





Una manera de hacer Europa



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Programa Operativo de Castilla y León

Año 2020

Fondo Europeo de Desarrollo Regional

Good Practice of the General Directorate of Telecommunications and Digital Transformation, consisting in the "tuCertiCyL: Plataforma de certificación de competencias digitales (Digital skills certification platform)" operation.

The tuCertiCyL programme (www.tucerticyl.es) is an initiative to assess and certify digital skills for citizens developed by the Ministry of Development and Environment of the Governing Council of Castilla y León, and co-financed with European ERDF funds.

This certification is based on the European reference framework for digital skills of the European Union, the DIGCOMP model and is awarded after the party concerned passes an official exam.

The purpose of tuCertiCyL is to accredit the knowledge and skills that a citizen has in the use of Information and Communication Technologies (ICT), with the dual purpose of, on the one hand, to motivate citizens to learn and manage ICT by obtaining a certificate that certifies their knowledge and improve their employability, and on the other hand, to provide the public and private entities that provide employment (companies, public administrations, etc.) with a mechanism to objectively assess the digital skills of people who join their organisations.

To assess and certify the qualification of citizens, a certification platform has been developed to generate a different random test for each user composed of different types of questions (selection, simulations, challenges, etc.) that allows an automated evaluation of the level of digital skill, in terms of knowledge and skills.

The operation DEVELOPMENT OF DIGITAL CONTENT, which is presented as a good practice, has represented an expenditure of 259,135.60 euros, which means an ERDF aid of 129,567.8 euros.

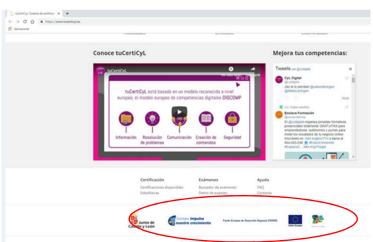
Since its launch in May 2018 until the end of 2020, over 1,600 citizens have been tested, of which around 850 citizens have obtained certification; that is, more than 50% of those tested have their digital skills certificate.

The average age of certified citizens is around 39 years old, with approximately 56% of them being women and 44% men.

This is considered a good practice because it meets the following criteria:

1. The action has been appropriately disseminated to beneficiaries, potential beneficiaries and the general public.

The Directorate General for Telecommunications and Digital Transformation complies with its regulatory obligations and thus, on the platform itself, all the information regarding European funding is collected as a permanent plaque.



It has also publicised this operation on its website, and on the website of the Governing Council of Castilla y León

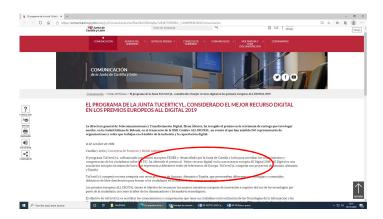
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In 2019, a print media campaign was carried out about the tuCertiCyL platform in 10 newspapers with circulation in Castilla y León.



In addition to this campaign, it has been publicised in several media:





This operation has been disclosed in a presentation event in the context of the conference "Connecting Castilla y León", at the León Technological Park, on 4th February 2019.



This initiative has been recognised through several national and European awards: best "Digital Transformation" project developed by a Public Administration in the call of the Internet 2020 Awards, "Best Digital Resource" in the area of digital skills in the European awards of the All Digital Association 2019, and finalist in the European Commission's "European Digital Skills Awards 2018", in the category "Digital Skills for All".

2. The actions incorporate innovative elements.

The digital skills certification tuCertiCyL is an innovative initiative as it is the first official certification in Spain to assess and certify digital skills, which provides a more comprehensive and transversal approach than ICT certification approaches based on the assessment of knowledge and skills in one or more specific applications.

Moreover, tuCertiCyL is the first certification based on the European reference framework of digital skills published by the European Union's Joint Research Centre (JRC), the DIGCOMP model.

Similar to the Common European Framework that allows accrediting the level of knowledge of a language, DIGCOMP establishes 21 digital skills grouped into 5 areas (information search, communication, digital content creation, security and problem solving) and several difficulty levels (basic, intermediate, advanced and specialist).

Another innovative element in this certification is the ability to perform certification tests both in person at the official certifying centres and online from the citizens' homes.

As for online certification tests, these are monitored in real time by the supervisors, in the same way as they would be in a certification centre. In addition, the recording of both the citizen's surrounding during the test, and the actual exam on the computer, so that objectively, both face-to-face and online tests are carried out with the same guarantees and equal compliance with the rules and conditions established by the certification platform of digital skills of the Governing Council of Castilla y León, tuCertiCyL.

3. Adapting the results obtained to the established goals.

This operation is integrated as part of the Digital Agenda for Castilla y León 2014-2020, included in the Regional Strategy of Research and Innovation for a Smart Specialisation (RIS3) of Castilla y León 2014-2020, a strategy that defines the actions included in the regional programming in everything related to the information society and ICT. Specifically, one of the goals to be achieved is to promote the digital adaptation of citizens and social innovation, through the promotion of digital skills to promote the acquisition of ICT skills among citizens through the certification of digital skills, as these skills will provide citizens with better life and professional development.

It is clear that the operation presented as good practice directly serves to fulfil these goals.

4. Contribution to solving a problem or weakness detected in the territorial scope of implementation.

According to data from the European Commission, around 90% of the jobs in demand require basic digital skills in order to be performed, and yet the current reality is that around 45% of Spaniards lack these skills, which highlights a problem of employability.

The development of the tuCertiCyL certification in digital skills contributes to transforming the labour market and reducing the lack or mismatch of digital skills, since on the one hand it strengthens the CV of any worker in the labour market, improving their employability, and on the other hand it encourages citizens to learn and use ICT.

5. High coverage of the target population.

The target audience of the certification system is citizens over 14 years of age whose place of residence or birth is a town of Castilla y León.

The exam can be taken both in person and online.

There are nine centres designed for this purpose, Espacios CyL, in all the provincial capitals and several approved centres in different towns of Castilla y León (Medina del Campo, in Valladolid; Santa María del Páramo and San Justo de la Vega, in León, and Cuéllar, in Segovia).

The online exam can be taken from home, thus avoiding travel and making the certification available to a larger population.

The platform also considers the needs of users who may be at risk of digital exclusion. We are working towards removing barriers for people with functional diversity by incorporating easy reading in the exams and other visual adaptations that help to bring this certification to the greatest number of people.

6. Consideration of the cross-cutting equal opportunities and non-discrimination criteria, in addition to social responsibility and environmental sustainability.

The certification platform is based on the use of ICT so that all the processes involved are completely digital. Therefore, paper is not required in any of its phases, neither in communications with citizens, nor in the generation and issuance of documents. For example, certificates and proof of attendance are issued as digitally signed PDF files. In addition, both documents have QR codes and unique web links so that a third party can check the validity of the documents online.

On the other hand, the files requested from citizens, such as the identity document or the certificate of recognition of the level of disability, as the case may be, must be digitised and uploaded to the platform.

The ability to carry out certification tests online reduces the geographical barrier, bringing certification closer to all citizens of Castilla y León who have an Internet connection and computer equipment. In addition, unnecessary travel to the certification centres is avoided, both for the citizens being tested and for the test supervisors.

Since the certification test is free of charge, there is no inequality of access on financial grounds.

Work is also being carried out on the accessibility of the platform, aimed at removing access barriers for people with functional diversity. A simple and clear writing style is used to make the questions easy to read, so that they can be understood by people with cognitive disabilities or intellectual disabilities. Additionally, visual adaptations are being applied to both the web interface and the exam questions, in order to bring this certification closer to the greatest number of people.

There is also no discrimination between men and women when it comes to taking the test. Since its launch in May 2018 until the end of 2020, over 1,600 citizens tested, approximately 60% are women and 40% are men. With regard to the total number of users who have been eligible, around 850, approximately 56% are women and 44% men.

Finally, in the field of equal opportunities, it should be noted that in 2019 certification tests were carried out for women at risk of exclusion, in collaboration with the Municipal Centre for Equality and Children's Services of the Valladolid City Council, as part of its Work Insertion Programme (PIL) for women.

7. Synergies with other policies or public intervention instruments.

This iniciative is integrated in the 2014-2020 Digital Agenda for Castilla y León, which is part of the Regional Strategy for Research and Innovation for the Smart Specialisation of Castilla y León 2014-2020 (RIS3).

In addition, the certification is based on the European Union's reference framework for digital skills in Europe (DIGCOMP), and is aligned with the public policies defined in the European Union in the field of digital education, as is the purpose of creating a European certificate of digital skills included in the European Commission's Digital Education Action Plan (2021-2027).







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