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DIGISETS NEWSLETTER 1

Digital Skills Evaluation Tool and Support
Project n° 2020-1-AT01-KA202-078055



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IN THIS ISSUE:

- Meeting in Vienna
- National Report Results
- Survey analysis
- What's next



On July 1-2, 2021 all project partners were finally able to meet in person in Vienna for the 2nd transnational project meeting of the DIGISETS project. The 2-day event was held at ipcenter headquarters and focussed on building on the previous virtual work in order to finalize project deliverables.

The first day was dedicated to administrative tasks and to the working sessions on the core building blocks of IO1, namely the employee/stakeholder survey and the “competence framework” that is currently being finalized based on the Austrian DigComp AT 2.2 framework for digital competences. In order to structure our competence profiles, we clustered the “job families” according to ESCO codes – the newly created competence framework will then be reviewed by external experts and stakeholders from labour market and training institutions.

The second day focused on IO2, the assessment toolkit that will be used to assess the work-relevant digital competences of tourism and retail sector employees and trainees. The conceptual and technological requirements were explained and the specifications of the IO2 website will be worked on during the summer.

Besides the meeting and working sessions, the event was a great opportunity to get to know project partners, explore the city of Vienna and delicious culinary treats in the social programme part.

**FIRST FACE-TO-FACE
PARTNER MEETING IN
VIENNA, 1-2 JULY 2021**

**THE PARTNERS WILL MEET
AGAIN IN OCTOBER IN
VALENCIA, SPAIN**



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THE RESULTS FROM OUR NATIONAL DESKTOP RESEARCH AND SURVEY ANALYSIS

The desk review phase resulted in a summary of national surveys on identifying gaps in digital skills for service workers in tourism and retail sectors. It incorporated data for Austria, Bulgaria, Greece and Spain within the following parts:

- National strategies for promotion of digital skills of citizens and workers
- Main skills set demanded by the employers in the tourism and retail sectors
- Field of ICT concerned by the skill shortage
- Main training schemes available at the workplace
- Available digital skills evaluation methods and tools
- Further findings.

Based on these lists we collected empirical data in our exploratory phase and present here a few interesting first facts.

While using digital devices is the most necessary competence, in tourism “using personal text-based messages” (e-mail & messenger) was listed as most necessary. The most necessary sector-specific competence was listed in retail with “working with logistics and warehousing software”.

On the other side of the spectrum “Apply Gamification & Digital Storytelling Principles” was listed overall as the competence that needs improvement, followed by using E-Government Services and Project Management Tools. Sector-specific “Providing Destination Management (GIS & GPS)” [tourism] and “Implementing Display Marketing in Showrooms and Online” [retail] were listed as competencies that should be taught more.

WHAT'S NEXT...?

THE SKILL EVALUATION TOOLKIT AND NEXT PARTNER MEETING

The next steps in the project implementation

The work on the second intellectual output has recently started and the meeting in Vienna helped the partners designing the platform and better understand their expectations. The online assessment tool will be strongly aligned with the IO1 Framework and will be mainly be directed at employers and trainees of the tourism and retail sectors. Additionally, the tool will support trainers in assessing students' digital competences in order to better address their training needs.

The partners will meet again in Valencia when they will be hosted by the Spanish partner I-Box Create in October.



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The partners:

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