MICROCREDENTIALS FOR PROBLEM SOVING COMPETENCE 5.4:
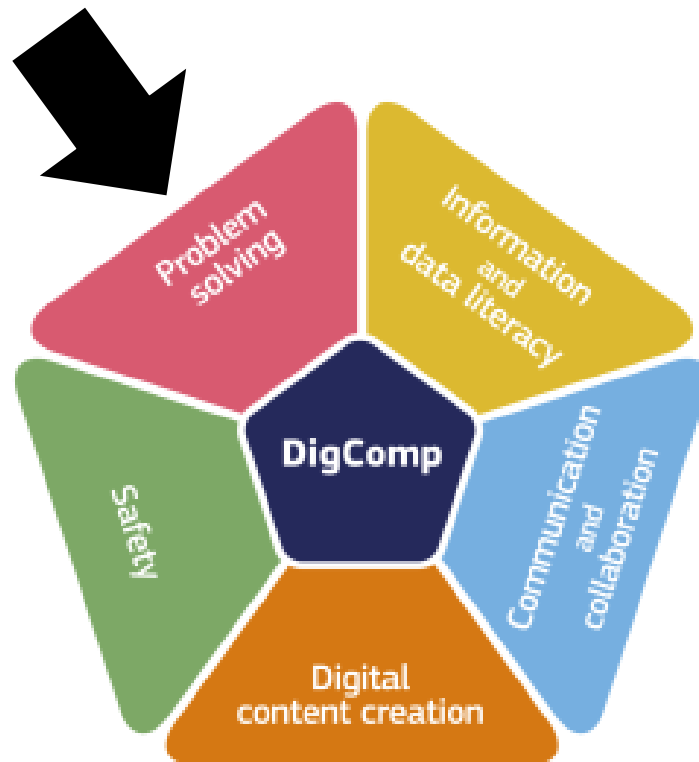# IDENTIFYING DIGITAL COMPETENCE GAPS

DSW
DIGITAL SKILLS WALLET

Contents

FOUNDATION LEVEL

(Level 1 and Level 2)

Digital Literacy and Collaborative Learning (MC 5.4.A.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital Literacy and Collaborative Learning **Code: MC 5.4.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 5.4.1 and 5.4.4)

Self-improvement
- Foster an attitude self-assessment for understanding how things work in digital environments
- Seek feedback from others who are more knowledgeable or are familiar with using certain technologies

Description

"Digital Literacy and Collaborative Learning" Micro Credential encourages the learner to assess their digital attitudes, enhance their understanding of digital environments, and harness the power of collaborative feedback for optimal growth.

This Micro credential allows the participant to engage in reflective exercises to assess and understand their current digital attitudes and perceptions and to develop strategies to cultivate a positive and adaptive mindset towards evolving digital landscapes. It encourages the learner to seek constructive feedback from peers who possess expertise in specific technologies or digital domains and how collaborative feedback can accelerate your learning journey and foster a culture of knowledge exchange.

The curriculum covers the intricacies of digital environments, understanding the fundamental principles that govern them and the insights into how digital technologies impact various aspects of personal and professional life. It covers collaborative learning techniques that leverage the collective knowledge and experience of a group and in group activities and discussions to enhance your understanding of diverse digital perspectives.

Additionally, participants develop their skills communication skills tailored to digital spaces, ensuring clarity and mutual understanding in virtual collaborations and learn to articulate your ideas effectively and seek input from others in online forums and collaborative platforms.

On successful completion of the micro credential participants will earn "Digital Literacy and Collaborative Learning" and be able to enhance their digital literacy, cultivate a growth-oriented mindset, and leverage collaborative learning for professional and personal development.

Questions

Reflective Self-Assessment
1. What is self-reflection?
2. How do you currently approach learning and adapting to new technologies in your digital environment?
3. What strategies do you use to stay open-minded and adaptable in the face of evolving digital landscapes?
4. Describe a specific instance where you had to adapt to a change in a digital tool or platform. How did you approach this adaptation?

Peer feedback and critique
5. How do you recognise individuals who are more knowledgeable or experienced in specific technologies in your professional network?

6. Can you provide an example of a situation where seeking feedback from a knowledgeable peer positively impacted your understanding of a technology?
7. What attitude should one have when seeking and applying feedback and what should be done after feedback is received?
8. What way would you approach peer feedback, anonymous or known persons and the benefits and disadvantages of each?

Digital Skills Evaluation and Strategic Upskilling (MC 5.4.A.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital Skills Evaluation and Strategic Upskilling **Code: MC 5.4.A.2**
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	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 5.4.2 and 5.4.5)

Digital Organisation
- Evaluate honestly your digital skills in terms of adding value to your role or to your organisation
- Identify the ways in which you can upskill or reskill

Description

"**Digital Skills Evaluation and Strategic Upskilling**" Micro Credential is designed to empower participants to honestly evaluate their current digital skill set, understand its impact on their role and organisation, and strategically identify opportunities for upskilling or reskilling.

This Micro credential allows the learner to engage in a comprehensive self-assessment to evaluate current digital skills and understand how digital proficiency contributes to adding value to your role and aligning with organisational objectives. They will discover a variety of learning resources and platforms to support your upskilling journey and understand how to leverage online courses, workshops, and mentorship opportunities to enhance your digital capabilities.

Participants will analyse the ways in which your digital skills positively or negatively affect your job performance and your organisation's overall success and identify specific areas where improvements in digital skills can lead to enhanced efficiency and innovation.

Additionally, learners will explore strategic approaches to upskilling and reskilling tailored to your career goals and the needs of your organisation and develop a personalised roadmap for continuous learning and skill development. They will identify specific digital skill gaps that may exist in your current role or industry and are encouraged to prioritise these skill gaps based on their potential impact and relevance to your professional goals.

On successful completion of the micro credential, participants will earn "Digital Skills Evaluation and Strategic Upskilling" and will recognise the importance of digital skills in the modern workplace.

Questions

Evaluate Digital Skills
1. In what ways do you believe your current digital skills align with and contribute to the achievement of your organisation's goals?
2. Can you share a specific instance where your digital skills positively impacted a project or initiative in your organisation?

3. What areas of digital skills do you believe could be strengthened to enhance your overall contribution to your role and organisation?
4. Have you received any feedback, either formally or informally, on areas where your digital skills could be improved?

Identify Upskilling Opportunities
5. How do you go about identifying skill gaps that may exist between your current digital skill set and the skills required for your career goals or your organisation's needs?
6. Can you pinpoint one specific skill you believe is currently lacking in your skill set?
7. What types of learning resources or platforms do you find most effective for upskilling in digital skills?
8. How do you integrate the learning of new digital skills into your daily routine and work responsibilities?

Digital Fluency and Professional Development (MC 5.4.A.3)

Basic Information

Identification of the learner	Any Citizen
Title of the micro-credential	Digital Fluency and Professional Development **Code: MC 5.4.A.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**
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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 5.4.3, 5.4.8 and 5.4.9)

Digital Collaboration
- Identify ways to stay informed with digital evolution
- Consider alternative options to growing your skills
- Identify areas where you feel less confident or competent that are most connected to your role

Description

"Digital Fluency and Professional Development" is a Micro credential designed to empower participants to proactively identify ways to stay abreast of digital changes, explore alternative skill growth options, and pinpoint specific areas of competence crucial to their roles.

The Micro credential will show the learner diverse strategies to stay informed about the latest digital trends, technologies, and industry developments and the tools, platforms, and communities that facilitate continuous learning and keep you at the forefront of digital evolution. The Micro credential investigates alternative avenues for skill development beyond traditional educational pathways and explores options such as micro-credentials, workshops, mentorship, and self-directed learning to broaden your skill set.

The curriculum will encourage honest self-assessment to identify areas where you feel less confident or competent, specifically related to your role and outline the impact of addressing these areas on your overall professional effectiveness.

Additionally, the learner will analyse the connection between areas of perceived competence and the specific requirements of your role and identify how enhancing competence in certain areas can contribute to your effectiveness and success within your organisation. They will learn about learning plan based on your identified areas of improvement and career aspirations and set measurable goals for skill development, creating a roadmap for continuous professional enhancement.

On successful completion of the micro credential participants will earn "Digital Fluency and Professional Development" and possess a digital mindset, exploring alternative skill growth options, and addressing competency gaps to thrive in an ever-evolving professional landscape.

Questions

Staying Informed with Digital Evolution
1. How do you currently stay informed about the latest digital trends and industry developments?
2. Can you name a specific online platform or community you find valuable for staying updated on digital evolution?
3. Describe a habit or routine you have developed to ensure continuous learning in the rapidly changing digital landscape.
4. How do you ensure that the information you gather aligns with your professional interests and goals?

Considering Alternative Skill Growth Options
5. Have you explored alternative options, such as workshops, online courses, or mentorship, for growing your skills outside of traditional educational channels?
6. Can you share an example of a specific skill you have acquired through an alternative learning method?

7. How do you view the importance of micro-credentials and certifications in skill development?
8. Have you pursued any micro-credentials, and if so, how have they contributed to your professional growth?

Identifying Areas of Less Confidence Connected to Your Role

9. How do you conduct a self-assessment to identify areas where you feel less confident or competent in relation to your role?
10. Can you share an example of a skill or knowledge area you identified through this self-assessment process?
11. How do you prioritise addressing competency gaps based on their relevance to your current role?
12. What steps do you take to seek feedback from colleagues or mentors regarding areas where you feel less confident?

Strategic Learning Pathways: Navigating Online Education (MC 5.4.A.4)

Basic Information

Identification of the learner	Any Citizen
Title of the micro-credential	Strategic Learning Pathways: Navigating Online Education **Code: MC 5.4.A.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	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 5.4.6, 5.4.7 and 5.4.10)

Online Education
- Identify online courses and categories them into the areas of knowledge to build upon
- Distinguish between basic, intermediate and advanced levels of knowledge and the expected learning outcomes of each level
- Identify your goals and set parameters around them

Description

"Strategic Learning Pathways: Navigating Online Education" is a Micro credential designed to empower participants to curate personalised learning paths, distinguish between knowledge levels, and set clear goals to maximise the impact of their online education journey.

The Micro credential explores skills to identify relevant online courses and categorise them into specific areas of knowledge aligned with your professional goals and the tools and platforms for discovering courses, ensuring a strategic approach to your learning journey.

Content will cover elements of distinguishing between basic, intermediate, and advanced levels of knowledge within a chosen field and expected learning outcomes at each level and the progression from foundational to advanced concepts. It will cover a personalised learning roadmap by strategically combining courses from different knowledge levels and methods for creating a cohesive and comprehensive learning plan tailored to your unique career aspirations.

Additionally, participants will identify specific learning goals based on your professional ambitions and the skills required for your desired career path and understand the importance of aligning learning goals with broader career objectives for sustained growth. They will be encouraged to set parameters and milestones to measure progress toward your learning goals and explore strategies for staying motivated and overcoming challenges on your learning journey.

On successful completion of the micro credential participants will earn "Strategic Learning Pathways: Navigating Online Education" and will emerge with a comprehensive understanding of how to navigate the vast landscape of online education strategically.

Questions

Identifying and Categorising Online Courses
1. What is your understanding of basic, intermediate and advanced? Are there any other terms that are used to describe levels of knowledge and what are they?
2. Can you give an example of a basic-level skill, an intermediate-level skill, and an advanced-level skill within your professional field?
3. How do you currently identify online courses that align with your professional interests or career goals?
4. Can you share a specific online platform or resource you find effective for discovering relevant courses?
5. How do you categorise online courses into different areas of knowledge relevant to your career aspirations?

Identifying and Setting Learning Goals

6. How do you identify and prioritise specific learning goals when embarking on an online learning journey?
7. Can you share an example of a learning goal you have set for yourself recently?
8. What parameters or milestones do you set to measure the success of your learning goals?
9. How do you determine when you have successfully achieved a particular learning objective?
10. How do you ensure that your learning goals align with your broader career objectives?

INTERMEDIATE LEVEL

(Level 3 and Level 4)

Strategic Skill Enhancement: Linking Learning to Action (MC 5.4.B.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Skill Enhancement: Linking Learning to Action **Code: 5.4.B.1**
Country(ies)/Region(s) of the issuer	IRELAND, ITALY, CYPRUS, GREECE, ROMANIA http://dsw.projectsgallery.eu
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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 5.4.21 and 5.4.25)

Learning to Action
- Identify learning resources that can improve and update skills and knowledge
- Identify the ways in which you can improve your skills and link them with a project or task for continuous retention of the information

Description

"Strategic Skill Enhancement: Linking Learning to Action" is a micro credential designed for individuals to empower participants to identify relevant learning resources, strategically improve skills, and create a seamless connection between learning and practical application for continuous retention.

The Micro credential allows the learner to develop skills to identify a diverse range of learning resources, including online courses, articles, books, and mentorship opportunities and to evaluate the relevance and reliability of learning resources to ensure an effective learning experience.

Content will explore methods for strategically improving skills based on identified learning needs and how to prioritise skill enhancement to align with professional goals and industry demands. Content will include developing techniques for linking newly acquired skills directly to projects or tasks within your professional domain and explore real-world scenarios where the integration of new skills contributed to project success.

Additionally, participants will learn strategies to ensure continuous retention of newly acquired skills over time and understand the importance of incorporating learned skills into ongoing projects for reinforcement. Participants will explore the benefits of a project-based learning approach in deepening understanding and retention of skills and engage in hands-on projects that allow for the immediate application of newly acquired knowledge.

On successful completion of the micro credential participants will earn "Strategic Skill Enhancement: Linking Learning to Action" and will possess the skills and knowledge needed for a strategic approach to skills enhancement, ensuring that learning is not only continuous but also directly applicable to their daily work.

Questions

Identifying Learning Resources
1. How do you currently discover new learning resources to improve and update your skills and knowledge?
2. Can you name a specific online platform or source you frequently use for finding relevant learning materials?
3. What criteria do you consider when evaluating the relevance and reliability of a learning resource?

Improving Skills
4. How do you typically approach improving your skills? Are there specific methodologies or frameworks you follow?
5. What practices do you implement to ensure the continuous retention of information and skills over time?

6. How do you select projects or tasks that align with your learning objectives and allow for the application of new skills?

Personalised Learning Action Plans
7. How do you set specific goals for ongoing skill improvement in your professional development?
8. Can you share an example of a learning goal you set for yourself recently?
9. How do you reflect on your learning journey and make adjustments to personalised learning action plan?

Strategic Certification Assessment: Aligning Professional Growth with Organisational Goals (MC 5.4.B.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Certification Assessment: Aligning Professional Growth with Organisational Goals **Code: 5.4.B.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	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 5.4.22)

Growth and Goals
- Identify what professional qualifications or certifications can be obtained and to what level

Description

"Strategic Certification Assessment: Aligning Professional Growth with Organisational Goals" is a micro credential designed to allow individuals to identify, assess, and strategically align certifications with organisational policies, strategies, and budgets to ensure maximum impact on professional development.

The Micro credential encourages the learner to develop skills to identify formal certifications and qualifications relevant to your professional field and career aspirations and explore diverse certification options offered by reputable organisations and institutions. The Micro credential also shows how certified professionals contribute to organisational excellence and efficiency.

Content will cover the levels of certifications, from entry-level to advanced, and understand their implications for professional growth and the criteria that define the various certification levels and their alignment with career progression. Content will also cover professional development roadmaps that incorporate strategic certifications aligned with organisational goals and the goals for continuous learning and certification attainment within the context of broader career objectives.

Additionally, participants can understand how to align identified certifications with organisational policies to ensure compliance and relevance and the impact of certifications on meeting industry standards and regulatory requirements within organisational frameworks. Participant will be able to align chosen certifications with organisational strategies and long-term goals and see how certifications can contribute to the achievement of organisational milestones and strategic objectives.

On successful completion of the micro credential participants will earn "Strategic Certification Assessment: Aligning Professional Growth with Organisational Goals" and will be proficient in navigating the certification landscape strategically and aligning your professional journey with organisational success.

Questions

Certifications
1. How do you stay informed about formal certifications and qualifications relevant to your professional field?
2. Can you name a specific certification or qualification that you believe is particularly valuable in your industry?
3. How do you differentiate between entry-level, intermediate, and advanced levels of certifications within your field?
4. How do you assess the potential impact of a certification on your career advancement at different levels?
5. How do you ensure that the certifications you pursue align with your organisation's policies and guidelines?

6. In what ways do certifications contribute to meeting industry standards, and how does this alignment benefit your organisation?
7. How do you strategically align your chosen certifications with the overall strategy and goals of your organisation?
8. How do you communicate the value of certifications to stakeholders within your organisation?
9. How do you assess the budgetary implications of pursuing a certification, and what factors do you consider?
10. How do you strike a balance between individual professional development needs and organisational budget constraints?

Dynamic Digital Proficiency: Navigating Trends, Feedback and Project Management Tools (MC 5.4.B.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Dynamic Digital Proficiency: Navigating Trends, Feedback and Project Management Tools **Code: 5.4.B.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**
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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**
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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 5.4.23, 5.4.24 and 5.4.27)

Creative Process
- Identify ways to stay up to date with the digital evolution and new trends
- Apply the feedback received through embracing the creative process and for constructive criticism
- Identify what project management tools can be utilised either individually or collectively

Description

"Dynamic Digital Proficiency: Navigating Trends, Feedback and Project Management Tools" is a micro credential designed to present participants with the essential skills to stay current, apply creative feedback constructively, and effectively utilise project management tools, both individually and collaboratively.

The Micro credential encourages the learner to Cultivate an open mindset towards creative feedback and constructive criticism in digital endeavours and learn effective strategies for integrating feedback into your work for continuous improvement and innovation. Participants will learn techniques for organising tasks, setting priorities, and managing timelines using project management tools and understand how these tools contribute to efficient time management and goal achievement in both professional and personal contexts.

Content will identify project management tools suitable for individual use or collaborative projects within a team or organisation and the hands-on experience in utilising popular project management platforms to enhance efficiency and streamline workflows. Participants will understand how project management tools can be effectively utilised at an individual level for personal projects or tasks and how collaborative features of project management tools can enhance team communication, coordination, and productivity.

On successful completion of the micro credential participants will earn "Dynamic Digital Proficiency: Navigating Trends, Feedback and Project Management Tools" and become skilful and knowledgeable in navigating the dynamic digital landscape with confidence, creativity, and strategic project management proficiency.

Questions

Staying Up to Date with Digital Evolution
1. How do you currently stay informed about the latest digital trends and advancements in your industry?
2. Can you share a specific instance where staying up to date with digital evolution positively impacted your work or projects?
3. What online platforms or resources do you find most effective for staying abreast of digital evolution and emerging trends?
4. Can you name a digital trend you recently learned about and implemented in your professional or personal pursuits?

Applying Feedback and Embracing the Creative Process
5. How do you approach creative feedback in your work or projects? Can you provide an example of a situation where you embraced creative feedback?
6. What strategies do you use to extract valuable insights from feedback and incorporate them into your creative process?

7. Share an experience where you received constructive criticism. How did you respond, and what changes did you implement based on the feedback?
8. How do you differentiate between constructive criticism and unhelpful feedback, and what actions do you take in response?

Project Management Tools
9. How do you leverage project management tools for collaborative projects within a team or organisation?
10. What criteria do you consider when selecting project management tools, either for individual tasks or collective projects?
11. How do you ensure that the chosen tools align with the specific needs and goals of a project?
12. What project management tools do you currently use, either individually or collectively within a team?

Skill Showcase: Leveraging Internal Best Practices for Professional Development (MC 5.4.B.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Skill Showcase: Leveraging Internal Best Practices for Professional Development **Code: 5.4.B.4**
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**
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 5.4.27, 5.4.28 and 5.4.30)

Best Practices for Skills Development
- Identify a potential best practice case study internally to demonstrate your skills development and document

Description

"Skill Showcase: Leveraging Internal Best Practices for Professional Development" is a micro credential that is designed to empower participants to uncover potential best practice case studies within their organisations, effectively demonstrate their skills development, and create impactful documentation for personal and professional growth.

The Micro credential allows the learner to explore the skills to identify potential best practice case studies within your organisation and to explore methodologies for recognising situations where your skills have contributed positively to project outcomes or process improvements. Participants can hone their communication and presentation skills to effectively articulate the impact of your skills development.

Content will demonstrate techniques for documenting your skills development in a clear, concise, and compelling manner and the elements of a successful best practice case study, including problem identification, solution implementation, and measurable results.

Additionally, the curriculum will cover strategies for effectively highlighting your skill development journey through real-world examples and the importance of connecting specific skills to positive outcomes and organisational success. It will encourage participants to explore collaborative exercises to develop best practice case studies with peers and show how to gather feedback and insights from colleagues to enhance the depth and credibility of your case studies.

On successful completion of the micro credential participants will earn "Skill Showcase: Leveraging Internal Best Practices for Professional Development" and will be able to demonstrate impactful documentation of best practice case studies.

Questions

Case Studies and Documenting Skills Development
1. Why is it useful to document case studies?
2. How do you currently or would suggest documenting your skills development, especially in situations where you have demonstrated best practices?
3. Can you provide an example of a documented instance where your skills positively influenced a project or process?
4. What, in your view, are the key components of a compelling case study to highlight skills development?
5. How do you structure a case study to effectively communicate the problem, solution, and measurable results?
6. How do you think collaborative case study development can enhance the depth and credibility of the documentation?

7. How do you plan to apply your case studies in performance reviews or career discussions within your organisation?
8. What specific goals do you have for leveraging case studies to display your skills and contributions?

Strategic Digital Competence Planning: Defining Clear Objectives and Goals (MC 5.4.B.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Digital Competence Planning: Defining Clear Objectives and Goals **Code: 5.4.B.5**
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 5.4.31)

Strategic Objectives and Goals
- Know how to define specific objectives and goals when examining the digital competences to be achieved

Description

"**Strategic Digital Competence Planning: Defining Clear Objectives and Goals"** is a micro credential to empower participants with the knowledge and skills needed to set specific, measurable, and achievable objectives when examining digital competences to be achieved.

The Micro credential demonstrates toes participants how to gain a comprehensive understanding of the digital competences relevant to your industry and professional goals and to explore the diverse facets of digital skills, from technical proficiencies to soft skills crucial in a digital environment.

Content will cover the skills needed to articulate clear and specific objectives when aiming to enhance digital competences and the importance of aligning digital competence objectives with broader career and organisational goals. Content will also cover techniques for setting measurable goals that allow for progress tracking and performance evaluation and the metrics and key performance indicators (KPIs) to quantify the impact of improved digital competences.

Additionally, the Micro credential investigates the importance of setting achievable and realistic goals within the context of digital competence development and investigates the strategies for breaking down larger competences into manageable milestones for effective planning.

On successful completion of the micro credential participants will earn "Strategic Digital Competence Planning: Defining Clear Objectives and Goals" and will possess the knowledge and insights to develop a clear roadmap for achieving digital competence objectives with clarity and purpose.

Questions

Understanding Digital Competence Objectives
1. How would you define digital competences?
2. Why are they important in today's professional landscape?
3. Can you provide examples of both technical and soft skills that fall under the umbrella of digital competences?
4. How do you determine which digital competences are most relevant to your industry or professional goals?
5. What techniques do you use to set measurable goals for your digital competence development?
6. How do you quantify progress and assess the impact of improved digital competences in your professional endeavours?
7. How do you ensure that the objectives you set for digital competence development are achievable within a realistic timeframe?
8. How do you integrate digital competence objectives into your broader professional development plan?

Strategic Professional Development: Navigating Guidance, Opportunities, and Collaboration (MC 5.4.B.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Professional Development: Navigating Guidance, Opportunities, and Collaboration **Code: 5.4.B.6**
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 5.4.32, 5.4.36 and 5.4.37)

Professional Development
- Identify where to seek guidance, mentorship and information
- Identify where to seek opportunities for self-developments
- Encourage departments and individuals to work with one another

Description

"Strategic Professional Development: Navigating Guidance, Opportunities, and Collaboration" is a micro credential to empower individuals and departments to navigate the intricate web of professional growth, encouraging a culture of mentorship, self-improvement, and cross-functional collaboration.

The Micro credential demonstrates the skills to identify and map sources for guidance and mentorship within your organisation and industry and the importance of mentorship in personal and professional growth and cultivate relationships with mentors. It will also cover the techniques to encourage departments and individuals to collaborate effectively and the benefits of cross-functional collaboration in fostering innovation, problem-solving, and overall organisational success.

Content will cover strategies to proactively identify and seize opportunities for self-development. Explore avenues, both within and outside the organisation, for continuous learning and skill enhancement. Hone networking skills to establish connections with key individuals who can provide guidance and support and explore virtual and in-person networking opportunities to broaden your professional circle

Additionally, the Micro credential introduces the participant to the fundamentals of designing and implementing mentorship programs within organisational structures and how mentorship programs contribute to talent development, knowledge transfer, and a positive organisational culture.

On successful completion of the micro credential participants will earn "Strategic Professional Development: Navigating Guidance, Opportunities, and Collaboration" and will possess the skills to proactively navigate their professional growth journey.

Questions

Seeking Guidance, Mentorship, and Information
1. How do you currently identify sources for guidance and mentorship within your professional network or organisation?
2. Can you share an example of a time when seeking guidance or mentorship positively impacted your decision-making or skill development?
3. Where do you typically seek reliable and up-to-date information related to your industry or field?
4. Can you provide an example of how staying informed through various sources has influenced your professional knowledge?
5. How do you proactively identify opportunities for self-development in your current role or industry?
6. Where do you usually look for opportunities to enhance your skills or acquire new knowledge? Online platforms, workshops, or formal courses?

Encouraging Collaboration among Departments and Individuals
7. How do you/ would you encourage collaboration among departments within your organisation?

8. What strategies do you/ would you employ to foster a culture of collaboration within your team or department?
9. How do you/ would you measure the impact of collaborative efforts on individual and departmental performance?
10. How do you/ would you address potential challenges or barriers to collaboration among individuals or departments?

Strategic Learning Needs Assessment and Goal Evaluation (MC 5.4.B.7)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Learning Needs Assessment and Goal Evaluation **Code: 5.4.B.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	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 5.4.33 and 5.4.40)

Needs Assessment and Goal Evaluation
- Assess the current knowledge gaps and needs of individuals
- Evaluate the individual and collective goals and learning plans at intervals

Description

"Strategic Learning Needs Assessment and Goal Evaluation" is a micro credential to present individuals and organisations with the skills to conduct thorough assessments, tailor learning plans, and strategically evaluate progress at regular intervals.

The Micro credential presents the skills needed to conduct comprehensive assessments to identify current knowledge gaps within individuals or teams and the significance of recognising knowledge deficiencies as a precursor to effective learning and development initiatives. It also demonstrates the importance of evaluating individual and collective goals at regular intervals and how goal evaluation contributes to course correction, skill enhancement, and the overall effectiveness of learning plans.

Content will cover methodologies for assessing the unique learning needs of individuals within a professional setting and techniques for tailoring learning experiences to address specific skill gaps and career aspirations.

Additionally, the Micro credential addresses how to analyse and identify collective knowledge gaps and learning needs within a team or department and strategies for aligning collective learning objectives with broader organisational goals. Participants will gain the ability to create strategic learning plans for individuals based on identified knowledge gaps and learning needs and personalised learning pathways that cater to diverse learning styles, preferences, and career trajectories.

On successful completion of the micro credential participants will earn "Strategic Learning Needs Assessment and Goal Evaluation" and will possess the skills to enhance their ability to strategically assess and address knowledge gaps while continuously evaluating learning goals for sustained growth.

Questions

Assessing Knowledge Gaps and Learning Needs
1. List out the considerations when creating a strategy for addressing knowledge gap and learning needs in an organisation?
2. How do you typically identify and assess the current knowledge gaps of individuals within a team or organisation?
3. What methods or tools do you employ to understand the unique learning needs of individuals in a professional context?
4. How do you go about developing strategic learning plans for individuals based on their identified knowledge gaps and learning needs?
5. Why is it important to evaluate individual and collective learning goals at regular intervals?
6. How do you collect and integrate feedback into the evaluation process of individual and collective learning goals?
7. In your experience, how do you ensure that individual and collective learning goals align with broader organisational objectives?

8. What performance metrics or indicators do you use to measure the impact of learning initiatives on individuals and teams?

Customised Learning Facilitation: Tailoring Experiences and Empowering Competency Building (MC 5.4.B.8)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Customised Learning Facilitation: Tailoring Experiences and Empowering Competency Building **Code: 5.4.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	Peer Review

Learning Outcomes

Learning Outcomes (ref. LOs 5.4.34 and 5.4.35)

Tailoring Experiences and Empowering Competency Building
- Tailor a learning experience for others
- Provide guidance and support for people looking to build their competencies

Description

"Customised Learning Facilitation: Tailoring Experiences and Empowering Competency Building" is a micro credential to empower participants with the knowledge and techniques required to craft personalised learning journeys, provide effective guidance, and offer unwavering support for individuals seeking to build and enhance their competencies.

The Micro credential will explore various strategies for tailoring learning experiences to meet the specific needs and goals of individuals and highlight the importance of flexibility and customisation in creating engaging and impactful learning environments. It will highlight effective guidance techniques to assist individuals in identifying their competencies and areas for improvement and mentorship models and coaching strategies that foster a supportive learning relationship.

Content will cover, how to create inclusive learning environments that cater to diverse backgrounds, experiences, and skill levels and the role of inclusivity in fostering a positive and collaborative learning community. It will cover techniques for providing ongoing support to individuals on their competency-building journey and the importance of regular check-ins, constructive feedback, and encouragement in sustaining motivation and progress.

Additionally, learners will acquire skills in constructing personalised competency roadmaps for individuals, aligning with their career aspirations and understand the iterative nature of competency building and how to adjust roadmaps based on progress and feedback. Learning will explore methodologies for staying abreast of evolving competency requirements within different industries and develop strategies to guide individuals in adapting their skill sets to meet the changing demands of their professions.

On successful completion of the micro credential participants will earn "Customised Learning Facilitation: Tailoring Experiences and Empowering Competency Building" and will possess the skills to strategically futureproof digital tools, assess tool costs effectively, and actively contribute to planning and strategy development.

Questions

Learning Experiences
1. How do you identify and adapt to different learning styles when tailoring a learning experience for individuals?
2. What techniques or strategies do you employ to personalise learning experiences based on the needs and goals of individuals?
3. Describe your process for creating individualised competency roadmaps for people looking to build their skills.
4. How do you guide individuals in adapting their competencies to meet evolving requirements in their field or industry?

5. What strategies do you employ to provide inclusive support that considers diverse backgrounds and skill levels?
6. How do you gather feedback from individuals about their learning experiences and competency development?
7. How do you provide ongoing support to individuals as they progress in building their competencies?
8. Can you discuss an instance where inclusivity played a role in the success of competency-building efforts?

ADVANCED LEVEL

(Level 5 and Level 6)

Empowering Growth in Digital Environments (MC 5.4.C.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Empowering Growth in Digital Environments **Code: MC 5.4.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 5.4.41, 5.4.43 and 5.4.44)

Moving Towards Independence
- Encourage autonomy for problem solving and research among individuals
- Acknowledge achievements and milestones in bridging the knowledge gap
- Identify networks for self-development

Description

"Empowering Growth in Digital Environments" is a micro credential designed to empower individuals with the knowledge and strategies to encourage independent problem-solving, celebrate milestones in knowledge acquisition, and strategically identify networks for continuous self-development.

The Micro credential ensures that participants will develop skills to empower individuals in problem-solving and research through autonomy and the methodologies for fostering a culture that encourages independent thinking and innovative solutions. The learner will develop a mindset for continuous self-development and lifelong learning and explore the connection between a learning mindset, career resilience, and personal growth.

Content will demonstrate the art of acknowledging and celebrating achievements and milestones in bridging knowledge gaps and the impact of positive reinforcement on motivation, confidence, and a sense of accomplishment. It will also cover designing milestone-based learning journeys for individuals or teams and the role of structured milestones in fostering a sense of progress and accomplishment.

Additionally, participants will explore effective strategies for recognising and appreciating individual and collective efforts in knowledge acquisition and learn how strategic recognition contributes to a positive learning environment and sustained engagement. Participants will explore techniques for identifying and leveraging networks that contribute to continuous self-development and understand the importance of diverse networks in acquiring knowledge, mentorship, and professional opportunities.

On successful completion of the micro credential participants will earn "Empowering Growth in Digital Environments" and will possess the skills to cultivate autonomy, celebrate achievements, and strategically build networks for sustained personal and professional growth

Questions

Encouraging Autonomy
1. How do you foster a culture that encourages individuals to autonomously approach problem-solving and research?
2. Why is this important for organisations?
3. What strategies do you employ to support individuals in developing independent thinking skills for problem-solving?

Acknowledging Achievements and Milestones
4. How do you acknowledge and celebrate achievements and milestones when individuals bridge knowledge gaps?
5. Why is this important?

6. What positive reinforcement techniques do you use to boost confidence and motivation in the learning process?

Identifying Networks for Self-Development
7. How do you guide individuals in identifying networks that align with their self-development goals?
8. How do you encourage the use of online platforms for networking and self-development?
9. Discuss the connection between a learning mindset, career resilience, and sustained self-development

Adaptive Learning Leadership: Tailoring Development for Success (MC 5.4.C.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Adaptive Learning Leadership: Tailoring Development for Success **Code: MC 5.4.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 5.4.42, 5.4.45 and 5.4.46)

Development for Success
- Be cognisant of individuals knowledge level, pace of learning, personal circumstances, commitments and any special needs
- Advocate for continuous professional development and associated accreditations
- Examine targeted areas for improvement

Description

"Adaptive Learning Leadership: Tailoring Development for Success" is a micro credential to empower individuals with the skills to personalise learning experiences, champion continuous professional development, and conduct targeted assessments for improvement.

The Micro credential ensures that participants learn how to develop the ability to assess and be cognisant of individuals' knowledge levels, learning paces, personal circumstances, commitments, and special needs and explore strategies for tailoring learning experiences to accommodate diverse individual requirements. It includes acquiring the skills in crafting personalised learning plans that consider individual circumstances, preferences, and career aspirations and understanding the impact of tailored learning experiences on motivation, engagement, and skill acquisition.

Content will encourage participants to advocate for a culture of continuous professional development within teams and organisations and highlight the importance of professional accreditations and guide individuals in their pursuit of relevant certifications. It will also cover the methods for strategically examining targeted areas for improvement in individuals or teams and how targeted assessments contribute to a focused and effective professional development plan.

Additionally, participants will explore strategies for creating a supportive learning environment that accommodates diverse needs and will understand the role of leadership in fostering an atmosphere conducive to continuous improvement and professional growth. Participants will develop techniques for aligning individual learning goals with broader professional aspirations and explore the symbiotic relationship between personal development and organisational success and the mechanisms for collecting, analysing, and integrating feedback into the adaptive learning process.

On successful completion of the micro credential participants will earn "Adaptive Learning Leadership: Tailoring Development for Success" and will possess the skills to create adaptive and effective learning environments, champion continuous development, and strategically address improvement areas for individual and organisational success.

Questions

Individualised Learning Approach
1. How do you assess and remain cognisant of the knowledge levels of individuals within your team or group?
2. How do you adapt learning materials or methods to accommodate varying paces of learning within a group?
3. How do you take into account personal circumstances and commitments when designing learning plans or professional development initiatives?

4. In what ways do you accommodate individuals with special needs or unique learning requirements?

Continuous Professional Development
5. How do you advocate for and promote a culture of continuous professional development within your team or organisation?
6. How do you encourage individuals to pursue professional accreditations relevant to their roles?
7. How do you evaluate the effectiveness of initiatives aimed at addressing targeted areas for improvement?
8. Can you discuss specific performance metrics or indicators used to measure the success of improvement efforts?

Collaborative Leadership in the Digital Era: Mentoring and Community Engagement (MC 5.4.C.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Collaborative Leadership in the Digital Era: Mentoring and Community Engagement **Code: MC 5.4.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 5.4.47 and 5.4.48)

Mentoring and Community Engagement
- Engage others in being mentors for problem solving and skills development in digital environments
- Advocate for community outreach initiatives, volunteering by connections outside the organisation for self-development

Description

"Collaborative Leadership in the Digital Era: Mentoring and Community Engagement" is a micro credential to empower participants with the skills to harness the power of mentorship, advocate for community outreach, and leverage external connections for holistic self-development.

The Micro credential encourages participants to develop strategies to engage individuals as mentors for problem-solving and skills development in digital environments and to understand the role of mentorship in fostering a collaborative and dynamic learning culture. Participant will acquire essential skills for effective mentorship, including communication, guidance, and tailored support and explore methods for matching mentors and mentees based on complementary skills and goals.

Content will cover the principles of designing programs that utilise mentorship for the development of digital skills within organisations and exploring the integration of mentorship into existing training and development initiatives. It will present leaders with the skills to build and leverage networks outside the organisation for mutual learning and collaboration and the role of external connections in bringing diverse perspectives and insights to problem-solving.

Additionally, participants will engage developing advocacy skills to promote community outreach initiatives as a crucial component of self-development and will understand the impact of community engagement on professional growth and the development of a broader skill set. Participants will learn methodologies for measuring the impact and success of mentorship and community outreach initiatives and understand how metrics can guide continuous improvement and the evolution of collaborative leadership practices.

On successful completion of the micro credential participants will earn "Collaborative Leadership in the Digital Era: Mentoring and Community Engagement" and will possess the skills to elevate their leadership skills, cultivate a culture of mentorship, and leverage community engagement for personal and organisational success.

Questions

Engaging Others as Mentors
1. Define what a mentor means to you?
2. What are important qualities of a mentor, in your opinion?
3. How do you actively engage individuals to become mentors for problem-solving and skills development in digital environments?
4. How do you ensure effective mentor-mentee matches based on complementary skills and shared development goals?
5. How do you measure the impact of mentorship programs on skills development and problem-solving within your organisation?

Advocating for Community Outreach

6. Why would community outreach be a strategic objective for organisations?
7. What strategies do you employ to advocate for community outreach initiatives as a crucial aspect of self-development?
8. How do you encourage and facilitate volunteering by connections outside the organisation for self-development?
9. How do you build and leverage external networks for community engagement and collaborative self-development?
10. How do you measure the impact of community outreach and volunteering initiatives on individual and organisational self-development?

Data-Driven Excellence: Research, Analysis, and Competency Development in Digital Environments (MC 5.4.C.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Data-Driven Excellence: Research, Analysis, and Competency Development in Digital Environments **Code: MC 5.4.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 5.4.49 and 5.4.50)

Problem solving in Digital Environments
- Apply research and data analysis techniques or evolving digital environments
- Create a development log, track competencies and achievements

Description

"Data-Driven Excellence: Research, Analysis, and Competency Development in Digital Environments" is a micro credential for individuals seeking to empower individuals with the skills to navigate evolving digital landscapes, harness the power of data, and create comprehensive development logs for tracking competencies and achievements.

The Micro credential encourages research methodologies tailored for evolving digital environments and how to identify, evaluate, and synthesise relevant information from diverse sources. It introduces research and data analysis techniques to real-world digital scenarios to gain hands-on experience through case studies and projects that simulate dynamic digital challenges.

Content will cover the art of creating a comprehensive development log to track individual competencies and understand the importance of documenting achievements and skills acquired throughout one's professional journey. It will also cover strategies for tracking competencies in alignment with personal and professional goals and the role of competency tracking in informed decision-making and career advancement.

Additionally, participants will cultivate a reflective practice through regular review of the development log and understand how continuous improvement based on reflections contributes to ongoing success.

On successful completion of the micro credential participants will earn "Data-Driven Excellence: Research, Analysis, and Competency Development in Digital Environments" and will elevate their skills in research, data analysis, and competency development in digital environments.

Questions

Applying Research and Data Analysis Techniques
1. How do you approach research in rapidly evolving digital environments?
2. What data analysis techniques do you commonly apply in digital environments?
3. How do you practically apply research and data analysis techniques to solve problems or address challenges in a digital context?
4. Share an experience where data-driven insights could influence a decision or strategy in a digital setting.

Log and Tracking Competencies
5. Why is it important to create a development log for tracking competencies and achievements?
6. How do you strategically track competencies to align with your personal and professional goals?
7. How do you leverage digital tools or platforms to document and track competencies efficiently?
8. How do you integrate feedback into your development log to facilitate continuous improvement?

Strategic Digital Competence Development: A Holistic Approach (MC 5.4.C.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Digital Competence Development: A Holistic Approach **Code: MC 5.4.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 5.5.51 and 5.4.53)

Digital Competence Development
- Recognise the many ways in which to improve or update one's own digital competence needs
- Identify the key skills that would add benefit to your role and the activities you contribute to

Description

"Strategic Digital Competence Development: A Holistic Approach" is a micro credential to empower individuals with the skills to discern diverse avenues for improvement, strategically identify key skills that enhance their roles, and contribute meaningfully to organisational activities

The Micro credential explores insights into an array of strategies and pathways to improve and update your digital competence and how staying informed through diverse channels contributes to adaptive skill development. It will highlight the value of collaborative competence development within teams and across departments and explore strategies for creating a culture of knowledge sharing and skill development within the organisation.

Content will look into how to identify key areas for improvement in your digital competence and the methodologies for conducting a self-assessment to identify skill gaps that impact your effectiveness. Participants are encouraged to identify the key skills that would significantly benefit their role within the organisation and the connection between role-specific skills and organisational success.

Additionally, participants will foster a mindset of continuous improvement positively influences career growth and learn effective goal-setting techniques for competency development.

On successful completion of the micro credential participants will earn "Strategic Digital Competence Development: A Holistic Approach" and will strategically enhance their digital competencies.

Questions

Recognising Ways to Improve Digital Competence
2. How do you recognise and utilise diverse learning channels to improve your digital competence?
3. What strategies do you employ for self-assessment to identify areas for improvement in your digital competence?
4. How do you stay adaptable in your approach to skill development to meet the evolving demands of the digital landscape?
5. Can you share an instance where a self-assessment might lead to a tangible improvement in people's skills?

Identifying Key Skills for Role Enhancement
6. How do you identify the key skills that would significantly benefit your role within the organisation?
7. How do you align your identified key skills with the goals and activities of the organisation?
8. How do you set and prioritise goals for competency development?
9. Discuss how technology integration can positively impact effectiveness in organisational activities.

Navigating Knowledge Expansion and Personalised Development (MC 5.4.C.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Navigating Knowledge Expansion and Personalised Development **Code: MC 5.4.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 5.4.52, 5.4.59 and 5.6.60)

Knowledge Expansion

- Weigh up the avenues that exist for expanding knowledge and recognise that not all are appropriate
- Recognise that people learn in different ways
- Implement opportunities for self-development where people can take charge of their learning

Description

"Navigating Knowledge Expansion and Personalised Development" is a micro credential to empower individuals with the skills to weigh diverse learning opportunities, acknowledge varied learning styles, and implement self-development opportunities that empower individuals to take charge of their learning journey.

The Micro credential emphasises the need for participants to critically evaluate different avenues for expanding knowledge and the importance of discerning appropriate learning channels based on individual needs and goals. They will explore the diversity in how people learn and recognise that individuals have unique learning styles and develop strategies to tailor learning experiences to accommodate different learning preferences.

Content will cover a strategy for empowering individuals to take charge of their learning by implementing personalised self-development opportunities and understand the role of autonomy in fostering a proactive and engaged approach to continuous learning. Learners are encouraged to develop skills to create a learning-driven culture within teams and organisations and explore strategies to inspire a collective commitment to continuous self-development.

Additionally, participants will learn how to design learning plans that are adaptable and responsive to individual needs and understand the importance of flexibility in accommodating diverse learning preferences. The Micro credential will help learners to cultivate a culture of continuous reflection to enhance learning effectiveness and explore the role of reflection in reinforcing learning and identifying areas for improvement.

On successful completion of the micro credential participants will earn "Navigating Knowledge Expansion and Personalised Development" and will possess the skills to cultivate a mindset of continuous improvement, embrace diverse learning avenues, and empower individuals to take ownership of their learning journey for sustained personal and professional growth.

Questions

Weighing Avenues for Knowledge Expansion
1. How do you approach weighing the various avenues available for expanding knowledge?
2. How do you recognise when certain avenues for knowledge expansion may not be appropriate for a specific learning goal?

Recognising Diverse Learning Styles
3. How do you recognise and accommodate the fact that individuals learn in different ways?
4. How do you ensure adaptability in learning plans to cater to the varied learning preferences of individuals?

Implementing Self-Development Opportunities

5. How do you implement opportunities for self-development where individuals can take charge of their learning?
6. What strategies do you employ to foster a culture where individuals are encouraged to proactively take charge of their own learning?
7. How do you encourage and promote autonomy in individuals' learning journeys?
8. Discuss the role of autonomy in fostering a sense of ownership and engagement in self-development.

Digital Skills Mastery: Assess, Adapt, and Propel (MC 5.4.C.7)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital Skills Mastery: Assess, Adapt, and Propel **Code: MC 5.4.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 5.4.54, 5.4.55 and 5.4.56)

Assess, Adapt, and Propel
- Assess and manage how relevant the current skills base is concerning new technologies for innovations
- Establish a training log for seeking opportunities for self-development and to keep up to date with the digital evolution
- Conduct an assessment of digital competencies relevant to people's roles within an agreed timeframe from starting a role

Description

"Digital Skills Mastery: Assess, Adapt, and Propel" is a micro credential to empower individuals, professionals, and leaders to assess and manage their skills relevance, establish effective training logs for continuous self-development, and conduct timely assessments of digital competencies aligned with specific roles.

The Micro credential covers the skills to assess the relevance of your current skill base concerning new and emerging technologies and the importance of staying dynamic in skill assessment for continuous adaptability. Participants will master the art of conducting timely assessments of digital competencies aligned with specific roles and understand how periodic competency assessments contribute to individual and organisational success.

Content will cover the strategies for managing and aligning your skills with new technologies to drive innovation and explore how relevant skills form the foundation for pioneering digital advancements. It will cover a roadmap for navigating the digital evolution and remaining at the forefront of technological advancements and the practical approaches to integrate digital evolution into your ongoing self-development initiatives.

Additionally, participants will learn about effective training logs to systematically seek opportunities for continuous self-development and understand how maintaining a training log contributes to staying updated with the ongoing digital evolution.

On successful completion of the micro credential participants will earn "Digital Skills Mastery: Assess, Adapt, and Propel" and will possess the skills to proactively manage their digital skills, drive innovation, and align competencies with the dynamic requirements of their roles.

Questions

Assessing and Managing Skills Relevance
1. How do you currently assess the relevance of your skills concerning new and emerging technologies?
2. Can you share an example of a time when you identified a gap in your skills and took proactive steps to address it?
3. What strategies do you employ to strategically manage your skills in alignment with new technologies for driving innovation?

Establishing a Training Log for Self-Development
4. How do you go about establishing a training log for seeking opportunities for self-development?

5. Share the types of information you would include in a training log and how it informs a self-development journey.
6. How does maintaining a training log help you stay up to date with the ongoing digital evolution?

Conducting Role-Based Competency Assessment
7. How do you ensure timely assessments of digital competencies relevant to people's roles within an agreed timeframe from starting a role?
8. Share your approach to balancing the need for timely assessments with other responsibilities in a new role.
9. How do you establish an agreed timeframe for conducting digital competency assessments relevant to people's roles?

Empowering Individual Growth (MC 5.4.C.8)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Empowering Individual Growth **Code: MC 5.4.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 5.4.59 and 5.4.60)

Empowering Individual Growth
- Recognise that people learn in different ways
- Implement opportunities for self-development where people can take charge of their learning

Description

"Empowering Individual Growth" is a micro credential to empower participants to recognise diverse learning preferences, and to implement personalised self-development opportunities that allow individuals to take charge of their learning journey.

The Micro credential will demonstrate the fundamental principles of the various ways in which people learn and understand the uniqueness of individual learning styles and the insights into the impact of diverse learning preferences on overall engagement and retention. Participants will learn to tailor learning experiences to accommodate different learning styles and understand how personalised learning journeys contribute to enhanced comprehension and mastery.

Content will cover the skills in creating customised learning plans based on individual strengths, preferences, and growth areas and how personalised learning plans contribute to sustained motivation and achievement.

Additionally, participants will explore the integration of technology to enhance personalised learning experiences and learn about digital tools and platforms that facilitate adaptive learning approaches. They will understand how to foster a culture that encourages and celebrates individual growth and explore strategies for creating an environment where self-directed learning is valued and supported.

On successful completion of the micro credential participants will earn "Empowering Individual Growth" and will possess the skills to encourage creating inclusive and empowering learning environments.

Questions

Recognising Diverse Learning Styles
1. How do you recognise and accommodate the fact that people have diverse learning styles?
2. How do you adapt instructional methods to address diverse learning styles within a group?
3. Give an example of adapting to suit a learning style.

Implementing Opportunities for Self-Development
4. How do you empower individuals to take charge of their own learning and self-development?
5. Can you discuss an approach to creating personalised learning plans for individuals?
6. What challenges may arise when encouraging individuals to take charge of their own learning and self-development

EXPERT LEVEL

(Level 7 and Level 8)

Cultivating Growth Mindset and Lifelong Learning (MC 5.4.D.1)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Cultivating Growth Mindset and Lifelong Learning **Code: MC 5.4.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 5.4.61, 5.4.67 and 5.4.69)

Growth Mindset and Lifelong Learning
- Understand the importance of embracing a growth mindset to continue learning and improving
- Foster a company-wide culture of life-long learning and development
- Suggest ways in which individuals can navigate through competency building to reach their goals

Description

"Cultivating Growth Mindset and Lifelong Learning" is a micro credential to empower individuals and leaders to understand the significance of a growth mindset, cultivate a company-wide culture of continuous learning, and guide individuals in navigating competency building to achieve their goals.

The Micro credential provides participants with the fundamental principles and shows the importance of embracing a growth mindset for continuous learning and improvement and the practical strategies to shift from a fixed mindset to a growth mindset in various aspects of professional and personal life. Participants will develop effective goal-setting techniques for individuals to align their learning goals with personal and professional aspirations and understand the importance of setting realistic and measurable learning objectives.

Content will provide guidance and strategies on navigating through competency building to reach their personal and professional goals and provide practical suggestions and frameworks for setting and achieving competency-related milestones. It will address common challenges individuals face in their learning journeys and provide strategies for overcoming them and share real-world examples of individuals who have successfully navigated competency building despite challenges.

Additionally, participants will learn the strategies and techniques to foster a company-wide culture of lifelong learning and development and understand the role of leadership in creating an environment where continuous learning is valued and encouraged. They will explore the elements of a learning-driven culture and how it contributes to organisational adaptability and success and the impact of a culture that values continuous learning on employee engagement and retention.

On successful completion of the micro credential participants will earn "Cultivating Growth Mindset and Lifelong Learning" and will be skilled at cultivating a mindset of growth, fostering a culture of lifelong learning, and empowering individuals to navigate their competency building journey towards personal and professional success.

Questions

Embracing a Growth Mindset
1. What is the difference between a fixed and growth mindset?
2. Why is a growth mindset so important?
3. How would you articulate the importance of embracing a growth mindset for continuous learning and improvement?
4. What strategies would you suggest to individuals aiming to develop and nurture a growth mindset?

Fostering a Culture of Lifelong Learning

5. In your opinion, what role does leadership play in promoting and sustaining a culture of continuous learning?
6. Share specific initiatives or programs that you believe contribute to creating a learning-centric environment.

Navigating Competency Building
7. Suggest ways in which individuals can navigate through competency building to reach their personal and professional goals.
8. How can mentors and leaders support individuals on their competency-building journey?
9. What advice would you give to individuals when setting realistic learning goals aligned with their aspirations?
10. How do achievable goals contribute to sustained motivation in competency building?

Overcoming Challenges in Learning Journeys
11. What common challenges do individuals often face in their learning journeys, and how can they be addressed?
12. Share examples or strategies for overcoming challenges related to competency building.

Competency-Based Learning and Digital Tool Analysis (MC 5.4.D.2)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Competency-Based Learning and Digital Tool Analysis **Code: MC 5.4.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 5.4.62, 5.4.63, 5.4.64 and 5.4.68)

Competency-Based Learning and Digital Tool Analysis
- Implement a competency-based learning platform that records progress and assess knowledge gaps
- Select the correct competencies to focus on
- Analyse and categorise the potential for different digital tools and their impact and likelihood of solving issues
- Analyse the impact of competency building

Description

"Competency-Based Learning and Digital Tool Analysis" is a micro credential to empower participants with the skills needed to implement effective competency-based learning platforms, strategically select competencies for focus, and analyse the potential impact of various digital tools on problem-solving and competency building.

The Micro credential provides participants with the information on principles and best practices for implementing a competency-based learning platform that records progress and assesses knowledge gaps and the practical skills in leveraging technology to enhance personalised learning experiences. Participants will have the ability to strategically select the correct competencies to focus on based on organisational goals and individual needs and understand the process of aligning competencies with professional development objectives.

Content will provide guidance on categorise the potential of different digital tools for addressing specific issues and enhancing competency building and explore frameworks for evaluating the impact and likelihood of success associated with various digital tools. It will cover how to analyse the impact of competency building on individual and organisational success and the methodologies for measuring the effectiveness of competency-based learning initiatives.

Additionally, participants will acquire skills in developing communication strategies to effectively convey selected competencies and their importance to learners and to understand the role of clear communication in fostering engagement and commitment to competency building.

On successful completion of the micro credential participants will earn "Competency-Based Learning and Digital Tool Analysis" and will have the skills and confidence to gain insights, practical skills, and strategies for leveraging digital tools to drive competency building and foster continuous improvement in professional development.

Questions

Implementing a Competency-Based Learning Platform
1. How would you approach the implementation of a competency-based learning platform that effectively records progress and assesses knowledge gaps?
2. Can you provide examples of features or functionalities crucial for a successful competency-based learning platform?

Selecting the Correct Competencies

3. Provide an example of the implications if the incorrect competencies were strategically chosen to develop.
4. Share a scenario where individualised competency selection may contribute to organisational success.

Digital Tool Analysis and Categorisation
5. How do you analyse and categorise the potential of different digital tools for addressing specific issues within a competency-based learning context?
6. Provide insights into the criteria you consider when evaluating the suitability of digital tools.

Dynamic Training Policy Management and Progress Monitoring (MC 5.4.D.3)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Dynamic Training Policy Management and Progress Monitoring **Code: MC 5.4.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 5.4.65 and 5.4.70)

Training and Progress
- Regularly review and update policies and procedures related to staff training
- Establish a feedback loop to monitor progress

Description

"Dynamic Training Policy Management and Progress Monitoring" is a micro credential to present participants with the skills and strategies needed to maintain, adapt, and personalise digital tools within a dynamic organisational environment. Providing in-depth insights into the continuous review and updating of policies, procedures, and personalisation approaches, participants will learn how to manage updates effectively, ensuring that procedures, instructions, guides, and training materials remain relevant in the face of change.

The Micro credential presents participants with the principles of policy development related to staff training the skills in creating adaptable policies that align with organisational goals and industry best practices. Participants gain insights into the process of updating policies to ensure relevance in the evolving professional landscape and explore methodologies for incorporating feedback and insights into policy updates.

Content will cover strategies for conducting regular reviews of training policies and procedures and the importance of staying abreast of industry trends and legal considerations in policy adaptation. It will explore the role of technology in efficiently managing and updating training policies and highlight how digital tools and platforms can streamline policy communication and implementation.

Additionally, participants will learn the importance of establishing a feedback loop to monitor the effectiveness of training policies and develop practical approaches for collecting, analysing, and acting upon feedback from stakeholders. Participants will develop strategies for engaging stakeholders, including employees, in the policy development and review process and understand the impact of inclusive policy development on employee engagement and compliance.

On successful completion of the micro credential participants will earn "Dynamic Training Policy Management and Progress Monitoring" and be will presented with the knowledge and skills to enhance their skills in policy development, adaptation, and dynamic progress monitoring.

Questions

Regularly Reviewing and Updating Training Policies
1. How frequently do you believe training policies and procedures should be reviewed and updated?
2. What factors influence the review timeline?

Establishing a Feedback Loop for Progress Monitoring
3. Why is it crucial to establish a feedback loop for monitoring progress in staff training initiatives?
4. Discuss the advantages of utilising multiple feedback channels in the progress monitoring process.

Integration of Feedback into Policy Updates
5. How do you incorporate feedback from various stakeholders into the process of updating training policies?

6. How do you balance the need for incorporating feedback with the overarching goals and objectives of the organisation?

Measuring the Impact of Policy Changes

7. What key performance indicators (KPIs) do you consider when measuring the impact of policy changes in staff training?
8. How do you approach continuous improvement in the context of staff training policies?

Financial Empowerment for Continuous Learning in the Digital Era (MC 5.4.D.4)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Financial Empowerment for Continuous Learning in the Digital Era **Code: MC 5.4.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 5.4.66)

Financial Resources in the Organisation
- Allocate financial resources effectively to seek opportunities for self-development and to keep up to date with the digital evolution

Description

"Financial Empowerment for Continuous Learning in the Digital Era" is a micro credential to empower learners with the financial acumen needed to allocate resources effectively, seize opportunities for self-development.

The Micro credential gives participants a foundational understanding of financial literacy principles essential for making informed decisions in self-development and explore the intersection of financial health and continuous learning in the digital age. Participants will develop practical budgeting skills tailored to making decisions in digital environments and strategies for allocating financial resources effectively to support ongoing development initiatives.

Content will encourage participants to learn how to strategically invest in acquiring new skills and staying current with industry trends and explore different avenues for skill enhancement, from online courses to workshops and certifications.

Additionally, participants will learn about the dynamics of subscription-based models for continuous learning resources and evaluate the cost-effectiveness and value proposition of various subscription services in the digital education space. Participants will develop techniques for assessing the return on investment (ROI) in self-development expenditures and understand how to measure the tangible and intangible benefits of continuous learning.

On successful completion of the Micro credential participants will earn "Financial Empowerment for Continuous Learning in the Digital Era" and be will possess the skills to navigate the digital evolution while optimising their financial resources for continuous learning and growth.

Questions

Financial Resource Allocation for Continuous Learning
1. What key principles of financial literacy are essential for effective allocation of resources for self-development?
2. How does understanding financial concepts contribute to making informed decisions in the pursuit of continuous learning?
3. Can you discuss specific strategies you would employ to allocate financial resources effectively for development?
4. What research would you conduct to assess financial resource allocation for continuous learning?

Digital Learning Opportunities

5. How would you approach exploring and evaluating digital learning opportunities to stay up to date with the digital evolution?
6. What criteria would you consider when choosing digital platforms for continuous skill enhancement?
7. In your opinion, how can financial resources be optimally utilised to engage in cost-effective digital learning experiences?
8. List some website and their corresponding offerings for digital learning opportunities

Digital Competence Enhancement through In-House Workshops and Expert Insights (MC 5.4.D.5)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Digital Competence Enhancement through In-House Workshops and Expert Insights **Code: MC 5.4.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 5.4.71 and 5.4.72)

Digital Competence Enhancement
- Hold in-house workshops with the aim of improving digital competences, find opportunities for self-development and to keep up to date with the digital evolution
- Explore the potential of inviting external consultants or guest speakers in to talk or debate a topic on a certain competency

Description

"Digital Competence Enhancement through In-House Workshops and Expert Insights" is a micro credential to empower participants to elevate their digital competences by hosting in-house workshops and engaging with external consultants and guest speakers. Participants will gain practical skills in organising impactful workshops, identifying opportunities for self-development, and navigating the digital evolution through expert insights.

The Micro credential provides participants with the information to strategically plan and execute in-house workshops aimed at improving digital competences and to explore methods for tailoring workshops to address specific competency gaps within the organisation. Participants will explore how in-house workshops can serve as opportunities for self-development and skill enhancement and a personalised approach to identify and leverage these opportunities within the digital domain.

Content will provide guidance inviting external consultants or guest speakers to share expertise on specific digital competencies and the benefits of diverse perspectives and industry insights brought by external experts. It will provide advice on how to organise and moderate debates on digital competency topics to foster critical thinking and knowledge exchange and explore the impact of structured debates in deepening understanding and challenging existing perspectives.

Additionally, participants will explore various strategies for building a network of external experts who can contribute to the organisation's digital competence development and understand the long-term benefits of cultivating relationships with industry specialists.

On successful completion of the micro credential participants will earn "Digital Competence Enhancement through In-House Workshops and Expert Insights" and will be presented with insights, practical skills, and strategies for creating a culture of continuous learning and digital proficiency through in-house workshops and expert engagement.

Questions

In-House Workshops for Digital Competence Improvement

1. How would you strategically plan an in-house workshop to effectively improve digital competences within a team or organisation?
2. Can you provide an example of a workshop agenda that addresses specific competency gaps?
3. Provide an example of a workshop that not only enhanced digital competences but also offered significant opportunities for self-development.

External Consultants and Guest Speakers

4. How would you identify specific competency gaps within your team or organisation that warrant the expertise of external consultants or guest speakers?
5. What potential benefits can invite external consultants or guest speakers bring to a discussion or debate on a particular competency?
6. How would you go about structuring and moderating a debate on a digital competency topic to maximise engagement and learning?

Integration of External Insights
7. How can insights gained from external consultants or guest speakers be effectively applied to improve internal practices and digital competences?
8. What strategies would you employ to build and nurture a network of external experts who can contribute to the organisation's digital competence development?
9. Discuss the long-term advantages of maintaining relationships with external specialists.

Navigating Digital Competency Gaps: A Holistic Exploration (MC 5.4.D.6)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Navigating Digital Competency Gaps: A Holistic Exploration **Code: MC 5.4.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 5.4.73, 5.4.74 and 5.4.79)

Digital Competency Gaps
- Examine digital competency gaps in a holistic multifaceted way
- Consider factors in finding opportunities for self-development while being mindful of the ability to develop
- Be mindful of attitudes towards change, critique and resistance

Description

"Navigating Digital Competency Gaps: A Holistic Exploration" is a micro credential to empower participants with the knowledge and skills influencing self-development opportunities while being mindful of personal and organisational capabilities. Additionally, the Micro credential will address attitudes towards change, constructive critique, and resistance, fostering a culture of adaptability and continuous improvement.

The Micro credential allows participants to explore digital competency gaps from a holistic perspective, encompassing technical, strategic, and interpersonal dimensions and to develop the skills to identify, assess, and address competency gaps within the context of contemporary digital challenges. It highlights diverse attitudes towards change within individuals and organisations and the impact of these attitudes on the successful implementation of digital competency development initiatives.

Content will provide guidance on various factors influencing the identification and pursuit of opportunities for self-development and strategic approaches to align self-development goals with organisational needs and personal capabilities.

Additionally, participants will gain an understanding of mindfulness in the process of competency development, recognising and working within individual and organisational abilities and develop a balanced approach that considers both ambition and realistic development timelines. Participants will foster a culture that encourages constructive critique and openness to change as a catalyst for continuous improvement and develop skills in giving and receiving feedback that contributes positively to competency development.

On successful completion of the micro credential participants will earn "Navigating Digital Competency Gaps: A Holistic Exploration" and will emerge with the practical skills, and strategies for fostering a culture of adaptability, continuous learning, and excellence in the digital era.

Questions

Examination of Digital Competency Gaps
1. How do you define and approach digital competency gaps in a holistic manner, considering various dimensions beyond technical skills?
2. Can you provide an example of a multifaceted digital competency gap and how you would address it comprehensively?
3. How do you ensure a comprehensive assessment that covers technical, strategic, and interpersonal aspects?

Factors in Finding Opportunities for Self-Development

4. When considering opportunities for self-development, what factors would you take into account, balancing personal aspirations with organisational needs?
5. How do you ensure that self-development efforts contribute meaningfully to both personal and professional growth?
6. Where is the first place you would seek opportunities for self-development and why?

Mindfulness of Attitudes Towards Change, Critique, and Resistance
7. How do you assess and navigate different attitudes towards change within an organisation when implementing digital competency development initiatives?
8. How do you foster a culture of constructive critique to support continuous improvement in digital competencies?
9. When faced with resistance to a digital competency development initiative, what strategies would you employ to address and manage it effectively?

Strategic Workforce Management for Knowledge Advantage (MC 5.4.D.7)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Strategic Workforce Management for Knowledge Advantage **Code: MC 5.4.D.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	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 5.4.75 and 5.4.78)

Workforce Management for Knowledge
- Be aware of managing the expectations of the organisation
- Consider ways in which to motivate your assets in terms of workforce in order to align with the company's strategy in maintaining competitive knowledge advantage

Description

"Strategic Workforce Management for Knowledge Advantage" is a micro credential to present participants with a deep understanding of navigating the complexities of workforce management, ensuring that organisational expectations are met while fostering a motivated and aligned workforce.

The Micro credential demonstrate to participants, the diverse expectations within an organisation and how they align with overarching goals and to assess and manage expectations at various levels, from leadership to frontline contributors. It will explore the significance of aligning the workforce with the company's strategy to maintain a competitive knowledge advantage and develop strategies to ensure that individual and team efforts contribute directly to the organisation's broader objectives.

Content will explore the unique motivational factors that drive knowledge workers in a competitive environment and explore motivational theories and practical techniques tailored to the knowledge workforce. Participants will learn to manage talent expectations effectively, balancing individual aspirations with organisational capabilities and explore ways to retain and develop key talents critical for maintaining a knowledge advantage.

Additionally, participants will explore the fundamental strategies to retain critical skills within the organisation, preventing knowledge loss due to turnover and the role of talent development programs in retaining and enhancing workforce capabilities.

On successful completion of the micro credential participants will earn "Strategic Workforce Management for Knowledge Advantage" and be will presented with the knowledge and practical skills, strategies, and insights into creating a workforce that not only meets organisational expectations but actively contributes to maintaining a competitive knowledge advantage in today's fast-paced business environment.

Questions

Managing Organisational Expectations
1. How do you stay informed about the diverse expectations within your organisation, especially those at different levels?
2. What strategies do you employ to communicate changes in expectations effectively to your team?
3. What are the challenges in managing organisational expectations?

Workforce Motivation for Knowledge Advantage
4. How do you motivate and retain key talents within your team ensuring sustained knowledge advantage?
5. How do you ensure that motivational efforts within the workforce are aligned with the company's overall strategy for maintaining a competitive knowledge advantage?
6. How do you motivate staff to keep up to date with the digital evolution?

7. How would you address security considerations when integrating IoT devices into a network?

Human Capital Investment and Cross-Platform Innovation (MC 5.4.D.8)

Basic Information

Identification of the learner	Any Citizen
Title and code of the micro-credential	Human Capital Investment and Cross-Platform Innovation **Code: MC 5.4.D.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	Minimum 3 – Maximum 8 hrs
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 5.4.76, 5.4.77 and 5.4.80)

Investment and Innovation
- Investigate ways in which investment in people will safeguard the organisation
- Adopt cross-platform compatibility
- Employ an attitude of proposing new ideas and processes for improvement and acceptance for change

Description

"Human Capital Investment and Cross-Platform Innovation" is a micro credential that empowers participants with innovative strategies for human capital investment, explores the significance of cross-platform compatibility, and instils an attitude of proposing new ideas and processes for continuous improvement and change acceptance.

The Micro credential demonstrates to participants the various ways in which investing in people can safeguard and propel organisational success and a strategic approach to human capital investment that aligns with long-term organisational goals. Participants will foster an attitude of proposing new ideas and processes for improvement within the realm of human capital management and learn how to cultivate a culture that embraces change and innovation in workforce strategies through the Micro credential.

Content will encourage participants to explore the importance of cross-platform compatibility in the digital era and its impact on organisational efficiency and gain practical insights into adopting and optimising cross-platform strategies for enhanced collaboration and performance.

Additionally, participants will understand the challenges associated with change in organisations and strategies for overcoming resistance and explore methodologies to gain acceptance for new ideas, processes, and technologies among team members.

On successful completion of the Micro credential participants will earn "Human Capital Investment and Cross-Platform Innovation" and be will possess the practical skills, strategic insights, and a forward-thinking mindset that will contribute to the long-term success and adaptability of the organisation.

Questions

Strategic Human Capital Investment
1. How do you currently investigate and evaluate different ways in which investing in people can safeguard the organisation?
2. Can you share a specific example where a strategic human capital investment would positively impact the organisation's resilience or success?

Cross-Platform Compatibility
3. What strategies do you employ to ensure the seamless adoption of cross-platform compatibility in your organisation?
4. Can you provide an example where successful adoption of cross-platform solutions would lead to improved processes or outcomes?

Innovation and Change Acceptance

5. How does the organisational culture influence the willingness of team members to propose new ideas and embrace change?
6. What approaches do you use to gain acceptance for change, especially when introducing new ideas or processes?

APPENDIX I: LEARNING OUTCOMES FOR COMPETENCE AREA: PROBLEM SOLVING

INTRODUCTION:

Identifying digital competence gaps refers to understanding where one's own digital competence needs to be improved or updated. To be able to support others with their digital competence development. To seek opportunities for self-development and to keep up-to-date with the digital evolution.

Identifying digital competence gaps involves the ability to systematically assess, address, and monitoring digital competence gaps so organisations and individuals can better navigate the digital era and position themselves for success in an increasingly digitalised world. The key aspects of identifying digital competence gaps includes conducting skills assessments, benchmarking, feedback, training and development, culture, trends and mindsets to name a few.

Knowledge, skills and attitudes that contribute to identifying digital competence gaps allows the learner to develop themselves in terms of agility, open-mindedness, proactivity, reactivity and innovation potential.

Identifying digital competence gaps are crucial in numerous contexts, including academic research, professional work, and everyday life. These skills 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.

COMPETENCE AREA 5.4: IDENTIFYING DIGITAL COMPETENCE GAPS
TO UNDERSTAND WHERE ONE'S OWN DIGITAL COMPETENCE NEEDS TO BE IMPROVED OR UPDATED. TO BE ABLE TO SUPPORT OTHERS WITH THEIR DIGITAL COMPETENCE DEVELOPMENT. TO SEEK OPPORTUNITIES FOR SELF-DEVELOPMENT AND TO KEEP UP-TO-DATE WITH THE DIGITAL EVOLUTION.
LEVEL 1 and 2 – FOUNDATION At basic level and with guidance, I can: • recognise where my own digital competence needs to be improved or updated. • identify where to seek opportunities for self-developments and to keep up-to-date with the digital evolution.

Learning Outcome	Level	K – S - A	Description
1. Foster an attitude self-assessment for understanding how things work in digital environments	L1	A	Be able to ask questions and explore topics that builds on current knowledge but also seek and apply new knowledge. Consider your proficiency in various digital tools, software, and technologies
2. Evaluate honestly your digital skills in terms of adding value to your role or to your organisation	L1	K-S	Identify which skills and competencies can deepen your understanding and problem-solving skills in digital environments. An honest assessment is necessary for any progress. If in doubt, start at a basic level
3. Identify ways to stay informed with digital evolution	L1	K	Subscribe to tech news websites, blogs, or podcasts to stay informed about emerging technologies and changes in digital practices

4. Seek feedback from others who are more knowledgeable or are familiar with using certain technologies	L1	A	Understand that feedback from peers and mentors can be beneficial and can improve your skills and knowhow. Be open to critique
5. Identify the ways in which you can upskill or reskill	L1	K-S-A	Seek information on developing your knowledge. Ask questions like the best websites for clear information, training companies, blogs, platforms, open-sources etc. Seek and be open to advise from other colleagues who have been through the process of skills development in that area
6. Identify online courses and categories them into the areas of knowledge to build upon	L1	K-S	Capitalise on growing knowledge and skills through a proactive attitude understanding it can positively contribute to an individual's ability to grow personally and professionally. Categorising helps to build upon your existing knowledge and identifies the areas of strength and weakness in your own skills that you can improve upon in time
7. Distinguish between basic, intermediate and advanced levels of knowledge and the expected learning outcomes of each level	L1	K	Understand that you will have different levels of proficiency already however there is capacity to build to expert level. Identifying where your knowledge gaps are is key in growing skills. Starting at too basic a level will waste time and maybe money, starting at a too advanced level can confuse and ultimately deter the induvial form advancing
8. Consider alternative options to growing your skills	L1	K-A	Find ways in which you can practice and learn by doing and gathering information from people in-house that can guide and mentor
9. Identify areas where you feel less confident or	L1	K-A	Understand which areas you struggle with eg. advanced data analysis in Excel or lack knowledge about cloud computing. Be specific about what

competent that are most connected to your role			you need to improve upon that is applicable in helping you and the organisation in your role
10. Identify your goals and set parameters around them	L1	K-A	Establish clear, achievable goals for improving your digital competence. Your goals should be specific, measurable, and time-bound. For instance, you might set a goal to learn how to use a specific software program within a month

COMPETENCE AREA 5.4: IDENTIFYING DIGITAL COMPETENCE GAPS

TO UNDERSTAND WHERE ONE'S OWN DIGITAL COMPETENCE NEEDS TO BE IMPROVED OR UPDATED. TO BE ABLE TO SUPPORT OTHERS WITH THEIR DIGITAL COMPETENCE DEVELOPMENT. TO SEEK OPPORTUNITIES FOR SELF-DEVELOPMENT AND TO KEEP UP-TO-DATE WITH THE DIGITAL EVOLUTION.

LEVEL 3 and 4 – INTERMEDIATE

LEVEL 3:
On my own and solving straightforward problems, I can:
- explain where my digital competence needs to be improved or updated,
- indicate where to seek well-defined opportunities for self-developments and to keep up-to-date with the digital evolution.

LEVEL 4:
Independently, according to my own needs, and solving well-defined and non-routine problems, I can:
- discuss on where my digital competence needs to be improved or updated,
- indicate how to support others to develop their digital competence.
- indicate where to seek opportunities for self-developments and to keep up-to-date with the digital evolution.

Learning Outcome	Level	K – S - A	Description
11. Identify learning resources that can improve and update skills and knowledge	L3	K	Identify sources that offer numerous free and paid courses on a wide range of digital topics, books, workshops or seminars
12. Identify what professional qualifications or	L3	K	Identify formal certification and qualifications which can be obtained through organisations or institutions, assess the level and ensure they align with organisational policy, strategy and budgets

certifications can be obtained and to what level			
13. Identify ways to stay up-to-date with the digital evolution and new trends	L3	K-A	Identify ways to keep yourself updated about the latest digital trends and technologies. Subscribe to tech news websites, blogs, or podcasts to stay informed about emerging technologies and changes in digital practices
14. Apply the feedback received through embracing the creative process and for constructive criticism	L3	A	Understand that feedback from peers and mentors can be beneficial and can improve your understanding, knowledge and skills overtime
15. Identify the ways in which you can improve your skills and link them with a project or task for continuous retention of the information	L3	K-S-A	Understand that by maintaining the knowledge and skills learned, putting that knowledge and skills into practice regularly is a key component in retaining those skills
16. Be curious, experiment and innovate	L3	A	Experiment with new technologies and innovative solutions. Encourage creativity and provide a safe space for trying out new ideas.
17. Identify what project management tools can be utilised either individually or collectively	L3	K	Understand providing structure in the digital environment will help streamline project workflows, assign tasks, and track progress. Tools like Trello, Asana, or Monday.com can help

18. Foster an attitude of adaptability	L3	A	Embrace change and adapt quickly to new technologies. Show others that you are willing to learn and adapt, which can be inspiring to those around you
19. Adopt a network of like-minded people in diverse roles internally and externally	L3	A	Build a strong professional network both within and outside your organisation. Attend industry events, webinars, and connect with peers who share similar interests
20. Identify a potential best practice case study internally to demonstrate your skills development and document	L3	K-S-A	Understand that by putting knowledge into practice and documenting it adds tremendous value to an organisation in terms of outputs, metrics, transparency of personal development and as a testimonial for other individuals to refer to within the organisation
21. Know how to define specific objectives and goals when examining the digital competences to be achieved	L4	K-S	Understand that the objectives of competency building need to be clear, specific and measurable working towards distinct outcomes. Embarking on competency building has a degree of expectation from the individual and the organisation. Clear definition is essential prior to embarking
22. Identify where to seek guidance, mentorship and information	L4	K-A	Engage is conversations to discuss where digital competences needs to be improved or updated. Guidance from the organisations is key in achieving your objectives within your role and critical feedback of areas of weakness or lack of confidence can be communicated
23. Assess the current knowledge gaps and needs of individuals	L4	K	Understand the individual's current digital skills and knowledge. Ask them about their comfort level with various digital tools and technologies and take a proactive approach in equipping them with the knowledge and tools needed

24. Tailor a learning experience for others	L4	K-S	Understand not everyone needs to learn the same things, so focus on specific needs, interests, goals and current skills level
25. Provide guidance and support for people looking to build their competencies	L4	K-A	Realise that that patience is key, as everyone learns at their own pace. Be available to answer questions, troubleshoot issues, and provide guidance when needed.
26. Identify where to seek opportunities for self-developments	L4	K-A	Document where individuals can find the necessary information to develop their competences. Platforms like Coursera, edX, Khan Academy, and YouTube offer numerous free and paid courses on a wide range of digital topics and problem solving
27. Encourage departments and individuals to work with one another	L4	A	Create connections between people and departments encouraging practical, hands-on learning. Provide opportunities for them to apply what they have learned. This can include simple exercises, real-world projects, or guided practice sessions
28. Connect digital skills to real-life scenarios for optimal learning	L4	K-S-A	Demonstrate how these skills can be applied in their personal and professional lives. Encourage the "use it or lose it" mentality and create connections where continuous use of the skills developed can be applied and not become obsolete
29. Identify scenarios where individuals can experiment in a safe space	L4	K-A	Encourage exploration and experimentation with digital tools. Learning often occurs through trial-and-error offering support and encouragement to help overcome any obstacles
30. Evaluate the individual and collective goals and learning plans at intervals	L4	K-S	Periodically assess your own and others progress and adjust the learning plan as needed. This ensures staying on track and continues the development of digital competence and problem solving

ADVANCED LEVEL (LEVEL 5 AND LEVEL 6)

COMPETENCE AREA 5. 4: IDENTIFYING DIGITAL COMPETENCE GAPS

TO UNDERSTAND WHERE ONE'S OWN DIGITAL COMPETENCE NEEDS TO BE IMPROVED OR UPDATED. TO BE ABLE TO SUPPORT OTHERS WITH THEIR DIGITAL COMPETENCE DEVELOPMENT. TO SEEK OPPORTUNITIES FOR SELF-DEVELOPMENT AND TO KEEP UP-TO-DATE WITH THE DIGITAL EVOLUTION.

LEVEL 5 and 6 – ADVANCED

LEVEL 5:
As well as guiding others, I can:
- demonstrate where my own digital competence needs to be improved or updated,
- illustrate different ways to support others in the development of their digital competence.
- propose different opportunities found for self-development and to keep up-to-date with the digital evolution.

LEVEL 6:
At advanced level, according to my own needs and those of others, and in complex contexts, I can:
- decide which are the most appropriate ways to improve or update one's own digital competence needs,
- assess the development of others' digital competence.
- choose the most appropriate opportunities for self-development and to keep up-to date with new developments.

Learning Outcome	Level	K – S - A	Description
31. Encourage autonomy for problem solving and research among individuals	L5	A	Develop an approach whereby individuals are given the independence to self-manage problems, build their capabilities through self-learning, trial and error. Provide them with the tools to research identify and solve their digital competency gaps
32. Be cognisant of individuals knowledge level, pace of learning, personal	L5	A	Understand and respect that individuals learn at different paces with varying preferences. Some people may prefer structured lessons, while

circumstances, commitments and any special needs			others may prefer a more self-directed approach. Consider other factors that may influence peoples ability and commitment to learn
33. Acknowledge achievements and milestones in bridging the knowledge gap	L5	A	Recognise and celebrate progress and achievements, no matter how small. Positive reinforcement can boost motivation and morale
34. Identify networks for self-development	L5	K-A	Document networks to join, either online or in person events that will not only expand your knowledge on the matter, keep your knowledge up-to-date but enhance relationships within the area of interest for greater learning and development opportunities. Networking can provide valuable insights and opportunities to learn from others.
35. Advocate for continuous professional development and associated accreditations	L5	A	Encourage colleagues to attend continuous professional development workshops, courses and events to create greater linkages and meet like-minded people
36. Examine targeted areas for improvement	L5	K-S	Understand that individuals may be competent is basic levels of a subject matter however may have little or no knowledge on other areas of the subject at that basic level. eg. individuals may know how to input information into an excel cell however they may not know how to sort the inputter information in a column
37. Engage others in being mentors for problem solving and skills	L5	A	Employ the knowledge economy to volunteer their time, be a point of contact or representative for questions on a certain knowledge or sills area

development in digital environments			
38. Advocate for community outreach initiatives, volunteering by connections outside the organisation for self-development	L5	A	Engaging in local community initiatives can benefit the individual and organisation and offer a different opportunity for self-development. Competencies built in-house can be transferred to benefit others who do not possess the knowledge or means. Providing this type of avenue to individuals not only allows them to hone their skills but gives them a sense of achievement by doing good
39. Apply research and data analysis techniques or evolving digital environments	L5	K-S	Utilise and provide others with digital research tools such as search engines, databases, and analytics platforms to gather data and insights relevant in supporting in the development of their digital competence
40. Create a development log, track competencies and achievements	L5	K-A	Establish a way of tracking capacity building collectively and individually. Create a space where people can monitor their achievements, growth and goals to close their digital competency gaps
41. Recognise the many ways in which to improve or update one's own digital competence needs	L6	K-S	Document the many and varied examples of ways in which proficiency can be achieved in acquiring digital competencies
42. Weigh up the avenues that exist for expanding knowledge and recognise that not all are appropriate	L6	K-S-A	Examine the advantages and disadvantages of each potential solution and be able to make an informed decision knowing that the solution will succeed in achieving the required result. Focusing on the type of knowledge you want to acquire and format of delivery is important for learning

43. Identify the key skills that would add benefit to your role and the activities you contribute to	L6	K	Establish a focus whereby the skills you learn are the ones that will be utilised in your role, benefit your work, others that you work with and the organisation
44. Assess and manage how relevant the current skills base is concerning new technologies for innovations	L6	K-S	Consider setting up a review period to check for updates in your digital environment and communicate updates, changes and direct individuals to relevant training. Keep abreast of current levels of knowledge
45. Establish a training log for seeking opportunities for self-development and to keep up-to-date with the digital evolution	L6	S	Document training completed for all people. Consider a regular review of trainings, setting refresher dates. Establish a fixed schedule for training that can be communicated and open to all. Encourage a culture of continuous improvement
46. Conduct an assessment of digital competencies relevant to peoples roles within an agreed timeframe from starting a role	L6	K-S	Decide on the resources and competences that need to be allocated and tailor a learning package specific to addressing any weaknesses demonstrated during the assessment
47. Advocate for increased investment in capability building	L6	A	Understand that when you invest in people, you can enhance the organisation's ability to bridge digital competency gaps.
48. Encourages best practices measured to be rolled out across departments	L6	K-A	Understand that others in the industry are employing best practice measures. Creating a benchmark allows people and the organisation to measure themselves against internal or external standards, internal progress, performance against competitors, give a sense of pride and allow one to see how processes rank against world-class organisations

49. Recognise that people learn in different ways	L6	A	Understand that one size does not fit all even if the knowledge gap is the same. Explore the different ways in which people can assimilate information in order to use it in a way that makes sense to them
50. Implement opportunities for self-development where people can take charge of their learning	L6	A	Acknowledge that training does not have to scheduled, managed or overseen by the organisation in order for people to develop. Ensure there are options for people to learn that fall outside a structured system.

EXPERT LEVEL (LEVEL 7 AND LEVEL 8)

COMPETENCE AREA 5.4: IDENTIFYING DIGITAL COMPETENCE GAPS

TO UNDERSTAND WHERE ONE'S OWN DIGITAL COMPETENCE NEEDS TO BE IMPROVED OR UPDATED. TO BE ABLE TO SUPPORT OTHERS WITH THEIR DIGITAL COMPETENCE DEVELOPMENT. TO SEEK OPPORTUNITIES FOR SELF-DEVELOPMENT AND TO KEEP UP-TO-DATE WITH THE DIGITAL EVOLUTION.

LEVEL 7 and LEVEL 8 – HIGHLY SPECIALISED

LEVEL 7:
At highly specialised level, I can:
- create solutions to complex problems with limited definition that are related to improving digital competence, and to find opportunities for self-development and to keep up-to-date with new developments.
- integrate my knowledge to contribute to professional practice and knowledge and to guide others in identifying digital competence gaps.

LEVEL 8:
At the most advanced and specialised level, I can:
- create solutions to solve complex problems with many interacting factors that are related to improving digital competence, and to find opportunities for self-development and to keep up-to-date with the digital evolution.
- propose new ideas and processes to the field.

Learning Outcome	Level	K – S - A	Description
51. Understand the importance of embracing a growth mindset to continue learning and improving	L7	A	Understand that digital competence and technology are constantly evolving. Be prepared to adapt and evolve your solutions and skills accordingly and embrace the challenges and opportunities that come with change.
52. Implement a competency-based learning platform	L7	S-A	Understand that by giving people autonomy over their learning gives them the ability to balance work commitments and priorities. Imparting

that records progress and assess knowledge gaps			people with knowledge means less technical queries, less downtime and empowers employees by increasing their confidence and efficiency for the organisation/ department
53. Select the correct competencies to focus on	L7	K-S	Identify the appropriate skills to develop. This could include skills of which they have some or no previous knowledge of
54. Analyse and categorise the potential for different digital tools and their impact and likelihood of solving issues	L7	K-S	Demonstrate knowledge of being able to prioritise and identify the digital tools specific impact and urgency of implementation. 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 staff training	L7	K-S-A	Manage the review and updating of policies and procedures to align with current best practices and company policy. This proactive approach ensures that the organisation maintains a strong position and can effectively respond to changes in technology
56. Allocate financial resources effectively to seek opportunities for self-development and to keep up-to-date with the digital evolution	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 which staying up-to-date
57. Foster a company-wide culture of life-long learning and development	L7	K-S-A	Recognise that employees may want much more than to fulfil a role. People may want to feel fulfilled within their role. Offering opportunities and creating a culture that embraces continuous self-improvement can offer a productive and content environment to work in

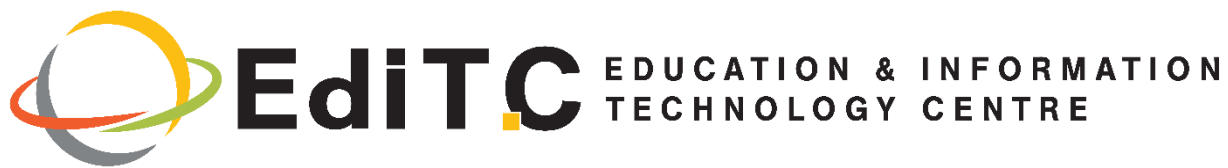| 58. Analyse the impact of competency building	L7	K-S	Demonstrate the impact of your guidance and support. Have those you have mentored made progress? Are they more confident in their digital skills? Use feedback and results to refine your approach as well as testimonials to support the impact
59. Suggest ways in which individuals can navigate through competency building to reach their goals	L7	K	Establish a structured and personalised learning path to address their competence gaps. Recommend relevant courses, books, online resources, and certification programs
60. Establish a feedback loop to monitor progress	L7	S-A	Acknowledge that feedback and accountability are necessary for holding people accountable for their learning. Regularly check in with those you are guiding to provide feedback, offer additional assistance, and hold them accountable for their learning goals.
61. Hold in-house workshops with the aim of improving digital competences, find opportunities for self-development and to keep up-to-date with the digital evolution	L8	S-A	Recognise new skills will be developed in the workshops while working while offering opportunities for people to reflect and self-develop and keep abreast of new technological advances.
62. Explore the potential of inviting external consultants or guest speakers in to talk or debate a topic on a certain competency	L8	K-S	Creating a buzz and a talking point can drum up interest in a competency area that is lacking or underdeveloped in-house. Encouraging individuals to develop this competency area may come about due to renewed interest or other sources of information, opinions or insights

63. Examine digital competency gaps in a holistic multifaceted way	L8	K-S	Understand that addressing gaps in digital competencies is multifaceted. Solutions involve numerous interacting factors like assessing the level of exiting knowledge, rapid technological changes, the need for upskilling, and identifying the most relevant skills for the future and for the current role
64. Consider factors in finding opportunities for self-development while being mindful of the ability to develop	L8	A	Understand that people have different motivations, capabilities, personalities and personal circumstances that influence when and how they learn. Balancing work, personal life, and self-development requires effective time management and prioritisation skills. It is important to be mindful that juggling various tasks, commitments, and responsibilities while ensuring that self-development does not take a backseat
65. Be aware of managing the expectations of the organisation	L8	K-A	Understand managing, optimising and making changes to the infrastructure means dealing with various factors, including cost optimisation, security, scalability, and choosing the right technologies. Staying current in this area is essential to make informed decisions and satisfying the organisations mission, strategy and objectives
66. Investigate ways in which investment in people will safeguard the organisation	L8	K-S	Understand that by developing peoples knowledge in the organisation can create a competitive advantage. Other was the company can be safeguarded through the development of competencies in through education in cyber security for example. Addressing cybersecurity requires staying updated on emerging threats, vulnerabilities, and best practices to protect digital assets
67. Adopt cross-platform compatibility	L8	K-S	Utilise software and applications that work seamlessly across various devices, operating systems, and browsers. This can be challenging due to the fragmentation of the digital ecosystem however more compatible

			technology would reduce the need for competency building for separate digital tools
68. Consider ways in which to motivate your assets in terms of workforce in order to align with the companies strategy in maintaining competitive knowledge advantage	L8	K-S-A	Understand that people may be expertly proficient in digital technologies and may not feel the need to develop their knowledge further. Finding other ways to motivate and retain staff may seem a challenge. Understanding the evolving expectations of digital professionals and adapting HR strategies needs attention
69. Be mindful of attitudes towards change, critique and resistance	L8	A	Recognise that people are individual and may not be flexible, adaptable or open to change and feedback. Acknowledge your limitations and role in managing such attitudes and seek clarity and or advice when faced with such situations.
70. Employ an attitude of proposing new ideas and processes for improvement and acceptance for change	L8	A	Acknowledge that the digital environment is constantly innovating and be open to change and testing tools and suggest new alternatives as a solution. Acknowledge that integrating various digital technologies, which can be complicated due to the need for cultural change, workflow optimisation, and technology selection.

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