucial for maintaining an inclusive workplace?
10. Why is seeking and incorporating employee feedback important when developing and refining inclusivity measures?

Strategic Tool Utilisation for Workload Management (MC 5.2.C.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Tool Utilisation for Workload Management **Code: MC 5.2.C.6**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.52, 5.2.53 and 5.2.55)

Software and Hardware Management

- Describe how to access tools and possible technological responses in multi-step actions
- Consider tools to aid in managing workload
- Consider using tools that are not your area of expertise or to help reduce workload

Description

"Strategic Tool Utilisation for Workload Management" is a micro credential to provide participants with the knowledge and skills optimise their workflow through the use of tools and technology. Participants will learn how to access tools, explore technological responses through multi-step actions, and strategically leverage tools to manage and reduce workload.

The Micro credential ensures that participants learn the art of accessing tools and executing multi-step actions to address complex challenges and understand how to navigate multi-step processes effectively, utilising tools to streamline workflows while gaining practical insights into the strategic sequencing of tools to achieve desired outcomes.

Content will explore an array of tools designed to aid in workload management. It will cover the functionalities of tools tailored for task organisation, time management, and collaborative work environments and how to integrate tools seamlessly into daily workflows for enhanced productivity.

Additionally, participants will learn the benefits of using tools outside your area of expertise to enhance overall workload efficiency and encouraged to explore tools and technologies from various disciplines that can be adapted to reduce workload and improve task outcomes while developing a strategic mindset for cross-disciplinary tool adoption in diverse professional settings.

On successful completion of the micro credential participants will earn "Strategic Tool Utilisation for Workload Management" and will possess the skills to strategically navigate tools for effective workload management.

Questions

Tools and Technological Responses

1. How do you ensure efficiency and effectiveness when navigating through multi-step actions involving various tools?
2. Can you walk through the steps of accessing tools and implementing multi-step actions to address a specific challenge or task?

3. Describe the considerations you take into account when selecting tools to aid in workload management.
4. How do you integrate tools into your daily workflow to enhance productivity and streamline workload management?
5. In what ways does adopting tools from diverse areas contribute to a more efficient and innovative approach to workload reduction?
6. What criteria do you consider when deciding whether to adopt a new tool, especially when it is not within your area of expertise?
7. Share an experience where you had to use a tool outside your expertise or for the first time. How did you navigate the learning curve, and what were the outcomes?
8. What strategies do you employ to quickly adapt to and master tools that are not initially within your comfort zone?

Maximising Usability Across Departments (MC 5.2.C.7)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Maximising Usability Across Departments **Code: MC 5.2.C.7**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.57, 5.2.58 and 5.2.59)

Unified Practices and User-Centric Design

- Encourages best practices to be rolled out across all devices or departments
- Suggest designs that focus on maximising usability and the user experience
- Suggest the use of an agreed department/ companywide software and hardware

Description

"Maximising Usability Across Departments" is a micro credential to provide participants with the ability to promote best practices, foster a unified approach across devices and departments, and champion designs that prioritise usability and user experience. Learn to streamline operations, elevate user engagement, and advocate for the adoption of standardised software and hardware solutions across your organisation.

The Micro credential encourages participants to explore strategies to encourage the adoption of best practices across devices and departments to learn how to create and implement standardised processes that promote consistency and efficiency and to understand the benefits of unified practices in enhancing collaboration and reducing friction in organisational workflows.

Content will cover the principles of user-centric design, focusing on maximising usability and user experience, while gaining insights into creating designs that resonate with end-users, fostering engagement and satisfaction. Case studies will highlight the impact of user-centric design on overall productivity and organisational success.

Additionally, participants will understand the advantages of advocating for the use of agreed-upon software and hardware solutions across departments, learn to assess organisational needs and select software and hardware that align with unified goals and explore successful implementation strategies and change management practices for widespread adoption.

On successful completion of the micro credential participants will earn "Maximising Usability Across Departments" and will have the knowledge and skills to drive organisational change by promoting unified practices, user-centric design, and the adoption of standardised software and hardware.

Questions

Adoption of Technology

1. How would you encourage the adoption of best practices across devices or departments within an organisation?
2. Can you share a specific example where the implementation of best practices might lead to improved efficiency or collaboration?
3. What strategies do you believe are effective in ensuring the widespread adoption of best practices throughout an organisation?

4. How would you address resistance or potential challenges when introducing new practices or workflows?
5. What challenges might arise in promoting the use of standardised software and hardware, and how would you address them?
6. What strategies do you employ to ensure the successful adoption of agreed department/company-wide software and hardware?
7. What key metrics or indicators do you consider when assessing the implementation of a new software or technology?
8. How would you gather and incorporate user feedback in the design iteration process to improve usability?

Mastering Problem Solving and Decision-Making: The Point of Contact Approach (MC 5.2.C.8)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Mastering Problem Solving and Decision-Making: The Point of Contact Approach **Code: MC 5.2.C.8**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	ADVANCED
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.60)

Mastering Problem Solving and Decision-Making

- Confident in being a point of contact for problem solving and decision-making queries

Description

"Mastering Problem Solving and Decision-Making: The Point of Contact Approach" is a micro credential for individuals seeking to develop the skills and mindset necessary to be a trusted resource for addressing challenges and making informed decisions. Through practical exercises and real-world scenarios, participants will emerge with the confidence and proficiency needed to serve as the go-to point of contact within their organisations.

The Micro credential ensures that participants will understand the fundamental principles and frameworks for effective problem-solving and decision-making, psychological aspects that influence decision-making and problem-solving processes and develop a strategic approach to analyse, prioritise, and resolve challenges.

Content will cover communication skills to effectively gather information and insights from diverse stakeholders, learn strategies for conveying complex information in a clear and accessible manner and explore collaborative decision-making techniques to foster team engagement.

Additionally, participants will cultivate critical thinking skills to dissect problems and make informed decisions, explore analytical tools and methodologies to enhance problem-solving efficiency and engage in case studies to practice applying critical thinking and analysis in real-world scenarios. Through the process participants will develop leadership skills in guiding teams through complex problem-solving processes.

On successful completion of the micro credential participants will earn "Mastering Problem Solving and Decision-Making: The Point of Contact Approach" and will have the essential skills for problem-solving and decision-making but will also have the confidence to act as a reliable point of contact within their organisations.

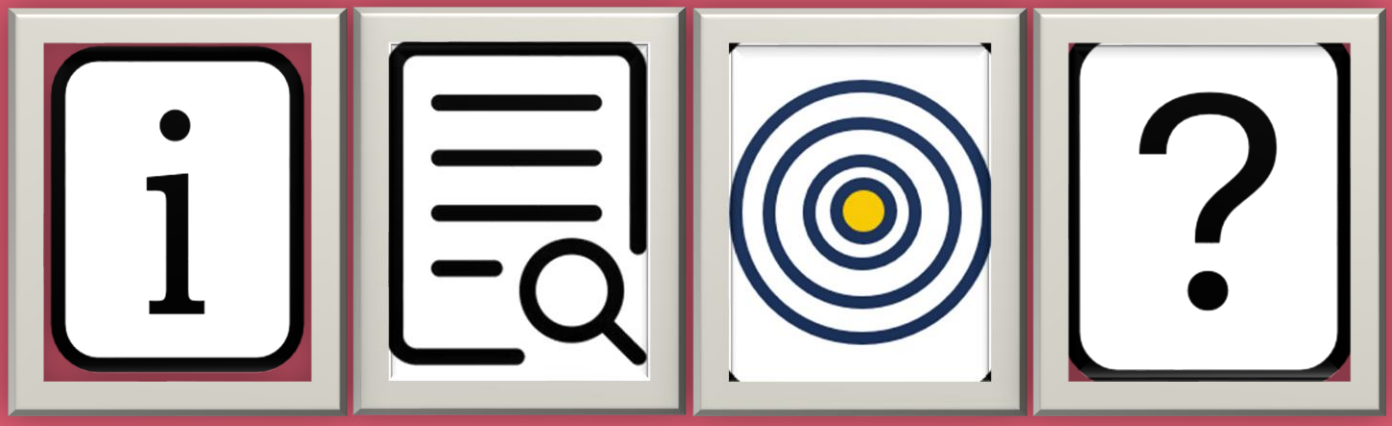
Questions

Main Point of Contact

1. What fundamental principles do you consider when approaching problem-solving queries?
2. How do you define the key components of effective decision-making in a professional context?
3. Can you provide an example of a complex problem you have successfully addressed as a “point of contact?”
4. How do you gather information from various stakeholders when presented with a problem-solving query?
5. What communication strategies do you employ to ensure clarity and understanding when addressing decision-making queries?
6. Share an instance where communication played a crucial role in resolving a challenging situation.
7. What tools or methodologies do you find most effective in your analytical approach?
8. Describe your leadership approach when guiding a team through a complex problem-solving process.
9. How do you handle decision-making queries in high-pressure situations?
10. What role does ongoing learning play in enhancing your confidence as a point of contact for queries?

EXPERT LEVEL

(Level 7 and Level 8)



Accessibility Management and Policy Optimisation (MC 5.2.D.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Accessibility Management and Policy Optimisation **Code: MC 5.2.D.1**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.61, 5.2.65 and 5.2.70)

Strategic Asset Management and Policy Review

- Explain the importance of conducting annual accessibility reviews
- Regularly review and update policies and procedures related to digital and physical environments for hardware and software
- Manage the update of procedures, instructions and guides

Description

"Accessibility Management and Policy Optimisation" is a micro credential to arm participants with the knowledge to understand the critical importance of conducting annual accessibility reviews, ensuring policies and procedures align with evolving standards, and mastering the art of managing updates for digital and physical environments

The Micro credential explores the fundamentals of accessibility and its impact on diverse user experiences, the legal and ethical considerations associated with ensuring accessibility in both digital and physical environments and to advocate for inclusivity and diversity through comprehensive accessibility initiatives.

Content will look into the significance of conducting annual accessibility reviews to assess and improve the accessibility of digital and physical environments and gain practical insights into the methodologies and tools used for conducting thorough accessibility assessments. Case studies highlighting the positive outcomes of regular accessibility reviews will be showcased.

Additionally, participants will understand the importance of regularly reviewing and updating policies and procedures related to accessibility and aligning policies with evolving accessibility standards and regulations as well as skills in managing the update of procedures, instructions, and guides to reflect the latest accessibility standards.

On successful completion of the micro credential participants will earn "Accessibility Management and Policy Optimisation" and will have the knowledge and skills necessary to champion accessibility, conduct meaningful annual reviews, and optimise policies and procedures for both digital and physical environments.

Questions

Importance of Annual Accessibility Reviews

1. Why is conducting annual accessibility reviews crucial in creating an inclusive environment, both digitally and physically?
2. How do annual accessibility reviews contribute to compliance with legal and ethical considerations?
3. Can you provide examples of specific benefits or positive outcomes resulting from regular accessibility assessments?

Policy and Procedure Review for Digital and Physical Environments

4. Why is it necessary to regularly review and update policies and procedures related to digital and physical environments?
5. How do policies play a role in ensuring accessibility for both hardware and software components?
6. Share examples of challenges or successes associated with aligning policies with evolving accessibility standards.

Legal and Ethical Considerations

7. Discuss the legal and ethical considerations associated with maintaining accessibility in digital and physical environments.
8. How do these considerations influence the decision-making process when conducting annual reviews or updating policies?
9. Share instances where adherence to legal and ethical guidelines became particularly crucial in your professional experience.

Strategic IT Training and Problem Resolution (MC 5.2.D.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic IT Training and Problem Resolution **Code: MC 5.2.D.2**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.62, 5.2.64, 5.2.66 and 5.2.69)

Training and Problem Resolution

- Hold training for employees either as induction, refresher or at the introduction of new or updated software with new functions
- Analyse and categorise potential problems based on their impact and likelihood of occurrence and ease of solving
- Advocate for increased investment in solutions and allocate resources effectively
- Create a decision tree that employees can follow to try and solve simple issues they may be experiencing

Description

"Strategic IT Training and Resource Allocation Leadership" is a micro credential to empower participants with the skills to conduct effective training, problem analysis, and resource allocation within their organisations. Participants will learn how to conduct impactful training sessions, analyse and categorise potential IT problems, advocate for increased investment in solutions, and create decision trees to guide employees in resolving common issues.

The Micro credential emphasises the need for conducting impactful training sessions, whether for employee induction, refresher courses, or the introduction of new software with updated features.
Explore diverse training methodologies to cater to the learning preferences of a dynamic workforce and to learn to create engaging and informative training materials that facilitate effective knowledge transfer.

Content will cover analytical skills to assess and categorise potential problems based on their impact, likelihood of occurrence, and ease of solving, explore frameworks for systematically analysing IT issues to identify root causes and engagement in practical exercises to categorise problems and prioritise them for timely resolution.

Additionally, participants will understand the importance of advocating for increased investment in IT solutions to address existing and potential issues, learn effective communication strategies to articulate the value and impact of proposed solutions and develop the skills to create decision trees that guide employees in solving simple issues they may encounter.

On successful completion of the micro credential participants will earn "Strategic IT Training and Resource Allocation Leadership" and will have the skills needed to conduct impactful training, analyse and categorise IT problems strategically, advocate for solutions, and create practical decision trees for problem-solving.

Questions

Conducting Training Sessions

1. How do you tailor training materials to accommodate different learning styles within a diverse workforce?
2. In what way can successful training initiatives impact employee skills and performance?

Problem Analysis and Categorisation

3. Describe your approach to analysing and categorising potential IT problems based on their impact, likelihood of occurrence, and ease of solving.
4. How do you prioritise IT issues to ensure timely resolution and minimise disruptions to operations?

Advocacy for Solutions and Resource Allocation

5. How do you advocate for increased investment in IT solutions to address existing and potential issues within your organisation?
6. How is investment in such a pre-emptive strategy?

Feedback Mechanisms for Training and Problem Resolution

7. How do you gather feedback from employees after training sessions or problem resolution efforts, and how do you use this feedback for improvement?
1. What measures do you take to ensure continuous improvement in your training and problem-solving approaches?

Advanced Configuration and Template Design for Performance Optimisation (MC 5.2.D.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Advanced Configuration and Template Design for Performance Optimisation **Code: MC 5.2.D.3**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.63 and 5.2.68)

Configuration and Template Design

- Configure advanced settings to optimise performance
- Create templates for problem gathering

Description

"Advanced Configuration and Template Design for Performance Optimisation" is a micro credential to empower participants with the skills to configuring advanced settings to optimise performance and learn the art of creating templates for efficient problem gathering.

The Micro credential covers system settings and configurations that significantly impact performance. Learn to fine-tune parameters, leverage caching mechanisms, and optimise resource allocation for maximum efficiency. Dive into advanced options of various software and systems to extract optimal performance tailored to specific requirements.

Content will cover the importance of structured data collection through templates in problem-solving scenarios. Develop skills to create effective and versatile templates for systematically gathering information during troubleshooting. Gain insights into best practices for template design to streamline the problem-solving process and enhance overall efficiency.

Additionally, participants will discover how advanced settings and templates can be integrated into existing workflows to boost overall productivity. Learn strategies to adapt configurations based on evolving system requirements and dynamic problem-solving scenarios. Explore collaborative approaches to problem-solving using shared templates and configurations. Foster effective communication and coordination among team members by implementing standardised templates for collective troubleshooting.

On successful completion of the micro credential participants will earn "Advanced Configuration and Template Design for Performance Optimisation" and will be able to prove knowhow in fine-tuning systems, optimise performance, and implement structured approaches to problem-solving through strategically designed templates

Questions

Configure Advanced Settings to Optimise Performance

1. What are some of the challenges when configuring advances settings with the goal of optimal performance in mind?
2. Can you explain the concept of caching mechanisms and how they contribute to performance optimisation?
3. Give an example of a real-world scenario where adjusting advanced settings significantly improved system performance.
4. What are some key parameters you can adjust in system configurations to optimise performance?

Create Templates for Problem Gathering

5. Why is it important to use templates for systematically gathering information during troubleshooting?
6. What elements should be included in a well-designed template for efficient problem gathering?

7. Can you describe a situation where a template facilitated the problem-solving process in a collaborative team environment?
8. How do you ensure that a template is adaptable to different types of issues and can be reused effectively?

Cultivating a Company-Wide Problem-Solving Culture (MC 5.2.D.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Cultivating a Company-Wide Problem-Solving Culture **Code: MC 5.2.D.4**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.67)

Problem-Solving Culture

- Foster a company-wide culture of problem solving

Description

"Cultivating a Company-Wide Problem-Solving Culture" is a micro credential to empower participants at all levels to not only identify challenges but to collaboratively engage in effective problem-solving strategies. Participants will gain the skills and insights needed to cultivate an environment where innovative solutions thrive.

Upon achievement of this Micro credential learners will be able to identify the fundamental principles of a problem-solving culture and its impact on organisational success. Explore case studies highlighting companies that have successfully fostered a culture of continuous improvement. Participants will understand the importance of acknowledging and celebrating successful problem-solving efforts and establish a framework for learning from failures and using them as opportunities for growth and improvement.

Content will cover the importance that leadership plays in shaping and sustaining a problem-solving culture. Develop leadership skills that promote open communication, risk-taking, and a proactive approach to addressing challenges. It will allow employees at all levels with the mindset and skills needed to actively participate in problem-solving initiatives. Foster a sense of ownership and responsibility for identifying and addressing issues within individual job roles.

Additionally, participants will learn communication strategies that facilitate a collaborative problem-solving environment and explore tools and techniques for effective team collaboration, ensuring that diverse perspectives contribute to comprehensive solutions. Kaizen and Agile will be introduced to foster a continuous improvement mindset and that encourages regular feedback loops and the iterative refinement of solutions.

On successful completion of the micro credential participants will earn "Cultivating a Company-Wide Problem-Solving Culture" and will leave with actionable insights and strategies to instil a company-wide problem-solving mindset that enhances innovation, resilience, and overall organisational effectiveness.

Questions

Problem Solving

1. What, in your understanding, defines a "problem-solving culture" within an organisation?
2. How can a strong problem-solving culture contribute to the overall success of a company?
3. How can individual employees contribute to a culture of problem-solving within their specific roles?
4. What tools or techniques do you think are essential for promoting collaboration in a problem-solving context?
5. How does the concept of continuous improvement align with a culture of problem-solving?
6. How can learning from failure contribute to the ongoing development of a problem-solving culture?
7. What metrics or KPIs would you suggest measuring the success of a company-wide problem-solving culture?
8. How can an organisation ensure that the problem-solving culture is sustained and adapted to evolving needs over time?

Comprehensive Onboarding and Digital Proficiency Training (MC 5.2.D.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Comprehensive Onboarding and Digital Proficiency Training **Code: MC 5.2.D.5**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.71 and 5.2.72)

Onboarding and Digital Proficiency

- Employ a mandatory employee training program for new starts to include basic problem detection and basic problem solving and incorporating other checks eg. security, accessibility, environmental
- Implement a well-informed strategy to address the use of digital tools and possible technological responses for personal needs

Description

"Comprehensive Onboarding and Digital Proficiency Training" is a micro credential to empower new hires with essential skills, ensuring they are skilled with not only the foundational knowledge of problem detection and basic problem-solving but also with a holistic understanding of organisational checks including security, accessibility, and environmental considerations. Moreover, the Micro credential incorporates a forward-looking strategy to address the use of digital tools and potential technological responses for personal needs.

Upon achievement of this Micro credential learners will be able to develop a keen awareness of common issues that may arise in day-to-day operations and acquire fundamental problem-solving skills to efficiently address challenges and contribute to a proactive work environment. Understand the importance of security, accessibility, and environmental considerations in the workplace and learn to incorporate these checks as part of routine tasks to ensure a safe, inclusive, and sustainable work environment.

Content will provide guidance and strategies on how to explore the landscape of digital tools commonly used within the organisation as well as strategies to leverage technology for personal and professional growth accommodating diverse technological needs and preferences.

Additionally, participants will learn the principles of digital etiquette and best practices in the use of digital tools and understand how effective communication and collaboration can be maintained in a digital work environment while exploring strategies to tailor the use of digital tools based on individual roles and responsibilities on how technology can be harnessed to meet personal and professional needs effectively.

On successful completion of the micro credential participants will earn "Comprehensive Onboarding and Digital Proficiency Training" and will possess technical skills needed for their roles and also a broader understanding of organisational values related to security, accessibility, and sustainability.

Questions

Well-Informed Strategy for Digital Tools

1. How would you define the importance of basic problem-solving skills in the context of onboarding new employees?
2. What are the key components of a training program for new employees to enhance basic problem detection skills?
3. How would you design a training strategy that ensures new employees are well-informed about the use of digital tools within the organisation?
4. In what ways can the training program address the diverse technological needs of employees, considering personal preferences and requirements?
5. In what way would you monitor and capture training conducted?

6. Why is it important for an organisation to have a strategy in place for addressing the personal technological needs of its employees?
7. Can you provide examples of technological responses that could be implemented to cater to individual personal needs within a workplace setting?
8. Should digital environments resemble each other's or be completely different for each person, give reasons?

Accessibility Tools Selection and Software Integration Mastery (MC 5.2.D.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Accessibility Tools Selection and Software Integration Mastery **Code: MC 5.2.D.6**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
Awarding body(ies)	DSW Consortium Project Number: **101087628**
Date of issuing	Nov 2023
Notional workload needed to achieve the learning outcomes	3-5 Hours
Level of the learning experience leading to the micro-credential	EXPERT
Type of assessment	Automatically marked Questions Number of Questions: 16 – 20 Passing Score: 75%
Form of participation in the learning activity	Online Asynchronous
Type of quality assurance used to underpin the micro-credential	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.2.73 and 5.2.74)

Tools Selection and Integrations

- Choose the appropriate tools and know how to install for accessibility
- Integrate software successfully for accessibility needs

Description

"Accessibility Tools Selection and Software Integration Mastery" is a micro credential to help participants choose the right tools for diverse accessibility needs and seamlessly integrate them into software systems.

Upon achievement of this Micro credential learners will be able to identify the diverse range of accessibility needs, from visual and auditory to motor and cognitive requirements and the impact of accessibility tools has on user experiences and digital inclusion.

Content will provide guidance on exploring systematic approaches to evaluate and select the most suitable accessibility tools for different contexts and to understand criteria for tool selection that align with the varied needs of users within various digital environments.

Additionally, participants will understand the significance of integrating accessibility software seamlessly into existing systems and developing strategies for successful software integration, considering compatibility, interoperability, and user experience.

Participants will explore the principles of inclusive design and how they apply to the integration of accessibility tools and learn to implement design strategies that prioritise accessibility from the outset.

On successful completion of the micro credential participants will earn "Accessibility Tools Selection and Software Integration Mastery" and will have the skills and confidence to choose appropriate tools for accessibility and seamlessly integrate them into software systems.

Questions

Appropriate Tools for Accessibility

1. Why do we need to adjust and customise digital environments to personal needs?
2. What are some challenges in adjusting and customising digital environments to personal needs?
3. What are some benefits in adjusting and customising digital environments to personal needs?
4. Give three examples of detecting a need and matching the best solution to customise digital environments to personal needs
5. What factors would you consider when selecting accessibility tools for a digital project or application?
6. Can you provide an example of a situation where choosing the right accessibility tool might make a significant impact on user experience?
7. What are some common challenges you might encounter during the installation of accessibility tools, and how would you address them?
8. How does prioritising accessibility from the beginning align with the concept of inclusive design?

APPENDIX I: LEARNING OUTCOMES FOR COMPETENCE AREA: PROBLEM SOLVING

DSW
DIGITAL SKILLS WALLET

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INTRODUCTION

Identifying needs and technological responses refers to the skills and competencies required to identify and respond to technical problems when operating devices in digital environments, and to solve them (from trouble-shooting to solving more complex problems). It is crucial to be able to assess needs and to identify, evaluate, select and use digital tools and possible technological responses to solve them. To adjust and customise digital environments to personal needs (e.g. accessibility).

Problem solving involves the ability to identify problems, locate relevant solutions, and critically evaluate the solution associated with the particular problem. It encompasses the skills necessary to think through various scenarios when a problem is encountered while being vigilant to avoid such problems occurring in the first instance. Problem solving also includes the capability to effectively identify and decipher the problem in a meaningful way.

Technological responses, on the other hand, focuses specifically on the ability to understand, interpret, and take the right corrective action. It involves the skills to work in digital environments and make informed decisions to seek resolution based on the information provided. Technological responses are closely tied to data-driven problem-solving.

Identifying needs and technological responses are crucial in numerous contexts, including academic research, professional work, and everyday life. These literacies empower individuals to navigate the vast amount of information available, critically assess its quality, and make informed judgments and decisions. With the rapid growth of technology and the increasing reliance on data-driven approaches, identifying needs and technological responses have become indispensable skills for individuals across various disciplines and industries.

PREREQUISITES

To develop knowledge, skills and attitudes related to the competency PROBLEM SOLVING several areas serve well as prerequisites. These include:

1. **Understanding of Devices:** Familiarity with different types of devices is essential eg. Phones, tablets, laptops, hardrives, monitors, keyboards, mouse, printers and power. Understanding how to access and navigate around these sources are essential.
2. **Information Seeking Strategies**: Knowledge of effective strategies for locating information, including formulating search queries, using search engines, settings, using and searching hardware and software, and employing advanced search techniques to retrieve relevant and reliable information.
3. **Critical Evaluation**: The ability to critically evaluate the credibility, accuracy, and reliability of information sources. This involves assessing the authority, objectivity and relevance of the information to determine its trustworthiness.
4. **Information Organisation and Management**: Skills in organizing, categorizing, and managing information effectively. This includes techniques for note-taking, citation management, file organization, and information storage and retrieval.
5. **Ethical Use of Information**: Understanding and adhering to ethical principles related to information use, such as avoiding plagiarism, respecting copyright and intellectual property rights, and properly citing and referencing sources.
6. **Data Literacy Fundamentals**: A basic understanding of data concepts, including data types, variables, and basic statistical measures. This foundation enables individuals to interpret and analyse data effectively.
7. **Data Visualization**: Proficiency in visualizing data through charts, graphs, and other visual representations to facilitate understanding and communicate insights effectively.
8. **Data Analysis and Interpretation**: Skills in analysing and interpreting data using statistical techniques and tools. This includes understanding statistical measures, correlation, regression analysis, and data modeling.
9. **Problem-Solving with Data**: The ability to identify problems or questions that can be addressed using data analysis, and to apply data-driven approaches to solve real-world problems and make informed decisions.
10. **Information and Data Security**: Awareness of the importance of information and data security, including best practices for protecting personal and sensitive information, understanding privacy policies, and recognizing potential security risks.

Developing these knowledge areas and skills through formal education, training programs, and practical experience can enhance an individual's PROBLEM SOLVING, enabling them to navigate the vast information landscape and leverage data effectively.

BASIC/FOUNDATION (LEVEL 1 and LEVEL 2)

COMPETENCE AREA 5.2: IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES			
TO ASSESS NEEDS AND TO IDENTIFY, EVALUATE, SELECT AND USE DIGITAL TOOLS AND POSSIBLE TECHNOLOGICAL RESPONSES AND TO SOLVE THEM. TO ADJUST AND CUSTOMISE DIGITAL ENVIRONMENTS TO PERSONAL NEEDS (E.G. ACCESSIBILITY).			
LEVEL: 1 and LEVEL 2 – FOUNDATION At basic level and with guidance, I can: • identify needs, and • recognise simple digital tools and possible technological responses to solve those needs • choose simple ways to adjust and customise digital environments to personal needs			
Learning Outcome	**Level**	**K – S - A**	**Description**
1. Identify the basic needs you may need in order to perform a task or would make doing a task more comfortable in digital environments	L1	K	At a basic level, be able to determine what may stop you from performing a task to its optimal level
2. Identify various electronic functions and their benefits	L1	K	Identify what functions can be adjusted on a device in order to make improvements for the user
3. Recognise how improvements might be made in digital environments	L1	K	At a basic level, be able to make a list of needs that would positively support the use of the digital environment
4. Identify possible problems that effect or inhibit performance and be aware that steps exist to fix such	L1	K	Identify a simple problem and know that steps exist to make simple fixes

problems in digital environments			
5. Explain in simple terms what, where and how the problem is impacting the digital environment or your personal needs	L1	K-S	Gather information on the problem and can describe the problem in simple terms how it is impacting the digital environment or your personal needs. eg. visuals are dull, sound is low, cannot print to PDF
6. Foster an attitude of problem solving and awareness of what is the “normal” for your personal needs and the needs within a digital environment	L1	A	By encouraging individuals to be aware of less than optimal responses from their device, they will develop an attitude of proactiveness within their digital environment. This heightened awareness can contribute to better productivity, more comfort and efficiency for the user.
7. Identify where settings are located on the device and be aware that there may be potential consequences of changing settings	L1	K	Understand that fixing one issue or making adjustments to device settings may cause another
8. Apply simple troubleshooting solutions to solve problems like, adjusting brightness and volume of the device	L1	S	Find simple troubleshooting solutions are available on the device, device manufacturer's technical manual or on the internet and apply simple fixes and changes on the device taking the steps to address technical issues
9. Consider documenting simple troubleshooting steps taken to ensures others will know what to do if the problem arises for them	L1	K-A	Understand that taking an active approach that documentation procedures will help in creating troubleshooting checklists to quickly identify and fix potential problems for others experiencing the same or similar problems

10. Understand the difference between product and services offering, research the problem and solution	L1	K-A	Acknowledge that products, services and device settings exist to improve your personal needs and working in digital environment. Be vigilant in conducting research to meet the needs of the user.

INTERMEDIATE (LEVEL 3 AND LEVEL 4)

COMPETENCE AREA 5.2: IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES
TO ASSESS NEEDS AND TO IDENTIFY, EVALUATE, SELECT AND USE DIGITAL TOOLS AND POSSIBLE TECHNOLOGICAL RESPONSES AND TO SOLVE THEM. TO ADJUST AND CUSTOMISE DIGITAL ENVIRONMENTS TO PERSONAL NEEDS (E.G. ACCESSIBILITY).
LEVEL 3 and LEVEL 4 – INTERMEDIATE LEVEL 3: On my own and solving straightforward problems, I can: • indicate well-defined and routine needs, and • select well-define and routine digital tools and possible technological responses to solve those needs • select well-defined and routine ways to adjust and customise digital environments to personal needs LEVEL 4: Independently, according to my own needs, and solving well-defined and non-routine problems, I can: • explain needs, and • select digital tools and possible technological responses to solve those needs. • select ways to adjust and customise digital environments to personal needs.

Learning Outcome	Level	K – S - A	Description
11. Understand at a basic level what to check when experiencing a lack of expected functionality or responsiveness in the device	L3	K-S-A	Develop a list of checks, be open to testing different solutions. Acknowledge what should look and feel normal and identify that a problem has occurred

12. Awareness of the settings where adjustments can be made to improve your needs	L3	K	Familiarise yourself with the places to investigate for potential problems eg. operating systems, settings, software solutions, hardware solutions
13. Identify opportunities created by digital technologies for one´s personal needs	L3	A	Inclined to check for the latest technologies that will help people work more efficiently and effectively that will also help the organisation in terms of improving efficiency and well-being.
14. Identify technologies that can provide a solution to your needs rather developing an in-house solution	L3	K	Acknowledge that systems that already exist may be the best solution to your needs rather than investment time and money producing bespoke solutions. Eg. Accounting programs (SAGE) instead of Microsoft Excel.
15. List simple checks to conduct when setting up work area and device particular to the individual	L3	K	Understand that by conducting simple checks that can be initially performed to make adjustments to the environment to avoid injury, discomfort or slack. Understand the health and safety regulations concerning Display Screen Equipment - (DSE/VDU)
16. Understand the standard device settings and be able to make simple adjustments to these	L3	S	Understand what device recommended settings are and be able to adjust or reset simple device settings to better suit the working environment. Know that making changes in settings may have implications on the performance of the device and are reversable.
17. Find information on your device	L3	S	Can detect where to find information and properties. This is useful for more complex technical issues and gathering information for problem solving. Experiment with different setting to suit your needs.

18. Know about syncing accounts and the benefits	L3	K	Understand that you can sign into one account on various devices and that by syncing the information on the account makes all information available instantaneously, improving efficiency and reducing downtime.
19. Document simple steps that address digital tools and possible technological responses and to solve them in terms of adjusting and customise digital environments to personal needs.	L3	K-S-A	Independently document and take an active approach to listing and storing tools and adjustments that can be made for future use with the view to help others. When adjusting and customising digital environments to personal needs be aware of organisational settings that may prohibit changes being made.
20. Be aware of shortcuts that can reduce steps involved in solving an issue	L3	K-S	Identify both the commands and shortcuts that can help with customising your digital environment to your needs more efficiently eg. use ctl and + to zoom or use ctl and z to undo an action rather than using the click functions on the mouse
21. Foster and attitude of vigilance in knowing your rights when you purchase online versus in-person	L4	K-A	Understand that different protections exist when purchasing online, learn to use the best and most trusted payment methods and how to protect your purchases online. Be aware of returns policies differ
22. Be aware what algorithms are, how they are used and what you can do with them	L4	K	Understand that that searches you perform on platforms contribute to the platforms customising what you are exposed to in terms of advertising and preferences. Clearing the cache, browsers, not accepting cookies or browsing in private mode can avoid this

23. Know there are options available to avoid pop-ups, adverts	L4	K	Aware that extensions can be added to your browsers to avoid unwanted adverts and unwanted pop-up
24. Use security measures to restrict or forbid access to devices, folders or files	L4	S	Use fingerprint recognition and, biometric recognition ensures a high level of security for users devices and files. It also avoids hackers logging your keystrokes for passwords and credit card information.
25. Change device settings to suit your personal requirements when surfing the web	L4	K-S	Detect device settings and make changes that can impact your work eg. block pop-ups and advertisements
26. Identity and test tools for reliability that can be used to inform decisions or strategy for the organisation	L4	K-S	Research online tools that may provide a solution eg. benchmarking organisational knowledge, providing personal profiles, tracking learning, assessment tools etc.
27. Document useful steps and tools and the aim of using these for strategy and decision making	L4	K-S-A	Taking an active approach to document useful tools that can be used to identify your needs, solve problems and you can learn from
28. Detect automation tools to help with digital tasks	L4	K	List useful automation platforms eg. Hootsuite designed to help you create content, get more followers and manage your social media posts through scheduling on one or more suitable platforms

29. Take and active approach in suggesting solutions, safeguarding processes and seeking up-to-date tools that can help the organisation	L4	K-A	Be proactive in avoiding downtime by ensuring tools, hardware and software are standard for all users. Consider creating a plan for each person and educate them on what is available and ensure supply is readily available
30. Indicate the advantages and disadvantages of AI tools and for personal use	L4	K-S-A	Identify AI tools and list how they can be beneficial for your personal requirements and within digital environments as well as listing the disadvantages

ADVANCED LEVEL (LEVEL 5 AND LEVEL 6)

COMPETENCE AREA 5.2: IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES			
TO ASSESS NEEDS AND TO IDENTIFY, EVALUATE, SELECT AND USE DIGITAL TOOLS AND POSSIBLE TECHNOLOGICAL RESPONSES AND TO SOLVE THEM. TO ADJUST AND CUSTOMISE DIGITAL ENVIRONMENTS TO PERSONAL NEEDS (E.G. ACCESSIBILITY).			
LEVEL 5 and LEVEL 6 – ADVANCED LEVEL 5: As well as guiding others, I can: • assess needs, • apply different digital tools and possible technological responses to solve those needs. • use different ways to adjust and customise digital environments to personal needs. LEVEL 6: At advanced level, according to my own needs and those of others, and in complex contexts, I can: • assess needs, • choose the most appropriate digital tools and possible technological responses to solve those needs. • decide the most appropriate ways to adjust and customise digital environments to personal needs			
Learning Outcome	**Level**	**K – S - A**	**Description**
31. Know the difference between B2B, B2C and C2C and identify the optimal online environments for all	L5	S	Can identify places online and offline where the various types of commerce and e-commerce takes place. B2B (trade shows) B2C (Amazon) C2C (Facebook Marketplace). Choose the most appropriate.
32. Confidently apply solutions to improve	L5	S	Independently, can confidently take the necessary steps to apply eg. extensions like reader tools, apply magnifying glass hardware to PC and adapt

digital and physical environments for personal preferences and requirements of others			physical and digital environments for yourself and others making the environment accessible in multiple ways
33. Explore data and find different trends, analyse the data for decision making	L5	K	Use data analytics tools like Google Analytics to help in strategic decision making, identifying trends, informing decision making and supporting investment in identified areas
34. Adopt an attitude of good practice and ensure people can perform their tasks with ease	L5	S-A	Watchful of peoples environments and organise regular Display Screen Equipment (DSE) checks to ensure needs are managed and that their environment can be maintained or improved. Prepare a schedule for these checks
35. Understand the importance of periodically updating standards and procedures to include legal and technological changes	L5	K	Aware of what checks, changes and updates need to be conducted to ensure people have the most relevant up to date legal and technological information ensuring they have autonomy over their environments
36. Be aware of alternatives to expensive prototyping when preparing to invest eg. Product development	L5	S	Create prototypes online using software tools for building eg. Computer Aided Design (CAD). Be aware of 3D printing solutions as an alternative to expensive prototypes with long lead times. Create cost saving suggestions and analysis for the organisation/department
37. Guide others in organising their technical environments	L5	K-S	Teach others how to organise, eg. name, protect and store their folders. Help them identify their most used site to bookmark and organise into easy access folders or adjusting their physical environments for more comfort

38. Configure the appearance or actions in an application, operating system or hardware to suit you and others	L5	K-S	Adjust settings in applications, operating systems or in hardware and familiarise yourself and others with these elements
39. Understand the importance of avoiding free software tools that claim to solve your needs. Consider all alternatives	L5	A	Be vigilant about downloading solutions that claim to solve your specific needs. Make a list of reputable or approved list of software. Take extra steps to block sites and software. Explore and research alternatives
40. Guide others in problem solving and in identifying their problems	L5	K-S-A	Actively helps others in developing possible solutions to their specific issues
41. Be able to conduct a needs assessment on personal needs and within digital environments	L6	K	Examine what are the requirements, needs and wants with a view to making suggestions and eventually implementing a strategy
42. Describe how to access tools and possible technological responses in multi-step actions	L6	K-S	Independently, examine tools and solutions, research, purchase and put into action the appropriate solution
43. Consider tools to aid in managing workload	L6	S	Understand that project management tools, calendar reminders and alerts can ensure deadlines are not missed and workload is even distributed
44. Evaluating technologies and tools for various environments	L6	K-S	Can conduct analysis to consider the most suitable solution for organisational requirements in different industries eg. electronic technologies, mechanical

			technologies, medical technologies, industrial and manufacturing technologies, and tools
45. Consider using tools that are not your area of expertise or to help reduce workload	L6	K-S	Manage enquiries, regulations, standards, SOPs, permitting, legalities through platforms that automate thee, hold a register, update documentation with the most relevant information
46. Develop measures that can ensure employees feel included and there are no barriers for participation	L6	K-S-A	Implement measures to enable the organisation and people within it to be as inclusive as possible eg. choose a communications platform that allows for remote meetings with accessibility features
47. Encourages best practices to be rolled out across all devices or departments	L6	K-A	Understand which best practice methods to be adopted for each device in each department
48. Suggest designs that focus on maximising usability and the user experience	L6	K	Understand that design of user interfaces for machines and software, such as computers, home appliances, mobile devices, and other electronic devices effect usability eg. good UX/UI design increases the ease of which people can use and inclined to use
49. Suggest the use of an agreed department/ company wide software and hardware	L6	K	Understand that by using the same systems means greater compatibility and usability experienced by all
50. Confident in being a point of contact for problem	L6	A	Feel comfortable answering queries when people are experiencing technical problems and be able to suggest fixes and give step by step guidance in person or over the phone

solving and decision making queries			

EXPERT LEVEL (LEVEL 7 AND LEVEL 8)

COMPETENCE AREA 5.2: IDENTIFYING NEEDS AND TECHNOLOGICAL RESPONSES
TO ASSESS NEEDS AND TO IDENTIFY, EVALUATE, SELECT AND USE DIGITAL TOOLS AND POSSIBLE TECHNOLOGICAL RESPONSES AND TO SOLVE THEM. TO ADJUST AND CUSTOMISE DIGITAL ENVIRONMENTS TO PERSONAL NEEDS (E.G. ACCESSIBILITY).
LEVEL 7 and LEVEL 8 – HIGHLY SPECIALISED LEVEL 7: At highly specialised level, I can: • create solutions to complex problems with limited definition using digital tools and possible technological responses, and to adapt and customise digital environments to personal needs. • integrate my knowledge to contribute to professional practice and knowledge and guide others in identifying needs and technological responses. LEVEL 8: At the most advanced and specialised level, I can: • create solutions to solve complex problems with many interacting factors using digital tools and possible technological responses, and to adapt and customise digital environments to personal needs. • I can propose new ideas and processes to the field.

Learning	Level	K – S - A	Description
51. Explain the importance of conducting annual accessibility reviews	L7	K-S	Deliver annual accessibility reviews focused on employee requirements to help them within their work environments
52. Hold training for employees either as induction, refresher or at the introduction of new or	L7	S	Understand that by imparting people with knowledge means less IT tickets, technical queries, less downtime and empowers employees by increasing their confidence and efficiency for the organisation/ department

updated software with new functions			
53. Configure advanced settings to optimise performance	L7	S	Conduct software updates, checking the latest versions and configure advanced settings to automatically update for latest versions
54. Analyse and categorise potential problems based on their impact and likelihood of occurrence and ease of solving	L7	K-S	Demonstrate knowledge of being able to prioritise and identify the severity of specific problems eg. using a traffic light system. By properly categorising the problem resources can be effectively allocated to address the most critical first
55. Regularly review and update policies and procedures related to digital and physical environments for hardware and software	L7	S	Manage the review and updating of policies and procedures to align with current best practices and regulations. This proactive approach ensures that the organisation maintains a strong position and can effectively respond to problems
56. Advocate for increased investment in solutions and allocate resources effectively	L7	K-S-A	Understand that through effective resource allocation, you can enhance the organisation's ability to detect, prevent, respond and solve problems effectively and efficiently
57. Foster a company-wide culture of problem solving	L7	K-S-A	Through your actions, demonstrate that leading by example will inspire employees at all levels to prioritise problem solving and not to ignore technical issues in their daily activities
58. Create templates for problem gathering	L7	S	Demonstrate that creating templates for problems prompts the person who is experiencing the issue to gather as much information as possible in order for others to determine the problem and solution

59. Create a decision tree that employees can follow to try and solve simple issues they may be experiencing	L7	K	Recognise that employees may be more inclined to use decision trees to help them come to a solution themselves. This avoids them waiting while also teaching and directing them towards a learned solution
60. Manage the update of procedures, instructions and guides	L7	S	Acknowledge that when software changes, this impacts the organisation. Eg. manuals and links to information need updating to keep solutions relevant. Training may need to held.
61. Employ a mandatory employee training programme for new starts to include basic problem detection and basic problem solving and incorporating other checks eg. security, accessibility, environmental	L8	S-A	With the knowledge accumulated, design and deliver a training programme with testing and scoring to effectively monitor and manage staff knowledge. Set up a personal account to manage training.
62. Implement a well-informed strategy to address the use of digital tools and possible technological responses for personal needs	L8	K-S	Perform changes and customise digital environments to personal needs through a company-wide strategy
63. Choose the appropriate tools and know how to install for accessibility	L8	K-S	Detect the need and match the best solution eg. Screen readers - JAWS for Windows, NVDA, or Voiceover for Mac

64. Integrate software successfully for accessibility needs	L8	S	Understand that software integrations are essential to enable the tool to work seamlessly with other software applications. This saves time and effort in testing and fixing accessibility issues, resulting in a more accessible and inclusive experience for the user
65. Promote disability inclusion in digital environments and organisations	L8	A	Understand that everyone has different needs that are either visible or invisible. Being open to making changes, having conversations and being a champion for accessibility will encourage individuals to address their needs
66. Install Random Access Memory (RAM) for accessibility functions	L8	K-S-A	Understand that the computer can store additional temporary data or retrieve such data at a faster rate when more RAM is added. This may be a necessary step when integrating new hardware or software to support accessibility functions
67. Familiar with computer languages and in-house fixes that can be performed	L8	K	Understand that different computer languages exist, conducting and controlling various actions within hardware and software that can affect performance, can create or solve problems
68. Adopt a culture of continuous improvement and keeping relevant in areas of accessibility	L8	A	Keep abreast of latest updates, technology, releases, hardware, software, problems and fixes keeping knowledge current
69. Be aware of alternative technological input devices for accessibility and how to use them	L8	K-S	Recognise Alternative Input Devices and be familiar with how they may be used. Input devices are an alternative to the typical mouse and keyboard interaction for users with physical or cognitive impairment. They can include: • Head pointers • Motion tracking or eye tracking • Single switch entry devices

			• Large-print and tactile keyboards • Speech input software
70. Employ an attitude of proposing new ideas and processes for improvement especially for digital accessibility	L8	A	Acknowledge that software and hardware are constantly changing and be open to trying or changing software and hardware if problems are frequent and can be avoided or improved by making the change

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