# ICDL
# REFERENCES &
# ENDORSEMENTS

**Fostering digital literacy through partnerships, endorsements and initiatives worldwide**

# ICDL GLOBAL FOOTPRINT

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.

## Organisational Structure

The ICDL global network is led by ICDL Foundation, based in Ireland, and supported by ICDL regional operations and ICDL national partners. The network includes thousands of ICDL Accredited Test Centres (ATCs) in all sectors of education and training provision.

**70 MILLION TESTS** · **17 MILLION CANDIDATES**
**20,000 TEST CENTRES** · **100 COUNTRIES**

The ICDL network includes key stakeholders in the delivery of ICDL programmes: local and regional authorities, national governments, international development organisations, CSR partners, industry federations, employer and worker associations and many individual employers.

## Quality Assurance Standards

ICDL certification programmes are designed, validated, and approved by academics and industry experts from around the world and are continually developed in line with market needs and technological advancements. ICDL establishes and enforces Quality Assurance Standards, conducting regular audits across our network of partners and test centres, to ensure consistent and high-quality programme delivery worldwide.

ICDL has achieved significant milestones by obtaining both the ISO 9001:2015 and ISO 27001 certifications. These certifications reflect ICDL's adherence to best practices in both quality and information security management, reinforcing its position as a trusted leader in digital skills certification, which ensure that ICDL is the trusted digital skills standard wherever you are worldwide.

### ISO 9001:2015

**AMTIVO — ISO 9001 Certified — Quality Management**

ISO 9001:2015 is a globally recognised standard for quality management systems, proving ICDL's commitment to consistently providing high-quality services and enhancing customer satisfaction.

### ISO 27001

**AMTIVO — ISO 27001 Certified — Information Security Management**

ISO 27001 certification sets out the criteria for an information security management system, and underscores ICDL's dedication to protecting sensitive information and managing data security risks.

## Social Responsibility

As a non-profit organisation, the mission of ICDL is simple - empower people with digital skills. The ICDL network members share in this mission, recognising the need to raise digital skills standards in education, in the workforce, and in society generally. Over the last 25 years, ICDL has successfully partnered with Governments, Industry Associations, Corporate Organisations, NGOs and Charities to deliver Global Development and Aid Projects, Education and Training Programmes, Workforce Development Initiatives, Community Development Initiatives, and Public Sector Training Programmes.
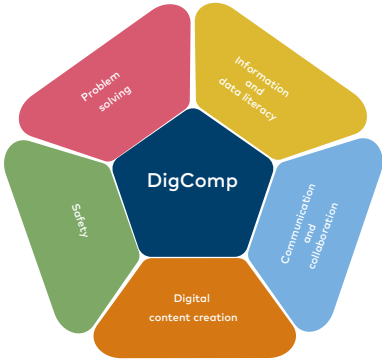
## Vendor Independence

Digital Skills is all we do: ICDL is not a software provider and remains vendor-independent. Having no allegiance with software providers means we can concentrate on what we do best- Digital Skills Certification.

Our flexible, modular certification programmes give candidates the flexibility and freedom to acquire digital skills and confidently apply them in any software environment that may be required. Programmes can be tailored for impact, addressing specific goals in education, employment, or community development.

# ICDL 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, which are grouped into competence areas.

**DigComp** — Problem solving · Information and data literacy · Communication and collaboration · Digital content creation · Safety

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.
ICDL has been independently referenced by both UNESCO and UNICEF in relation to the certification's alignment with DigComp. UNESCO created a Global Framework for Digital Literacy Skills based on DigComp 2.0, finding ICDL with the highest 177 mapped learning outcomes compared to other certifications. UNICEF recommended using DigComp for its children's digital literacy strategy, noting ICDL's use in 31 countries and compatibility with DigComp and Digital Kids Asia-Pacific frameworks.

For a detail mapping of ICDL modules against the DigComp framework, go to icdl.org/digcomp

# ICDL alignment with SDGs

**SUSTAINABLE DEVELOPMENT GOALS**

ICDL Foundation aligns with several United Nations SDGs by contributing to the development of digital literacy and skills, which are integral to achieving broader societal and economic objectives.

**4 QUALITY EDUCATION**

### QUALITY EDUCATION
ICDL promotes digital literacy and skills development, contributing to the goal of ensuring inclusive and equitable quality education by enhancing students' digital proficiency.

**8 DECENT WORK AND ECONOMIC GROWTH**

### DECENT WORK AND ECONOMIC GROWTH
By enhancing employability through digital proficiency, ICDL promotes inclusive and sustainable economic growth, and employment.

**5 GENDER EQUALITY**

### GENDER EQUALITY
ICDL fosters gender equality in the technology sector by providing opportunities for men and women to acquire digital skills, contributing to a more inclusive workforce.

**10 REDUCED INEQUALITIES**

### SDG 10 – REDUCED INEQUALITIES
ICDL bridges the digital divide with standardised digital skills training, and access to technology and opportunities for growth.

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

### INDUSTRY, INNOVATION, & INFRASTRUCTURE
ICDL's focus on digital competence advances industry and innovation, supporting the development of modern, technologically infrastructure.

**17 PARTNERSHIPS FOR THE GOALS**

### SDG 17 - PARTNERSHIPS FOR THE GOALS
ICDL collaborates with institutions and businesses, towards a digitally proficient global community.

# ICDL GLOBAL IMPACT AND ENDORSEMENTS

**25+** Years

**40+** LANGUAGES

**100+** COUNTRIES

**17+** Million Candidates

**70+** MILLION TESTS

**20,000+** TEST CENTRES

**30+** Government Endorsements



## United Nations

1. UNESCO developed a Global Framework for Digital Literacy Skills, based on the EU's DigComp 2.0. in which ICDL had the highest number of mapped learning outcomes, with 177, among all frameworks studied.
2. UNICEF recommended using the DigComp framework for its digital literacy strategy for children. The paper noted ICDL's use in 31 countries and its compatibility with both DigComp and the Digital Kids Asia-Pacific framework.

## MENA

3. UAE Government mandates ICDL for Federal Employees in Major Digital Literacy Initiative.
4. Yemen Ministry of Communication & Information Technology makes ICDL available to all citizens.
5. Egyptian Government partners with ICDL to train and certify 1 Million Egyptians.

## Americas

6. SENA, The National Working Department in Colombia adopts ICDL as the standard for ICT skills and The National Catholic Confederation of Education of Colombia (CONACED) chooses ICDL to develop digital skills in Colombia.
7. ISTE Seal of Alignment shows that ICDL was found to be aligned with the ISTE standards. In addition, The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated and recommended college credit for five ICDL modules.

## Europe

8. ICDL is listed on the French National Register of Professional Qualifications (CPF).
9. ICDL Certification is used as an exemption for elements of QQI awards, in Ireland.
10. ICDL officially recognised as the digital skills standard by the Italian Ministry of Education.
11. The National Commission for Further and Higher Education maps ICDL to the Maltese Qualifications Framework.
12. ICDL* mentioned in Polish Ministry of Education guidelines as preferred ICT certification.
13. Under Portuguese law, teachers and trainers, who work in adult education, teaching ICT, must hold either a computer science qualification, an ICT focused qualification, or an ICDL certificate.
14. The Romanian Ministry of Education deem ICDL* equivalent to Baccalaureate test for digital literacy.
15. Turkish Ministry of Education officially recognise ICDL* as equivalent to the Turkish state exam in digital literacy.
16. ICDL is mapped to the UK Regulated Qualifications Framework (RQF) by Ofqual.

## Africa

17. ICDL partners with Benin Ministry of the Digital Economy and Communication to raise digital skills in the country.
18. The Guinea Ministry of Higher Education and Scientific Research partners with ICDL for Digital Access Program.
19. The Botswana Institute of Banking and Finance is now an ICDL Accredited Testing Centre, following an MOU with ICDL to boost digital skills among Botswana's financial services specialists.
20. ICDL Adopted into Kenya National Law and The Technical and Vocational Education and Training Authority (TVETA) approved the ICDL programme as a certificate level qualification in the TVETA system .
21. Tertiary Education Fund (TETFUND) chooses ICDL as their certification partner for Public Tertiary Institutions in Nigeria.
22. Rwanda Revenue Authority chooses ICDL certification to upskill staff across the country. The Rwanda Ministry of ICT, through its National Digital Talent Policy has approved ICDL for the certification of 85,000+ government employees. Rwanda Defense Forces and The National Bank of Rwanda choose ICDL to certify staff.
23. Tanzania ICT Commission recognises ICDL as the digital skills standard for the Workforce.
24. ICDL adopted as training partner by Uganda Communications Commission (UCC).
25. The Western Cape Government's Cape Access Programme brings ICDL accredited computer training and ICT access to rural Western Cape, South Africa.

## Asia

26. China National Centre for Educational Technology (NCET) partners with ICDL to certify teachers and students in vocational schools across the country.
27. India National Skill Development Corporation (NSDC) partners with ICDL to improve digital literacy of the people of India.
28. Malaysia Department of Skills Development (DSD) endorsed ICDL modules under NCS Digital Essentials programme. Malaysia Digital Economy Corporation (MDEC) partners with ICDL to provide training for teachers in Malaysia.
29. Philippines Department of Information and Communications Technology (DICT) recognises ICDL as its certification programme.
30. SkillsFuture Singapore (SSG) approves ICDL programmes under Skills Framework and provides funding to eligible citizens and corporates.
31. Thailand Ministry of Education (MOE) officially endorses ICDL as the standard for all educational institutions in Thailand. Thailand Professional Qualification Institute (TPQI) approves ICDL modules as the digital literacy standard for Thai citizens and organisations.
32. Vietnam Ministry of Education and Training (MOET) recognises ICDL as the solution for teachers training and student upskilling. The Ministry of Information and Communications Vietnam (MIC) endorses ICDL under Circular No. 3 as the international certification programmes aligned with national ICT standards.

*ICDL, formerly ECDL in Europe

# ENHANCING EDUCATION WITH TECHNOLOGY IN RWANDA
## Integrating ICT to Enhance Teaching in Rwanda

### Overview
In a ground-breaking collaboration, the African Institute for Mathematical Sciences (AIMS), the Mastercard Foundation, and ICDL set a visionary objective to elevate teaching quality by integrating Information and Communication Technology (ICT) into everyday classroom practices. This partnership aimed to establish Smart Classrooms, enhancing the teaching and learning experience through technology.

### Implementation
With funding from the Mastercard Foundation, AIMS led the setup of Smart Classrooms equipped with modern technology tools. ICDL provided internationally recognised digital skills certification.

### Impact
The partnership has profoundly impacted education. So far, over 3,500 teachers have been trained and certified by ICDL, enhancing their ICT proficiency in classrooms. Smart Classrooms now facilitate interactive and engaging teaching, creating dynamic learning environments for students.

### Master Trainers and Peer Training
Empowering select teachers as master trainers has been key to scaling the initiative. These trainers, equipped with ICDL certification, train their peers, ensuring a wider reach and enabling many teachers to acquire essential ICT skills.

### Conclusion
This case study highlights the success of the AIMS, Mastercard Foundation, and ICDL partnership in enhancing teaching quality through ICT integration. The collaborative efforts, supported by ICDL certification and master trainers, showcase the transformative potential of such initiatives in shaping the future of education.

# EMPOWERING CHINA'S WORKFORCE FOR THE DIGITAL ECONOMY
## Enhancing Vocational Education and Workforce Skills with ICDL

### Overview
In alignment with DELL's 2030 social impact goals, the and DELL Technologies launched the "Upskilling Future Workforce for the Digital Economy" project. This strategic initiative introduced a globally recognised digital standards curriculum, leveraging the ICDL Certification Programme, to enhance teaching quality and effectiveness in local vocational schools.

### Implementation and impact
In the first year, 50 vocational schools participated in the project, benefiting over 50,000 students and teachers. The ICDL Certification Programme was adopted for training and assessment, successfully certifying 2,397 students and 97 teachers. The National Centre for Educational Technology of China (NCET) organised teacher training and ICT workshops, further certifying educators and enhancing their digital literacy skills.

Over 6,500 workers, including 48 production line workers and staff, also benefited from the project, with ICDL certifications enhancing their digital skills.

### Conclusion
The "Upskilling Future Workforce for the Digital Economy" project exemplifies the power of ICDL strategic collaboration between the China Education Development Foundation (CEDF), DELL Technologies, and ICDL. By enhancing digital literacy and teaching quality in vocational schools and among workers, the initiative is preparing China's workforce for the demands of the digital economy. The project's success, marked by widespread certification and positive testimonials, highlights its transformative impact on education and workforce development. As it continues to scale, this partnership serves as a model for effective public-private collaboration in driving social and economic progress.



ICDL
The Digital Skills Standard

AIMS

mastercard.

**icdl.org/case-study/aims-mastercard**

ICDL
The Digital Skills Standard

DELL

CEDF

**icdl.org/case-study/dell-cedf-china**

# TRANSFORMING THAILAND'S DIGITAL WORKFORCE

**Empowering a Nation Through Digital Proficiency**

## Overview
In a revolutionary move for Thailand's digital landscape, ICDL and the Thailand Professional Qualification Institute (TPQI) have formalised a ground-breaking partnership through a Memorandum of Understanding (MoU). This strategic collaboration marks a significant step towards enhancing digital skills and qualifications across Thailand.

## A Milestone in Digital Certification
The partnership sets a precedent by positioning all ICDL modules as the first programmes eligible for E-Workforce vouchers in Thailand. This initiative underscores the commitment to equipping individuals and professionals with globally recognised digital skills certifications. By aligning with international standards, this collaboration ensures that Thailand's workforce is prepared to meet the challenges of the global economy.

## Roles and Contributions
TPQI's pivotal role in this partnership involves administering ICDL's international digital certification standards and training programmes. This includes assessing competency in digital use and contributing to the E-Workforce Ecosystem (EWE) platform.

## Conclusion
This partnership between ICDL Foundation and TPQI is more than just a formal agreement; it is a commitment to revolutionising Thailand's digital landscape. By providing access to top-tier digital certifications and training, it sets the stage for substantial economic growth and professional development. The collaboration is a significant stride towards a digitally empowered Thailand, ready to thrive in the global economy.

# EMPOWERING IRISH LEARNERS WITH DIGITAL SKILLS

**Empowering Ireland's Workforce with Flexible Learning**

## Overview
SOLAS, Ireland's statutory authority for Further Education and Training (FET), operates under the Department of Further and Higher Education, Research, Innovation and Science (DFHERIS). Since its establishment in 2013, SOLAS has played a key role in coordinating and funding education initiatives across the country. Its mission is to enhance the skills and capabilities of learners, catering to the diverse needs of individuals from various societal sectors..
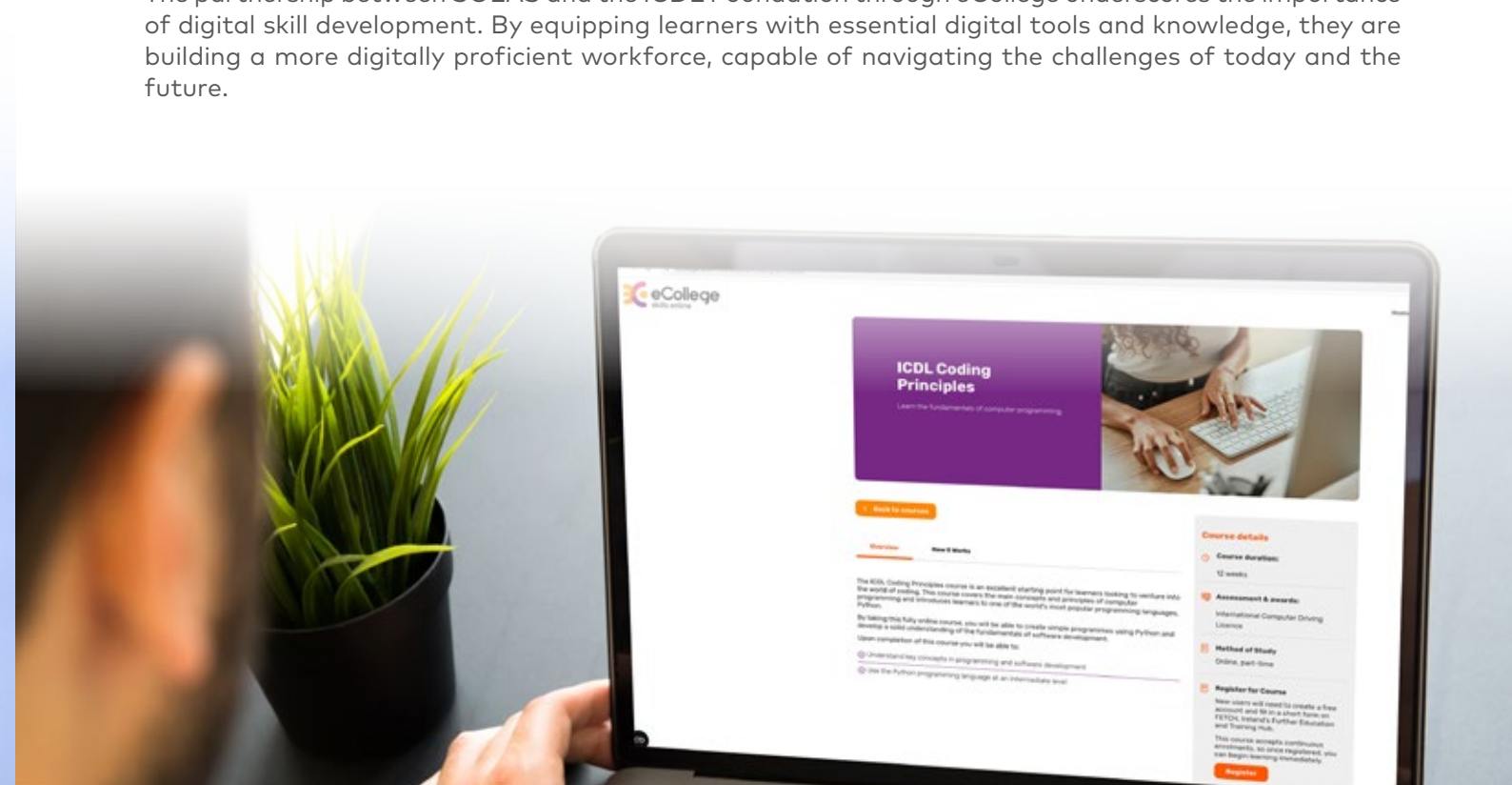
## Collaboration and Impact
As a vital ICDL test centre, SOLAS eCollege certifies thousands of learners annually, addressing critical areas such as employment, career transitions, and upskilling, with a strong focus on digital literacy. By offering fully funded, free courses to eligible citizens, eCollege ensures accessibility, making it easier for learners to acquire essential digital skills.
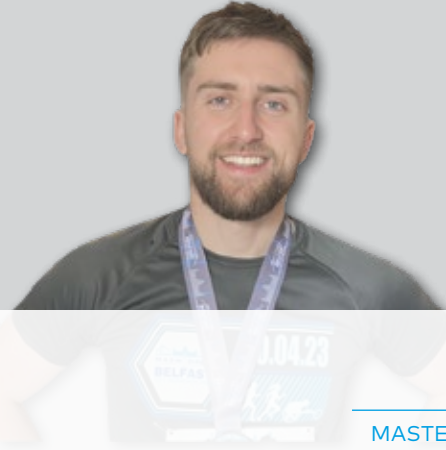
## Expanding Learning Opportunities
In 2023, SOLAS eCollege expanded its ICDL offerings to include customizable modules in areas like office productivity, digital design, and marketing. This allows learners to tailor their education according to their interests and career goals, ensuring relevance and applicability in a rapidly evolving job market.

## Conclusion
The partnership between SOLAS and the ICDL Foundation through eCollege underscores the importance of digital skill development. By equipping learners with essential digital tools and knowledge, they are building a more digitally proficient workforce, capable of navigating the challenges of today and the future.



**ICDL** — The Digital Skills Standard

icdl.org/case-study/tpqi-thailand

**ICDL** — The Digital Skills Standard

**SOLAS** learning works
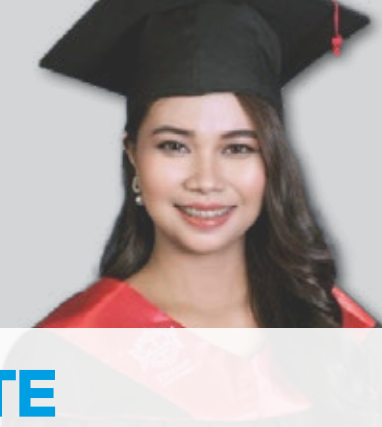
icdl.org/case-study/solas-ireland

# HEAR WHAT ICDL MEANS TO THESE SUCCESSFUL GRADUATES

## ROBERT KELLY

MASTERS OF BUSINESS MANAGEMENT STUDENT, MAYNOOTH UNIVERSITY, IRELAND

I completed the ICDL Artificial Intelligence module as part of my Masters of Business Management Degree. The platform's user-friendly design exceeded my expectations, accommodating my schedule as a full-time assistant manager and master's student. The module provided a solid foundation in Artificial Intelligence, covering its origins, current status, and future applications. I highly recommend it to students or professionals seeking valuable upskilling opportunities.

## SHARMAELA STEPHIE ROSETE

SOCIAL CONTENT AND COMMUNITY OFFICER, THE ESTÉE LAUDER COMPANIES INC, PHILIPPINES

The ICDL certification has helped me secure a position in a multinational corporation after completing my college studies. It enabled me to demonstrate proficiency in essential aspects of digital marketing and effectively apply what I learned in my undergraduate course. I highly recommend ICDL to other learners seeking to acquire new skills. It is an excellent platform for discovering your strengths and applying your learned skills in real-life settings.

## CHONG WEI PANG

GRADUATE ACCOUNTING STUDENT, TUNKU ABDUL RAHMAN UNIVERSITY, MALAYSIA

ICDL provides comprehensive certifications that cover all essential aspects of digital literacy, from fundamental computer operations to advanced software applications The content is well-designed, making complex concepts easy to grasp for learners of all levels. The hands-on exercises and practical assessments were invaluable in solidifying my understanding and boosting my confidence in using digital tools effectively.

## REGINA INDECHE

B.A. PUBLIC POLICY AND ADMINISTRATION, KENYAETTA UNIVERSITY, KENYA

I am currently pursuing ICDL, and it has taught me that digital abilities are required in all sectors. Because I work easily with computer applications, ICDL has provided me the opportunity to demonstrate my proficiency in the use of computer applications and to be great in my profession. Looking to become a policy analyst, ICDL will help me to practice on a global scale because everything revolves around technology.

## MUSTAFA MOIZ SINGAPOREWALA

MANAGER, YUSEN LOGISTICS, SINGAPORE

Being ICDL certified has helped me land more assignments from various companies for both SMEs and MNCs. The programme was highly practical and hands-on, allowing me to develop my IT skills within my current work environment. The testing process was designed to suit the business environment, being rigorous and time-bound, which aligns with the demands and expectations of today's work environment.

## RUTAGANIRA PASTEUR

HEADTEACHER OF G.S.GITANDA, RWANDA

The training given to me by ICDL improved my knowledge in technology. My technological expertise has grown as a result of the training I received from ICDL, which enables me to carry out my everyday duties as a school director. I also share that expertise with the teachers I work with as part of their ongoing training in the use of technology in the classroom.

## WAYNE FITZGERALD

MARKETING & FUNDRAISING OFFICER, ORGANISATION OF NATIONAL EX-SERVICE PERSONNEL, IRELAND

ICDL was a great option for me because I was thinking of changing career paths or adding an extra qualification to my resume. I was delighted with the pace and clarity of the training sessions. The training platform was of high standard and it was easy to navigate around. It's great to have knowledge and insight into a subject like cybersecurity but it's much better to have a certificate to prove you've been accredited and that you have the knowledge.

## NANCY HUERTA

BENEMÉRITA UNIVERSIDAD AUTÓNOMA DE PUEBLA, SPAIN

Initially expecting a beginner-friendly approach, the ICDL Big Data module not only met but exceeded my expectations by providing strong foundational knowledge. The self-paced classes and clear teaching were highlights of my ICDL experience. I gained technical vocabulary and insights into career opportunities in the Big Data space. I highly recommend this course to those eager to explore Big Data's history, applications, and embark on a career in the field.

# WHY CHOOSE ICDL AS YOUR DIGITAL SKILLS CERTIFICATION PARTNER?

## DIGITAL SKILLS IS ALL WE DO!

Choosing the right partner is instrumental in achieving meaningful and lasting impact. ICDL stands out as an exemplary collaborator, offering a unique blend of global recognition, comprehensive digital skills, and a commitment to fostering positive change.

Over the last 25 years, ICDL has successfully partnered with Governments, Industry Associations, Corporate Organisations, NGOs and Charities to deliver Global Development and Aid Projects, Education and Training Programmes, Workforce Development Initiatives, Community Development Initiatives, and Public Sector Training Programmes.

### Global Social Enterprise
As a global social organisation and not-for-profit, ICDL provides an universally recognised digital skills certification, ensuring organisations can trust in the quality and consistency of the certification.

### Proven track record
With more than 25 years of experience driving positive change through digital skills, partnering with ICDL ensures your initiatives are built on a foundation of expertise.

### Vendor-independent
ICDL is not a software provider and remains vendor-independent. Having no allegiance with software providers means we can concentrate on what we do best- Digital Skills Certification.

### Flexible Modular Certification
ICDL modular, flexible certification enables organisations to customise training programmes to meet specific project needs and workforce development goals.

### Aligned with Frameworks and SDGs
ICDL aligns with the DigComp framework and to multiple UN Sustainable Development Goals (SDG), contributing to global objectives like education, decent work, and economic growth.

### Endorsed by Governments worldwide
As the globally recognised 'Digital Skills Standard', ICDL is endorsed by governments and required by many public employers worldwide.

## Getting started

The ICDL team is here to guide your organisation every step of the way to become an Accredited Test Centre. We'll provide you with full access to our system and comprehensive training throughout the accreditation process. Once accredited, your staff will receive ongoing support to ensure the smooth and successful implementation of the ICDL programme.

Alternatively, you can partner with an existing ICDL Accredited Test Centre for your project or initiative.

Ready to begin? Visit icdl.org/contact-us and fill out the contact form today!

## icdl.org

**ICDL**
The Digital Skills Standard