# ICDL

**The Digital Skills Standard**

# ICDL

## Digital skills for productivity and effectiveness

# About ICDL

We're ICDL and we've been at the forefront of digital skills training and certification since 1997. ICDL is a not for profit organisation dedicated to raising digital competence standards in the workforce, education and society. Surplus revenue generated goes straight back into promoting and advancing digital skills.

ICDL certification programmes are designed, validated and approved by academics and industry experts from around the world.

ICDL covers all the skills needed to use technology and thrive in today's digital-first world, benefiting learners of all skill levels and experiences.

# What is ICDL?

ICDL, the Digital Skills Standard, is the most widely recognised computer certification in the world.

Over 16 million people, including 1 million in Ireland have taken part in an ICDL programme.

**25+**
MODULES

**83,000**
TESTS PER
YEAR

**1,000,000**
TRAINED IN IRELAND

# Meet the ICDL Ireland team

As part of ICDL, you have the support of our entire team at ICDL Ireland. Every member of staff is passionate about providing our Accredited Test Centres with the best and most efficient experience possible.

### Linda Keane, General Manager

Linda ensures your staff can assess, build and certify their competence to the global ICDL standard.

### Claudia Delaney, Market Development Manager

Claudia offers expert experience to assist you in joining the ICDL family, by tailoring certification solutions to best suit your employees' needs.

### Colm O'Hara, Partner Support Specialist

Colm is your first port-of-call to help with any queries you may have as an Accredited Test Centre.

### Amy Townsend, Marketing & Communications Executive

Amy is here to help communicate the latest news from ICDL. She can also help you promote your ICDL programmes.

# ICDL Programmes



ICDL has developed a suite of programmes that meet the demands of today's digital workplace.

ICDL offers a complete solution that fulfils your digital skills requirements, from skills that improve productivity to more specialised skills and knowledge. Build the ideal digital skill set for your employees by combining any number of modules from any of the programmes.

- **ICDL Workforce** covers a range of digital skills which are central to the world of work, grouped in three module categories, namely;  Essentials Skills, Office Applications and Good Practice.

- **ICDL Professional** is designed to meet the needs of employees in a range of sectors and develop an advanced level of skill for those with technology reliant roles, from the use of business applications to the fundamentals of advanced technologies.

- **ICDL Insights** is comprised of short, introductory modules, designed for those who are not IT professionals, to develop a conceptual understanding of trending and emerging technology.

"Digital skills are essential in all walks of life – especially in the new world of remote and flexible work practices. At Pitman Training we have been delighted to work with ICDL as they have introduced new modules and excellent e-supports."

**Joan Donnellan, Contracted Training Manager, ICE Group**

# ICDL for the Workplace

The importance of productivity in the workplace is irrefutable. Having the appropriate digital skills in an organisation increases effectiveness and efficiency, as well as improving staff well-being and morale due to reduced stress and more efficient workload management.

## Benefits for employees

✔ Gain confidence in day-to-day tasks

✔ Develop advanced digital skills in specialised areas

✔ Learn online

✔ Digital certificates detail accomplishments

✔ Solutions for management staff to explore emerging technologies
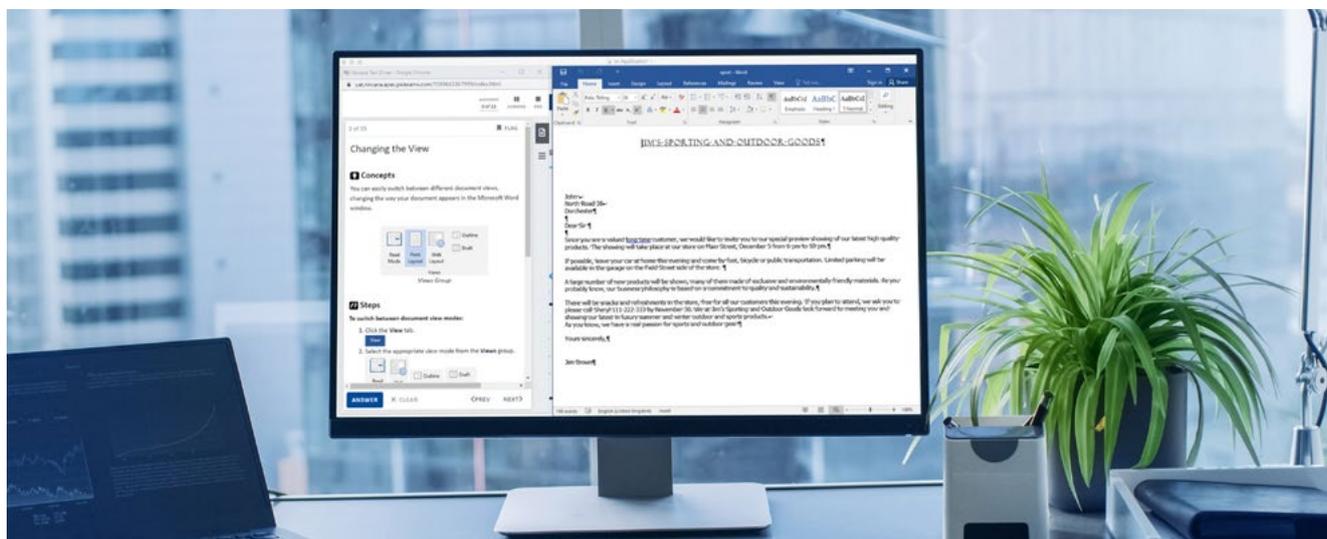
## Benefits for employers

✔ ICDL increases productivity in everyday and specialised tasks

✔ Certification validates employees' digital skills competence

✔ Wide module range, flexible combinations to tailor learning profiles for each employee

✔ Affordable way to upskill your staff in workplace-relevant skills

## ICDL for small and medium sized enterprises

Running your own business means juggling a number of different business functions all at once. That's why ICDL modules are a perfect fit for small business owners and their employees. All ICDL syllabi focus on real-world, common tasks and applications, with eLearning on most modules and industry recognised certification.

We offer modules in a number of specialised areas that will directly benefit your business: working in teams, understanding data trends and insights, creating a web presence and marketing your business to the public, protecting customer data and pitching ideas to clients.

# Our complete digital offering



## Administration made easy

Our candidate management system, ICDL Connect, puts you in control. It's been built with you in mind. Purchase module packs whenever you need them and assign modules to your staff easily. You can also follow their progress.

## Diagnostic tests

Our diagnostic assessments allow employees to work through questions on every syllabus item prior to attempting the certification test. Test feedback highlights areas where further learning would be beneficial.

## Remote invigilation

Our remote invigilation protocol enables employees to take a test from any location.

## Online learning

We offer easy to use eLearning and eBooks, as appropriate to the module, to enhance and reinforce learning.

## Online testing

Testing is carried out online using a browser and desktop applications. In-Application Technology facilitates performance-based assessment, by allowing the candidate to work through test questions, and execute the actions required, in the desktop version of the application.

## Digital skills, digital recognition

Your employees all receive a digital certificate on successful completion of one or more ICDL modules. This secure digital record of ICDL achievement updates automatically as each certification test is passed.

ICDL digital badges (coming soon) are smaller visual representations of achievement that can incentivise further learning. ICDL badges and certificates can be easily shared on social media and in email signatures.

# ICDL is a flexible programme

**ICDL offers complete flexibility to fit your employees' needs.**

An ICDL Profile is a selection of ICDL modules combined in any way to suit individuals, teams or groups of employees. There are no compulsory or set modules so you can choose the modules most relevant to your staff. An employee's ICDL Profile digital certificate records their achievements and automatically updates as each module is passed.

Training and certification resources are available in module packs or profile packs containing as many modules as you need.

## What is a module pack?

The building block of all ICDL Profiles – an ICDL Module Pack –  includes everything a learner needs to achieve certification in one ICDL module:

- ✔ Learning resources
- ✔ Diagnostic tests

- ✔ Certification tests
- ✔ Digital certificates and digital badges

## Build ICDL Profiles to suit your employees' needs

**Keep up to date with emerging technologies**

- ✓ Computing
- ✓ Big Data
- ✓ Artificial Intelligence
- ✓ Internet of Things

**Implement remote or hybrid working**

- ✓ Remote Work
- ✓ Teamwork
- ✓ Cyber Security
- ✓ Data Protection

**Support staff returning from a career break**

- ✓ Teamwork
- ✓ Project Planning
- ✓ Cyber security
- ✓ Spreadsheets
- ✓ Documents (Advanced)

**Project essentials**

- ✓ Financial Spreadsheets
- ✓ Presentation
- ✓ Digital Marketing
- ✓ Websites
- ✓ Data Analytics

# References

Some of our global recognitions and testimonials are listed below.

## ICDL on the National Register of Professional Qualifications in France

ICDL has been mapped to the French National Qualification framework. The mapping to the National Register of Professional Qualifications means that ICDL candidates in France will be able to access funding to build their digital skills under the Compte Personnel de Formation (CPF). ICDL is mapped as a transversal qualification – it is not restricted to a specific domain or sub-domain, but covers all areas of professional activity.

## ICDL mapped to the RQF in the United Kingdom

An ICDL Profile including four modules has been recognised by Ofqual as partial level 2 RQF qualification. The Profile is also approved on the Section 96 list of qualifications for delivery to pre-16s.

## Italian Ministry of Education recognise ICDL as the official standard for evaluating computer skills

An agreement has been in place between the Italian Ministry of Education and AICA, the ICDL National Operator in Italy since 1999, recognising ICDL as the official standard for evaluating computer skills in the Italian education system. The agreement focuses on the promotion of ICT skills certification, the validation of excellence and the realisation of multimedia projects based on a methodology which enhances problem solving and interactive teaching.

## SkillsFuture Singapore embeds ICDL in its Workforce Skills Qualification Framework

18 ICDL modules have been adopted by the SSG WSQ Framework and SkillsFuture Approved. The alignment with SSG ES Framework set ICDL as the national standard for digital literacy and opened the gate to all working adults in Singapore to benefit from ICDL programmes.

## ISTE

ISTE awarded the ICDL certification programme their Seal of Alignment for Student Standards. "The ICDL certification program modules were impressive for both the scope and depth of the foundational knowledge and skills they addressed." - Mindy Frisbee, Director of Alignment, ISTE.

## DigComp alignments

In order to understand what the key elements of digital competence are and how to assess them, the European Commission developed DigComp. The framework defines digital competence in a structured way, with 21 individual competences over 8 different competence levels. ICDL is compatible with DigComp, with ICDL modules covering all 5 DigComp 'competence areas'.

## UNESCO

The 2018 UNESCO report 'A Global Framework of Reference on Digital Literacy Skills for Indicator 4.4.2' highlighted ICDL as an example of a framework in a number of countries, noting that 177 ICDL learning outcomes map to the DigComp framework. Of all the tools assessed, ICDL had the highest number of learning outcomes mapped to DigComp.

# ICDL Workforce



**ICDL Workforce is designed to build and certify the necessary digital skills of the modern workplace.**

## ICDL Workforce modules

| OFFICE APPLICATIONS | GOOD PRACTICE | ESSENTIAL SKILLS |
|---|---|---|
| Documents | Cyber Security | Computer Essentials |
| Spreadsheets | Remote Work | Online Essentials |
| Presentation | Data Protection | |
| Teamwork | Online Collaboration | |

These modules will help employees demonstrate their effective use of technology with skills and knowledge that can be further developed by progressing to the ICDL Professional and ICDL Insights modules.

ICDL Workforce starts with the Essential Skills modules which are an important foundation for many other ICDL modules. The Office Applications modules develop skills that are commonly used in working life. Complementing these skills are the Good Practice modules, which ensure safe, legal and productive use of technology in the workplace.

**Digital skills for employability and productivity**

# ICDL Professional



**ICDL Professional is designed to meet the needs of employees in a range of sectors and develop an advanced level of skill for those with technology reliant roles.**

## ICDL Professional modules

### CREATIVE

- Documents (advanced)
- Presentation (advanced)
- Websites
- 2D Design
- Image Editing

### ENTREPRENEURIAL

- Digital Marketing
- Project Planning
- CRM Systems
- eCommerce

### COMPUTATIONAL

- Financial Spreadsheets
- Management Spreadsheets
- Data Analytics
- Databases
- Databases (advanced)
- Coding Principles

From the use of business applications to the fundamentals of advanced technologies, these skills allow individuals to manage different types of workloads as well as collaborate with technical teams.

ICDL Professional contains a range of modules which can be combined in any way to create a unique ICDL Profile. The syllabus content of each module is supported by learning materials that mirror day-to-day tasks and responsibilities typical of a role in the sector or industry.

**Digital skills for occupational effectiveness**

# ICDL Insights



**ICDL Insights is a programme designed for employees who are not IT professionals, to provide a conceptual understanding of trending and emerging technology.**

## ICDL Insights modules

| Cloud Computing | Artificial Intelligence | Industry 4.0 |
| --- | --- | --- |
| Internet of Things | Big Data | Blockchain |

ICDL Insights' short, introductory modules provide the conceptual understanding to allow employees, who are not IT professionals, to consider the potential of technology.

ICDL Insights contains a range of modules which can be combined with other ICDL modules to create a unique ICDL Profile. The syllabus content of each module is supported by high-quality eLearning materials that establish core concepts, give practical examples of implementation and provide opportunities for reflection.

Together with a short certification test, this learning can provide an excellent opportunity either to develop relevant competences for future career development, or to contribute to continuous professional development.

**Conceptual understanding of trending and emerging technology**

# How ICDL is used across Irish society

**Don't just take our word for it, ICDL is used across all sectors and can benefit your staff, no matter their job role. Through a nationwide partner network of accredited test centres, ICDL has positively impacted the lives of thousands of learners.**

- Government employment services refer job seekers to ICDL training courses in order to acquire the de facto standard in digital competence most sought after by employers.

- Commercial training organisations offer ICDL to individuals and work with companies seeking to improve productivity by upskilling staff to a quality assured, validated digital skills standard.

- ICDL is part of FET sector training provision to adults of all ages and can be found in training centres and local community development hubs from inner city locations to rural villages.

- ICDL Ireland works closely with schools to deliver digital skills education to second level students.

- ICDL is offered in universities to raise students' digital skills to a professional standard.

- ICDL continues to address digital exclusion by providing mechanisms for marginalised sectors to gain the digital skills to progress in life, study and work.

## Defence Forces Ireland

Defence Forces Ireland, in co-operation with the Irish Department of Defence began delivering ICDL in early 1997. ICDL (then ECDL) programmes are part of an ongoing effort to provide administration staff and soldiers with essential skills and certifications recognised nationally and internationally within the civilian world. The Irish Defence Forces have noted the benefits that ICDL brings to their personnel at training institutions, on naval ships or on overseas missions.

## QQI Exemption

QQI (Quality and Qualifications Ireland), the State agency responsible for promoting quality and accountability in education and training services in Ireland, maps ICDL to certain QQI component awards. ICDL can be used to gain an exemption of these awards on the National Framework of Qualifications

## SOLAS

In 2020, Solas, the Further Education and Training Authority, made ICDL resources available on the SOLAS online learning service eCollege as a support to learners impacted by the Covid-19 pandemic.

# CONTACT US

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**ICDL**

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