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ICDL Foundation is a Global Social Enterprise dedicated to raising digital competence standards in the Workforce, Education and Society. We believe that access to technology and developing digital skills dramatically improves lives and that no one should be left behind in this era of digital transformation.

ICDL Foundation is the regulatory body for the ICDL Certification, recognised throughout the world as ‘The Digital Skills Standard’.

ICDL was formerly known as ECDL in Europe, from its launch in 1997 until May 2019, when the new ICDL brand Identity was launched, officially uniting ECDL and ICDL as one brand.

ICDL Certification is now available in over 100 countries, across our network of more than 20,000 Test Centres, delivering over 70 Million ICDL Certification Tests to more than 16 million people worldwide.

ICDL Foundation supports the initiatives of National Operators of the programme in Europe and the Arab States from our headquarters in Dublin, Ireland and our European office in Brussels, Belgium. We have also established three regional operations – ICDL Africa (based in Rwanda), ICDL Asia (based in Singapore) and ICDL Americas (based in Panama). Our National Operators, Partners and Test Centres adhere to strict Quality Assurance Standards, which ensure that ICDL Certification is the trusted digital skills standard wherever you are in the world.

Government endorsements and framework mapping

Governments on almost every continent have endorsed the ICDL programme for their citizens, or use it to train and certify the digital skills of their public servants.

ICDL Americas

Regional - Association of Universities of Latin America and the Caribbean for Integration (AUALCPI), IBEC
Colombia - Ministry of Information and Communication Technology (MINTIC), the National Training Service (SENA), the National Catholic Confederation of Education (CONACED), UPB Medellín
USA - American Council on Education (ACE), International Society for Technology in Education (ISTE)
Panama - University of Panama
Mexico - Autonomous University of Tamaulipas, University of Veracruz

ICDL Europe

Italy - Ministry of Education
Ireland - QQI (Quality and Qualifications Ireland)
Romania - Legal Act by Romanian Parliament
United Kingdom - The Office of Qualifications and Examinations Regulation (OfQual)
Poland - Ministry of Education
Turkey - Ministry of Education

ICDL Africa

Kenya - Ministry of Information, Communications and Technology, The Technical and Vocational Education and Training Authority (TVETA)
Rwanda - National Digital Talent Policy, Ministry of ICT (MINICT), Social Security Board, Accelerated Christian Education (ACE), Rwanda Revenue Authority (RRA), Rwanda Central Bank
Benin - Ministry of Digital Economy and Communication, ABSU-CEP
Nigeria - Tertiary Education Trust Fund (TETFund)
Cote D’Ivoire - The National Agency for Universal Telecommunications (ANSUT)

ICDL Asia

Singapore - SkillsFuture Singapore (SSG), Singapore Academy of Law (SAL)
Thailand - Thailand Professional Qualification Institute (TPQI)
Vietnam - Ministry of Information and Communications (MIC) and Ministry of Education and Training (MOET)
India - National Skill Development Corporation (NSDC)

ICDL Africa

Egypt - A consortium of Egyptian Government Ministries
Uganda - Uganda Communication Commission (UCC)
Tanzania - The Tanzania Information and Communication Technologies (ICT) Commission (ICTC)
Guinea - The Ministry of Higher Education and Scientific Research
South Africa - The Western Cape Government, Cape Access programme.

ICDL Americas

Philippines - Department of Information and Communications Technology (DICT)
Malaysia - Department of Skills Development (DSD-MOHR), University of Malaya
China - National Centre for Educational Technology (NCET)
Australia - endorsed provider of New South Wales Education Standards Authority (NESA)

References & Case Studies

100 COUNTRIES
20,000 TEST CENTRES
16 MILLION CANDIDATES
70 MILLION TESTS
ICDL Foundation plays an active role in the development of DigComp, The European Commission’s digital competence framework.

In order to understand what the key elements of digital competence are and how to assess it, the European Commission developed a Digital Competence Framework for Citizens called DigComp. DigComp provides a common reference for digital competence in Europe. It aims to assist citizens and organisations to identify digital competence gaps and to reflect on how to address them. It also helps policy makers to formulate policies in the area of digital competence and serves as an inspiration for education and training providers to improve digital competence of various target groups.

DigComp proposes a set of digital competences for all citizens to achieve, related to work, learning, leisure and participation in society. Individual competences (21 in total) are grouped into five competence areas: Information and Data Literacy, Communication and Collaboration, Digital Content Creation, Safety and Problem Solving.

ICDL Foundation has been an active stakeholder in the development of this framework from its initial stages, sharing our expertise in defining, structuring and assessing digital skills. We attended a number of workshops where we provided our input for the content of this framework. ICDL has been identified as an implementation example by the European Commission’s Joint Research Centre. The graphic below shows how ICDL Modules map to DigComp.

**DIGCOMP AREA AND COMPETENCES - INFORMATION AND DATA LITERACY**

- Browsing, searching and filtering data, information and digital content
- Evaluating data, information and digital content

**Mapped ICDL Modules**

- Computer & Online Essentials
- Information Literacy

**DIGCOMP AREA AND COMPETENCES - SAFETY**

- Protecting devices
- Protecting personal data and privacy
- Protecting health and well-being
- Protecting the environment

**Mapped ICDL Modules**

- Cyber Security

**DIGCOMP AREA AND COMPETENCES - PROBLEM SOLVING**

- Solving technical problems
- Identifying needs and technological responses
- Creatively using digital technologies
- Identifying digital competence gaps

**Mapped ICDL Modules**

- Computing

**DIGCOMP AREA AND COMPETENCES - COMMUNICATION AND COLLABORATION**

- Interacting through digital technologies
- Sharing through digital technologies
- Engaging in citizenship through digital technologies
- Collaborating through digital technologies
- Netiquette
- Managing digital identity

**Mapped ICDL Modules**

- Computer & Online Essentials
- Collaboration

**DIGCOMP AREA AND COMPETENCES - DIGITAL CONTENT CREATION**

- Developing digital content
- Integrating and re-elaborating digital content
- Copyright and licences
- Programming

**Mapped ICDL Modules**

- Spreadsheets
- Image Editing
- Documents (Advanced)
- Project Planning
- Presentations (Advanced)
- 2D CAD
- Spreadsheets (Advanced)
- Presentations
- Documents (Advanced)
- Using Databases
- Databases (Advanced)

**ICDL FOUNDATION PLAYS AN ACTIVE ROLE IN THE DEVELOPMENT OF DIGCOMP, THE EUROPEAN COMMISSION’S DIGITAL COMPETENCE FRAMEWORK**

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ICDL GLOBAL

UNESCO highlights ICDL as an example of an International Competence Framework

UNESCO, GLOBAL

UNESCO undertook a project to identify a Global Framework of Reference for Digital Literacy Skills. Built on the European Commission’s Digital Competence Framework for Citizens (DigComp 2.0), UNESCO identified the frameworks which were adopted across the globe, including National Frameworks and Enterprise Frameworks of which ICDL is one.

The digital skills competence areas were cross-referenced with the learning outcomes of each framework. ICDL was found to have 177 learning outcomes mapped to these competence areas which was by far the highest of all the frameworks included in the study.

ICDL receives a "seal of alignment" from the International Society for Technology in Education (ISTE)

ISTE, USA

A not-for-profit organisation ISTE provides a standard framework for "rethinking education and creating innovative learning environments. Since 2017 ECDL Foundation Programmes have received a "seal of alignment" for our certifications against the Digital Skills level of this standard. While ISTE is very useful in the USA, ISTE does have a world-wide dimension and other territories use ISTE for their teachers.

American Council on Education (ACE) recommends college credit for five ICDL Modules to access Higher Level Institutions in the USA

AMERICAN COUNCIL ON EDUCATION (ACE), USA

The American Council on Education’s College Credit Recommendation Service (ACE CREDIT®) has evaluated and recommended college credit for five of ICDL Foundation’s modules, ACE is the major coordinating body for all the United States’ higher education institutions, representing more than 1,600 college and university presidents and more than 200 related associations nationwide.

<table>
<thead>
<tr>
<th>Digital Literacy Frameworks</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Kenya Basic Education Curriculum</td>
<td>38</td>
</tr>
<tr>
<td>Philippines ALS-K to 12 LS 6</td>
<td>98</td>
</tr>
<tr>
<td>India Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)</td>
<td>12</td>
</tr>
<tr>
<td>Costa Rica Student Performance Standards in Digital Technology Enhanced Learning</td>
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<td>British Columbia Digital Literacy Framework</td>
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</tbody>
</table>

UNESCO highlights ICDL as an example of an International Competence Framework

ICDL receives a "seal of alignment" from the International Society for Technology in Education (ISTE)

American Council on Education (ACE) recommends college credit for five ICDL Modules to access Higher Level Institutions in the USA

REFERENCES & CASE STUDIES
Government endorsements

SkillsFuture Singapore, embeds ICDL in its Workforce Skills Qualification Framework and provides significant funding to employers and employees for ICDL certification.

ICDL Asia has signed two Memorandums of Understanding (MoU) with SkillsFuture Singapore (SSG, formerly Singapore’s Workforce Development Agency) to align Singapore’s national Employability Skills ICT modules with ICDL standards. Up to 95% of funding is provided by SSG to the candidates who are citizens and permanent residents of the country. By 2019, more than 40,000 candidates had registered for ICDL programmes.

18 ICDL modules are adopted by 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. The financial aid from SSG and support from local Community Development Councils enabled the socially disadvantaged to upgrade themselves, including those who are unemployed, self-employed, low wage workers, or people working at small and medium enterprises which are not able to sponsor employees for ICT training.

Philippines Department of Information and Communications Technology endorsed ICDL as an International Digital Standard ICT Certification.

The Department of Information and Communications Technology (DICT) with the mandate to plan, develop and promote the national ICT development agenda of the Philippines endorsed ICDL as the recommended ICT certification for Filipinos in the Citizen’s Charter.

15,000 Civil Servants and Tertiary Students to be ICDL certified under Thailand Professional Qualification Institute (TPQI)

ICDL Asia and the Thailand Professional Qualification Institute (TPQI) signed a Memorandum of Understanding following the official recognition of ICDL as the National ICT Standard for workplaces in Thailand. Under the agreement, ICDL Asia and TPQI will collaborate to offer ICDL to at least 10,000 civil servants and tertiary education students in the first year, with plans to offer ICDL to 30,000 people in year two.

ICDL Foundation signs MoU with Vietnam Ministry of Education and Training (MOET) during Irish presidential state visit

During the State Visit to Vietnam of President of Ireland, Michael D. Higgins, ICDL Foundation and the Vietnam Ministry of Education and Training (MOET) signed a Memorandum of Understanding (MoU) at the Presidential Palace in Hanoi.

The MoU outlines a closer collaboration between Vietnam’s MOET and ICDL Foundation in establishing a National ICT Framework for Vietnam. With a social mission of advocating digital literacy and strengthening the digital skills level for all, especially for students, ICDL Foundation welcomes this partnership with the Ministry to empower the workforce of Vietnam.

MoU signed with the National Skill Development Corporation (NSDC) to certify 1 million Indians over 5 years

ICDL Asia has signed a Memorandum of Understanding (MoU) with the National Skill Development Corporation (NSDC) of India to start formal collaboration on improving digital literacy skills of the people of India. Both parties aim to explore various opportunities to implement ICDL certification programmes in India, including upskilling 1 million migrating candidates, as well as other NSDC school or university initiatives in the next five years.

ICDL is endorsed by Thailand’s Ministry of Education

ICDL is officially recognised as an education standard in Thailand. The recognition certifies that the International Vocational Education Committee, under the Thai Ministry of Education formally recognises and endorses ICDL certification programmes in the country.
ICDL collaborates with ACCA to benefit Finance and Accounting professionals

ACCA (the Association of Chartered Certified Accountants) is one of the most internationally recognised certificates in the financial accounting area. ICDL collaborates with ACCA to provide a series of ICDL's globally-accredited ICT certification programmes to fulfill the digital competencies of accounting and finance professionals. The ACCA-ICDL Programme modules include Advanced Presentation, Advanced Spreadsheets, IT Security, Online Collaboration and Project Planning. ICDL and ACCA have conducted systematic training and tests for Accounting and Finance students and professionals in Asia-Pacific countries.

ICDL collaborates with Singapore Academy of Law to develop ICDL Professional Legal Programme

An MoU was signed in 2019, signalling the beginning of the partnership between ICDL Asia and The Association. The two professional bodies will jointly develop a new programme titled ‘ICDL-The Association Financial Decision-Making Course’. The Association of International Certified Professional Accountants (the Association) is the most influential body of professional accountants, combining the strengths of the American Institute of CPAs (AICPA) and the Chartered Institute of Management Accountants (CIMA) to power opportunity, trust and prosperity for people, businesses and economies worldwide.

ICDL collaborates with Singapore National Employers Federation to upskill members in Digital Marketing

ICDL Asia partners with Singapore National Employers Federation to upskill members in Digital Marketing

ICDL collaborates with Siemens PLM to develop 3D Design module

ICDL collaborates with Siemens PLM Software commenced a partnership for the ICDL 3D Design Module, part of the ICDL Workforce Programme, using Solid Edge as the first platform software. The module is designed for anyone, particularly students, to learn the essential concepts and skills relating to the fundamentals of using 3D Design software.

National Centre for Educational Technology (NCET) recommends ICDL as the first solution for vocational colleges in China

To implement the new vocational education reform policy announced by Chinese Ministry of Education, National Centre for Educational Technology (NCET) held a conference at Nanjing Vocational College of Information Technology on 10 April 2019, launching the new project – Upskilling and Certifying the Digital Skills of Chinese Vocational College Students.
Government endorsements and funding

**TETFUND makes ICDL the certification standard for all Public Tertiary Institutions in Nigeria**

Tertiary Education Trust Fund abbreviated as TETFUND, in Nigeria has chosen ICDL as a certification standard to support their mission of transformative intervention in public Tertiary Institutions in Nigeria through funding.

TETFUND is a scheme established by the Federal Government of Nigeria in 2011, to disburse, manage and monitor education tax to government-owned tertiary institutions in Nigeria.

TETFUND scheme was formed as a product of the Education Tax Act of 1993. Prior to the establishment of the scheme in 2011, government-owned tertiary institutions were poorly funded. The scheme was designed to improve on the management of funds disbursed to these institutions. The TETFUND has established an ICT Support intervention designed to deepen the leverage of information and communication technology in Beneficiary Institutions.

To successfully manage the project, ICDL Africa appointed E-Tech Complete Solutions Limited as an LOP in Nigeria. It was felt that E-Tech should share in the success of ICDL in the wider Nigerian market and not just have a temporary enhanced role for the TETFUND project. They will oversee the entire Nigerian market.

ICDL Africa and TETFund, with the support of the global certification body ICDL Foundation, now intend to collaborate on a new project which will target the training and certification of a new cohort of academic and non-academic staff of Tertiary Institutions with the further aim of extending the training and certification of students in these Institutions.

**ICDL written into national law in Kenya as "the entry level computer certification designed to demonstrate competence in computer use"**

ICDL has been written into national law in Kenya as “the entry level computer certification designed to demonstrate competence in computer use” by the Ministry of Information, Communications and Technology. In addition, the Technical and Vocational Education and Training Authority (TVETA) accredited ICDL Africa as a “Foreign Examination Body” and approved the ICDL programme as a certificate level qualification in the TVET system in Kenya.

ICDL is implemented in government organizations such as National Polytechnics and Technical Training Institutes as well as private universities, colleges and school. ICDL workforce modules were evaluated by Kenya National Qualifications Authority and they had successful findings which led to the endorsement of the ICDL programme as a digital skills standard for the workforce in Kenya.

In 2015, ICDL Africa Signed an MoU with the Ministry of Youth and ICT (MYICT) in Rwanda and among the deliverables ICDL to support the development of a National Digital Literacy Policy in Rwanda.

The government of Rwanda, through its National Digital Talent Policy approved ICDL for central and local government employees in April 2018. The MOU between ICDL Africa and the Ministry of Information and Technology and Communication provides for the certification of 85,000 government employees.

The partnership with ministry of ICT and innovation, ICDL conducted a digital skills assessment to determine the level of the digital skills levels of the Rwandan workforce. ICDL compass was used to gauge to their levels of Digital skills, and this later led to the cabinet’s approval of Digital Literacy training for the workforce with an international recognized certification.

The government of Rwanda has rolled out a four year plan to increase digital skills levels from 10%-60% by 2024. Four ATCs were selected to conduct trainings for government institutions. These include; University of Tourism Technology and Business Studies, IPOSITA, Rwanda Management Institute, University of Tourism Technology and Business, and World Wide E-learning.

On 7th May 2019, ICDL Africa Signed an MoU with the African Institute of Mathematics and Science (AIMS) to be the digital skills provider for an AIMS Teacher Training Programme. The MoU runs for 3 years and train more than 4000 Science and Mathematics teachers. The purpose of this training is to offer knowledge and skills to teachers to be able to conduct smart classroom across the country.

So far, they have had two training sessions. The first one involved 803 teachers while the second training had 1028 teachers. In total 1831 teachers have been trained in six workforce modules.

**ICDL Africa Signs MoU with AIMS to train more than 4000 Science and Mathematics teachers over three years**

**Tertiary Education Trust fund abbreviated as TETFUND, is partnering with ICDL to provide an improved curriculum for digital skills education in Nigeria**
Public sector digital skills training and certification

The National Bank of Rwanda becomes ICDL Test Centre to certify staff

NATIONAL BANK OF RWANDA

ICDL conducted ICDL Compass testing for one hundred and three (103) staff from across all departments of the bank drawn from all their branches spread across the 5 provinces of the Country.

Following the findings, a decision was taken to have the staff trained in ICDL Programme and the HR department at BNR started working on a training plan for this to be implemented.

To-date, 15 staff have been trained in 16 modules, and they will go through the Train-the-Trainer program which will enable them to train other staff members. BNR will be accredited as an ATC once the training has concluded so that all training and testing will be under the institution.

National Office of Vocational Training (ONFP) partners with ICDL to train and certify Senegalese administration agents

NATIONAL OFFICE OF VOCATIONAL TRAINING, SENEGAL

The National Office of Vocational Training (ONFP), ICDL and the Certification Coaching signed a partnership agreement to train and certify Senegalese administration agents on April 9, 2021 in Dakar. This partnership will allow the implementation of training aimed at strengthening the digital skills of the Public Service.

This pilot program will consist of selecting and training 1000 administrative officers. They will come mainly from the Ministries of Employment, Vocational Training, Integration and Apprenticeship; the Digital Economy; health and social action as well as that of labour.

The 3C (Certification Coaching) will be the technical arm of ONFP and the eye of ICDL for the smooth running of the program. A skills assessment will be carried out to identify the real needs before proceeding with the training.

This is an approach that should contribute to the achievement of the objective and vision of the Government of Senegal through the concept “Digital for all and everywhere by 2035”, according to the Director of the ONFP, Dr. Souleymane Soumaré.

A study will be carried out to list the real needs of civil servants in terms of digital skills and knowledge. This would make it possible to have the visibility to set up a national training plan in partnership with the State Informatics Agency (ADS) and the Ministry of the Digital Economy, under the supervision of the Ministry of Employment, Vocational Training, Integration and Apprenticeship.

The National Agency for Universal Telecommunications (ANSUT) plans to ICDL certify 50,000 people annually in Côte d’Ivoire

ANSUT, CÔTE D’IVOIRE

The National Agency for Universal Telecommunications-TIC Service’s oversees the adoption and implementation of ICDL nationally in Côte d’Ivoire, a national plan, embracing all the sectors (public administrations, private sectors and schools) in which they plan to certify more than 50,000 people per year.

ICT Commission Partners with ICDL to certify the Tanzanian Workforce with an International benchmark certification in Digital Skills

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) COMMISSION, TANZANIA

ICDL signs MoU with the Ministry of Digital Economy and Communication

MINISTRY OF DIGITAL ECONOMY AND COMMUNICATION, BENIN

ICDL has signed a Memorandum of Understanding (MoU) with Ministry of Digital Economy and Communication in Benin. This was aimed at strengthening the digital skills of public administration agents and the Beninese population.

The Ministry of Higher Education and Scientific Research in Guinea partners with ICDL to launch the digital access program

MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH, GUINEA

The Ministry of Higher Education and Scientific Research in Guinea launched the digital access program in partnership with ICDL Africa. Through our partner in Guinea, we are planning to certify 220 teachers in year one and who will in turn train the students in those Higher Learning Institutions (HLI). ICDL is adopted for all the HLIs in Guinea.
ICDL invited by Ministry of ICT to collaborate on the development of the National Digital Talent Policy

**MINISTRY OF ICT, RWANDA**

ICDL Foundation was invited by the Ministry of ICT (MINICT) in Rwanda to collaborate and contribute to the development of the National Digital Talent Policy. The National Digital Talent Policy states that new job entrants would have a basic level of certification from a recognised global digital literacy provider. The Ministry aims to increase computer literacy by up to 60% of the active population by certifying all Government employees in Digital Literacy by 2024. All employees governed by public service law and those employed in Government owned corporations will undergo training and be certified with a globally accepted digital literacy provider, with ICDL being the Digital Skills Standard. New job entrants would have at least a basic level certificate from a globally accepted digital literacy provider. Government institutions, private sector institutions and other organisations will plan and budget for digital literacy certification for their employees annually.

**WESTERN CAPE GOVERNMENT, SOUTH AFRICA**

The Western Cape Government have brought ICDL to people across parts of rural South Africa through the Cape Access Programme. The Cape Access Programme provides access to ICT to less privileged and rural communities across the Western Cape. The Programme provides access to computers and funds ICDL accredited computer training.

**UGANDA COMMUNICATION COMMISSION**

Uganda Communication Commission (UCC) is a Government of Uganda agency that is mandated to regulate the communications sector. UCC set up the Rural Communications Development Fund (RCDF) to enable citizens from remote rural areas access to technology infrastructure and services, with specific focus on access to broadband services.

**RCDF** signed a partnership with the Federation of Small and Medium Enterprises of Uganda to sponsor digital skills training for the members of the federation. RCDF has adopted ICDL as the training platform for this initiative.

**Rwanda Revenue Authority partners with ICDL to train and certify 500 employees**

The Rwanda Revenue Authority (RRA) is a government revenue collection agency established by the Parliament of Rwanda. The RRA is charged with enforcing, assessing, collecting, and accounting for the various taxes imposed in Rwanda. As part of its work to support digitalisation and improve service delivery, the RRA is training and certifying its staff to the ICDL standard. The project aims to train and certify 500 employees using ICDL.

**The University of Tourism Technology and Business Studies makes ICDL compulsory for all students in the University**

For sustainability, as part of the National Digital Talent Policy, the Government of Rwanda is integrating Digital Skills and Certification in the formal education curriculum at all levels. All students at all levels of formal education will need to undergo training and get certified in Digital Literacy, with ICDL being the Digital Skills Standard. At all schools with computer labs, primary and secondary school leavers should attain a globally accepted Digital Literacy standard before progressing to the next tier of education. Students in Higher Level Institutions should also graduate with an appropriate globally accepted Digital Literacy standard.

Rwanda’s University of Tourism, Technology and Business Studies (UTB), one of the largest private Universities in Rwanda, with more than 6000 students, was the first University to implement the National Digital Talent Policy by making ICDL compulsory for all students.

As part of the National Digital Talent Policy, all students at all levels of formal education in Rwanda will need to undergo training and get certified in Digital Literacy, with ICDL being the Digital Skills Standard.

**Examination bodies and academic institutions**

**The Technical and Vocational Education and Training Authority (TVETA) accredits ICDL Africa as a “Foreign Examination Body” in Kenya**

The Technical and Vocational Education and Training Authority (TVETA) accredited ICDL Africa as a “Foreign Examination Body” in Kenya.

**The Technical and Vocational Education and Training Authority (TVETA), Kenya**

TVETA system in Kenya. TVET Authority accredited ICDL as a foreign certification body recognised to offer Digital Skills Certifications in Kenya. This accreditation has made it possible for TVET Institutions in Kenya to offer ICDL as both a private and public sponsored programme.

**The Technical and Vocational Education and Training Authority (TVETA), Uganda**

TVET Institutions in Uganda have brought ICDL to people across parts of rural South Africa through the Cape Access Programme. The Cape Access Programme provides access to ICT to less privileged and rural communities across the Western Cape. The Programme provides access to computers and funds ICDL accredited computer training.

**UCC adopts ICDL to upskill members of the Federation of Small and Medium Enterprises in Uganda**

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**UGANDA COMMUNICATION COMMISSION**

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Rwanda’s University of Tourism, Technology and Business Studies (UTB), one of the largest private Universities in Rwanda, with more than 6000 students, was the first University to implement the National Digital Talent Policy by making ICDL compulsory for all students.

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**Examination bodies and academic institutions**

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ICDL was previously known as ECDL in Europe, from its launch in 1997 until 2019 when the new ICDL identity was announced, officially bringing ECDL and ICDL together under a single brand.

**Government endorsements and framework mapping**

**ECCLD is mapped to France’s National Register of Professional Qualifications (CPF)**

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

  Under recent reforms to the CPF, all training that is funded by the initiative must be registered on the National Register of Professional Qualifications. The recognition opens the opportunity to take ECDL under the CPF to workers and job seekers from all professional sectors and in all regions of France. French employees have been able to use their CPF (personal training account) hours for ECDL training and certification. The number of CPF hours are assigned to French employees based on years of employment and allow them to acquire any approved professional training for free.

  **ECCLD, the only digital skills certification included in funding guidelines by Polish Ministry of Education**

- **Poland**
  - Since 2010, ECDL is the only digital skills certification which is explicitly mentioned in the guidelines published for funding perspective 2014-2020 by the Polish Ministry of Education. The guidelines describe qualifications that can be used in the projects funded from Polish allocation of European Social Funds ESF.

**Italian Ministry of Education recognise ECDL as the official standard for evaluating computer skills**

- **Italy**
  - In 1999, an agreement was signed between the Italian Ministry of Education and AICA, the ICDL National Operator in Italy, recognising ECDL the official standard for evaluating computer skills in the Italian education system. This agreement is renewed every three years with the aim of improving its implementation and activities, and ensuring successful execution of the agreement and continuous monitoring of the results.

  The agreement involves all schools and universities at national level and focuses in particular 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.

  The partnership between the Ministry of Education and AICA is of key importance for the successful implementation of the initiative, as AICA provides technical and organisational support.

**Turkish Ministry of Education aligns school curricula with ECDL Syllabi**

- **Turkey**
  - In 2005, Turkish Ministry of Education decided to align IT learning curricula for primary and secondary schools with ECDL syllabi. The move was accompanied by recognition of ECDL as international qualification equivalent to the Turkish state exam in digital literacy.

**ECCLD Certification used as an exemption for over 40% of QQI awards in Ireland**

- **Ireland**
  - Since 2010, ECDL has been recognised by the Department of Education as equivalent to the Baccalaureate test in digital literacy. Candidates can use ECDL Certification as an exemption for over 40% of QQI awards. Approximately a quarter of all post-primary students gain an ECDL Award while in school. If they proceed to Further Education there will be many instances where they can use ECDL as an exemption towards their chosen award.

**ECCLD recognised by Romanian Ministry of Education as equivalent to the Baccalaureate for Digital Literacy**

- **Romania**
  - Since 2010, ECDL has been recognised by the Romanian Ministry of Education as equivalent to the Baccalaureate test in digital literacy. Students have the choice to pass the traditional state exam at school or benefit from the opportunity of having ECDL an international qualification.

  Since 2010, over 50,000 high school students validated the digital literacy exam at the Baccalaureate by obtaining the ECDL Certificate.

**The Office of Qualifications and Examinations Regulation (Ofqual) maps ECDL to the UK Qualifications Framework**

- **United Kingdom**
  - The Office of Qualifications and Examinations Regulation (Ofqual) mapped ECDL to the Regulated Qualifications Framework (RQF), which replaced the Qualifications & Credit Framework and the National Qualifications Framework in October 2015 in the United Kingdom.

  An ECDL Profile including four modules (Word Processing, Spreadsheets, Presentation and a bespoke British solution: Improving Productivity using IT) has been recognised by Ofqual as partial level 2 RQF qualification under a name: BCS Level 2 Certificate in IT User Skills. The Profile is also approved on the Section 96 list of qualifications for delivery to pre-16s.
Public sector case studies

Swiss Post and the unions agree to fund ICDL training as part of a package of measure to ensure long-term employability for staff

In 2010, Swiss Post and the unions agreed on a package of measures to ensure long-term employability of the postal operator’s employees. Half of the agreed-upon money flowed into a training fund to finance language and computer courses for employees working in mail sorting centres. 1145 employees took part in ICT training and completed ICDL (formerly ECDL) certification, thereby strengthening their employability within the company and outside it.

The availability of the ICT Training courses was announced and Swiss Post employees were able to register for two different levels. To determine which course was most suitable, candidates first took an assessment test. The courses took place in mobile classrooms in 3 mail sorting centres and in 17 locations throughout Switzerland, that is, in the German, French and Italian speaking parts of Switzerland.

Following a blended learning approach, the candidates receive approved e-learning courseware to study at home, in addition to 17 lessons in small groups. Half of the time spent in the classroom was paid working time. The project received very positive feedback from both trainers and members of staff who participated. The candidates gained valuable skills and self-confidence in using computers, which they can benefit from at home, working in volunteer roles, or in a potential new job. As computer skills are becoming more and more important in practically all jobs, raising ICT skills has a direct impact on candidates’ long-term employability.

Irish Defence Forces provide administration staff and soldiers with essential skills and certifications recognised nationally and internationally within the civilian world

Defence Forces Ireland, in co-operation with the Irish Department of Defence began delivering the ECDL programme in early 1997. The ICDL (then ECDL) programme is part of an ongoing effort to provide administration staff and soldiers with essential skills and certifications recognised nationally and internationally within the civilian world.

Discussion on the way that ICDL is integrated into the Defence Forces, Flight Sergeant Will Fitzgerald said: “the Defence Forces have an ongoing requirement for its personnel to be highly trained as computer and system users in an environment where competence in IT is essential for mission accomplishment.”

“Validation of competency in IT skills is achieved through completion of the ICDL (ECDL) program. A large number of personnel annually undertake ICDL training within numerous Defence Forces Training Institutions / Schools, on board Naval Ships and in overseas mission areas.”

The benefits of ICDL are numerous, according to Flight Sgt. Fitzgerald: “ICDL is highly convenient and practical. The full-time instructor-led course takes just 4 weeks to complete and a number of personnel deployed on overseas United Nations missions also undertake self-directed learning using CBT/ e-Learning content. Other learners in Ireland undertake ICS Skills’ e-Learning programme. This level of flexibility facilitates on-demand learning at the learner’s pace - an essential feature for us.”

The Defence Forces appreciate the flexibility that ICDL has given them to upskill uniformly across their organisation. “To date, the Defence Forces have certified several thousand personnel with ICDL. Throughout the years, ICDL has become a much sought after and valuable award, and we are proud to support it. It has helped us improve many aspects of our daily operations to date, and will continue to do so”.

Padraig Ging, responsible for the overall management of ICDL within the Defence Forces Ireland commented: “The capacity of the testing centres was more regularly becoming oversubscribed. The necessity to provide larger facilities and more courses is now being addressed. An ECDL certificate is now considered a pre-requisite for progression within the Irish Army as some appointments require ECDL certification, with the certification also being a key factor in the selection of soldiers and support staff for overseas deployment”.

Defence Forces Ireland
Government endorsements and public sector partnerships

**Government commits to ICDL to train and certify 1 Million Egyptians**

A consortium of Egyptian Government, including the Ministry of Education, the Ministry of Higher Education, the Ministry of State Development and the Ministry of Communications and Information Technology have been coordinating an initiative, committed to training and benchmarking the IT skills of at least 1 million civil servants, teachers, students, new graduates and other public sector workers.

The Egyptian Ministry of Education endorses the ICDL Teacher Programme

**MINISTRY OF EDUCATION, EGYPT**

The project is a partnership between ICDL Arabia and the Education Ministry who has mandated that all teachers must complete the ICDL Teacher certificate as a condition for hire. Today, over 100,000 prospective teachers are enrolled in this customised certification programme which includes cyber security, online collaboration and ICT in Education.

**Dubai government mandates the ICDL Certification programme for all government employees and educators**

**GOVERNMENT OF DUBAI, UAE**

In 2005, The Government endorsed ICDL through an e-skills initiative, as a mandatory requirement for all UAE Nationals working in the public sector of Dubai.

**Yemen Ministry of Communication & Information Technology makes ICDL available to all citizens**

**MINISTRY OF COMMUNICATION & INFORMATION TECHNOLOGY, YEMEN**

The Ministry of Communication & Information Technology endorsed ICDL through Genera Telecommunication Institute GTI, to make ICDL available to all Yemen citizens. The ICDL training is funded by the Social Development Fund in Yemen.

**Oman Ministry of Manpower endorses and adopts ICDL in its technology colleges, vocational training schools and institutes**

**MINISTRY OF MANPOWER, OMAN**

The Omani Ministry of Manpower and ICDL signed an agreement to implement the ICDL certification programme to train more than 20,000 students enrolled across all its public vocational training schools and the technology colleges as well as the private training institutes in Oman.

**The Government of Dubai make ICDL a mandatory requirement for all UAE Public Sector Workers**

**GOVERNMENT OF DUBAI, UAE**

**Kuwait Central Agency for IT (CAIT) endorsed the ICDL Programme across all civil government employees.**

**KUWAIT CENTRAL AGENCY FOR IT**

CAIT signed an agreement with ICDL Arabia to train and certify 300,000 employees and citizens across Kuwait. To date, the programme is still a requirement for government employees working in civil ministries.

**Tamkeen a public authority responsible for supporting Bahrain’s private sector with skills for employees endorses and funds the ICDL Programme for all job seekers**

**TAMKEEN, BAHRAIN**

The Government of Bahrain make ICDL a mandatory requirement for all Bahraini companies. ICDL Arabia will also fund the programme for job seekers.

**Oman Ministry of Education adopts the ICDL Programme for public schools**

**MINISTRY OF EDUCATION, OMAN**

Oman Ministry of Education integrates the ICDL programme and makes it part of its computer teaching syllabus in 580 public schools. The Ministry also urges all its teachers to acquire ICDL certification.

**Abu Dhabi Police adopts the ICDL IT Security Programme for Police Officers**

**ABU DHABI POLICE, UAE**

In 2016, Abu Dhabi police endorsed the ICDL IT Security Programme and implemented the programme on hundreds of police officers. Through this agreement, the police also trained and certified hundreds of prison inmates in Al Wathba and Al Ain prisons.

**Supreme Education Council of Qatar endorses the ICDL Certification Program for teachers and staff**

**THE SUPREME EDUCATION COUNCIL, QATAR**

Supreme Education Council of Qatar implemented the ICDL Programme for 5,000 teachers and administrators in independent schools in Qatar. SEC is committed to keeping the academic and learning sector updated with the latest trends in the IT sector.
Egyptian Ministry of Health endorses ICDL HIS Certification Program

MINISTRY OF HEALTH, EGYPT

The Egyptian Ministry of Health and Population and ICDL Arabia signed a protocol whereby the ministry had endorsed the ICDL HIS for its healthcare staff and recommended to all universities offering medicine as part of its education. The endorsement has helped empower more than 20,000 workers at the ministry and students at universities.

Egypt's Arab Academy for Science and Technology and Maritime Transport endorses the ICDL Programme

ARAB ACADEMY FOR SCIENCE AND TECHNOLOGY, EGYPT

The Arab Academy for Science, Technology & Maritime Transport is a regional university operated by the Arab League which represents all Arab States. The endorsement by the Arab Academy includes the designation of its institution as the centre of tests for all new ICDL certifications. The Academy will offer ICDL to all its students as well as its academic staff and foreign academic projects. Obtaining the ICDL certification will be a requirement for the Academy’s graduating students who will earn credited hours on the certificate.

ictQATAR adopts Digital-citizen programme for various sectors of society

ICTQATAR, QATAR

ictQATAR adopts the Digital-citizen programme to sharpen 35,000 Qatari digital skills by partnering with ICDL Arabia as part of its e-citizens initiative which aims to raise IT awareness level and increase the usage of computer and internet across the various sectors of society.

Qatar’s Hamad Medical Corporation – Ministry of Health endorses ICDL IT Security programme

MINISTRY OF HEALTH, QATAR

In 2019, Hamad Medical Corporation mandated the ICDL IT Security programme on all its staff. Thousands of employees started training on ICDL’s IT security Certification Programme.

ICDL Arabia accredits King Saud University

KING SAUD UNIVERSITY, SAUDI ARABIA

King Saud University is the first to adopt the cyber security programme in Saudi Arabia for the Ministry of Interior employees, to date over 1000 employees completed the ICDL Certification programme requirements. The university is also implementing the full ICDL certification for over 1000 university students.

UAE Ministry of Interior – Child Protection Centre endorses the ICDL Social Media Programme

MINISTRY OF INTERIOR, UAE

Ministry of Interior and ICDL Arabia partnered to spread cyber safety awareness among minors, parents as well as teachers through summer camps and info-sessions in schools across the UAE.

Humanitarian and society projects

UNESCO and UN-ESCWCA fund and endorse ICDL for 5,000 Teachers working for MOE

UNESCO / MINISTRY OF EDUCATION, IRAQ

The ICDL program implementation is a collaborative effort between UNESCO Iraq Office in Amman, UN-ESCWA, Iraq Ministry of Education (MOE) and ICDL Arabia, with the aim to provide ICDL certification to 5,000 of MOE teachers. The ICDL endorsement by the Iraq MOE follows an announcement by the Iraqi Ministry of Communication, Science and Technology of its endorsement of ICDL across all ministries employees.

Norwegian Refugee Council endorses ICDL for Syrian Refugees

NORWEGIAN REFUGEE COUNCIL, JORDAN

ICDL will be available at Za’atari Refugee Camp, two locations in Azraq refugee camps, and three centres in Jordan’s Northern Host Governors. NRC expects to train and certify 500 new candidates in 2020.

Islamic Society in Jordan trains ICDL through UNICEF-funded project

ISLAMIC SOCIETY / UNICEF, JORDAN

Specto, the ICDL operator in Jordan, will offer ICDL certification at six refugee centres in the country after winning a public tender from the Norwegian Refugee Council (NRC). The tender called for a ‘Framework Agreement for Provision of International Accreditation for Recognized Information and Communication Technology (ICT) and Digital Literacy Qualification’.

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ISLAMIC SOCIETY / UNICEF, JORDAN

Specto, the ICDL Operator in Jordan, signed an agreement with the Islamic Society in Jordan to train ICDL through a project called Makani (My Space) that is funded by UNICEF.

Makani is an integrated programme that links interventions in education, child protection, adolescent and youth engagement and participation. The Makani programme provides comprehensive services to marginalized and vulnerable children and adolescents aged 6-18 years and their caregivers in a safe environment.

UNICEF has developed Makani with key private sector stakeholders, humanitarian organisations and the government of Jordan, to provide the most vulnerable young people with access to demand-driven skills-building training programmes, and opportunities to apply their skills in the real world through youth-led projects and initiatives, with a specific and sustained focus on girls and women.

ICDL Training and Testing provided to all citizens in rural areas of Jordan.

NATIONAL INFORMATION TECHNOLOGY , JORDAN

The National Information Technology manages the delivery of ICDL in a number of Knowledge Stations, to provide ICDL Training and Testing to all citizens in rural areas of Jordan.

ICDL Arabia becomes a member of the VGT the Global Alliance against online child abuse

VIRTUAL GLOBAL TASKFORCE, UAE

ICDL Arabia was nominated by the UAE and voted by members to become a member of the Virtual Global Taskforce (VGT) the global alliance against online child abuse, based on its efforts to organise awareness summer camps for children and parents to highlight the risks of online child sexual abuse.
Vocational Training Partnerships

IBEC offers ICDL as part of their ICT training in several countries across Latin America

IBEC® is a leading international company in the development of communication, digital, logical and business skills. Since 2018 they offered the ICDL certification as part of their ICT training programmes in educational institutions of middle and high education level in Bolivia, Colombia, Chile, Ecuador, El Salvador, Guatemala, Panama, Peru, Uruguay and soon other countries in the Latin American region. The IBEC Andean Region Regional Manager, Luis Alberto Peralta Nogales, expresses: “It is for our international organisation extremely important to empower all communities in Latin America with digital literacy, it is to contribute to the development of our organizations with the purpose of creating more and better opportunities for our people.”

ICDL Americas REFERENCES & CASE STUDIES

ICDL AMERICAS

Academic Institutions and Associations

Association of Universities of Latin America and the Caribbean sign MoU to promote and develop digital skills in Latin America

ASSOCIATION OF UNIVERSITIES OF LATIN AMERICA AND THE CARIBBEAN (AUALCPI), REGIONAL

A Memorandum of Understanding (MoU) was signed with the Association of Universities of Latin America and the Caribbean for Integration AUALCPI. The main objective of this collaboration is to continue promoting and developing digital skills in Latin America and the Caribbean, as part of the promotion is the use of Information and Communication Technologies (ICT) to strengthen higher education and labour skills.

University of Panama partners with ICDL to develop skills for employability and productivity

THE UNIVERSITY OF PANAMA

ICDL Americas is working with the Faculty of Computing Science, Electronics and Communication of the University of Panama on the first international digital skills ICDL certification process in this country. This Academic Cooperation Framework Agreement, is based on their mutual interest in developing innovation technological advancement and skills for employability and productivity in Panama.

The Inter-American Organization for Higher Education (IOHE) signs a collaboration agreement to offer ICDL to its member Universities throughout the region

INTER-AMERICAN ORGANISATION FOR HIGHER EDUCATION, REGIONAL

Internationally recognized, the Inter-American Organization for Higher Education (IOHE) is the only university association actively present in the Americas. Its objective is to encourage higher education institutions and affiliated partner organisations to participate in a collaborative common area that advocates for cooperative debate, reflection, and action regarding the current state of higher education and its future outlook.

IOHE considers ICDL as a key pillar of their structured academic digital inclusion strategy, which aims to close the digital gap by providing directors, professors, researchers, staff and students within its member universities with the digital skills to implement innovative best practice strategies, to face future sectoral challenges and advance.

SENA, The National Training Service in Colombia adopts ICDL as the standard for ICT skills for their trainers

THE NATIONAL TRAINING SERVICE (SENA), COLOMBIA

SENA, the National Training Service in Colombia, has been working with our Colombian partners for the last 5 years. Its National Trainers Institute (Escuela Nacional de Instructores) has adopted ICDL as a standard for ICT Skills development of their trainers in the past. Moreover, our ICDL Partner is part of the Executive Council of the Sectoral Group for Technology Management and Digital Talent to discuss strategies in this sector.

CONACED joins forces with ICDL to develop digital skills in Colombia

THE NATIONAL CATHOLIC CONFEDERATION (CONACED), COLOMBIA

A Cooperation agreement has been in place with CONACED, the National Catholic Confederation of Education of Colombia, since 2019, with the goal of joining efforts to implement strategies and projects for training and certification in digital skills and other projects in areas of mutual interest in Colombia.