

**DISPA Meeting «Learning in the Digital Age»  
21-22 June 2018, Sofia, Bulgaria**



# The renovation of training for digital literacy of civil servants in Slovenia

**Breda Gruden  
Ministry of Public Administration,  
Republic of Slovenia  
Administration Academy**



REPUBLIKA SLOVENIJA  
MINISTRSTVO ZA JAVNO UPRAVO  
DIREKTORAT ZA JAVNI SEKTOR  
Upravna akademija



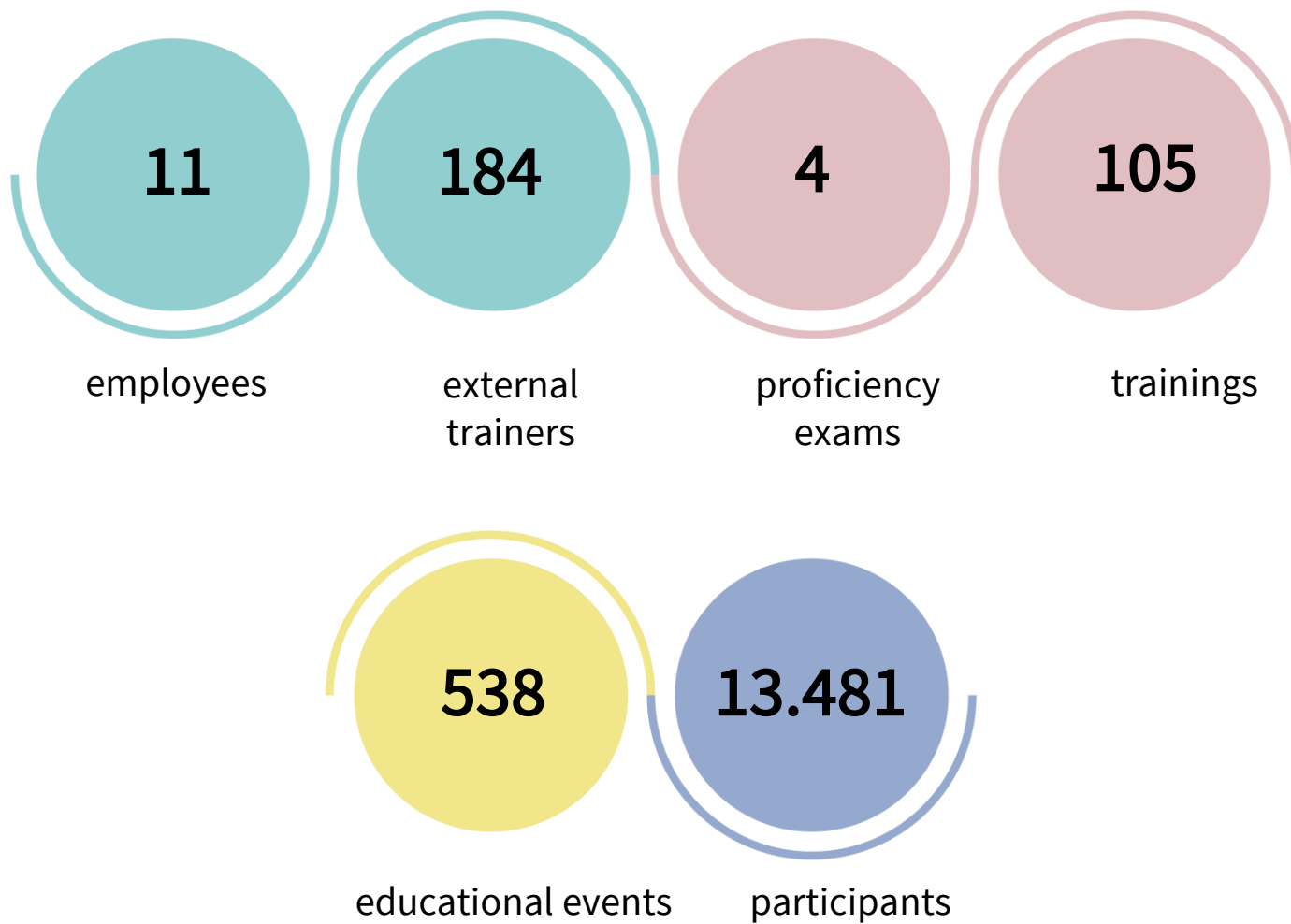
## ADMINISTRATION ACADEMY

The development and implementation of trainings and examinations for civil servants to increase their skills and efficiency and to develop their personal growth.

SPREADING KNOWLEDGE



# About the Administration Academy





# About the Administration Academy

## Our key areas



# Blended learning

- The objective of introducing e-learning is that the participants become familiar with the content of training at a distance and with a pace and in an environment that fits the individual.
- Learning live - actively resolving issues and problems as they arise live at the workshop with discussions, brainstorming, quizzes, role play...



Photo: rawpixel/ Unsplash



Photo: Administration Academy



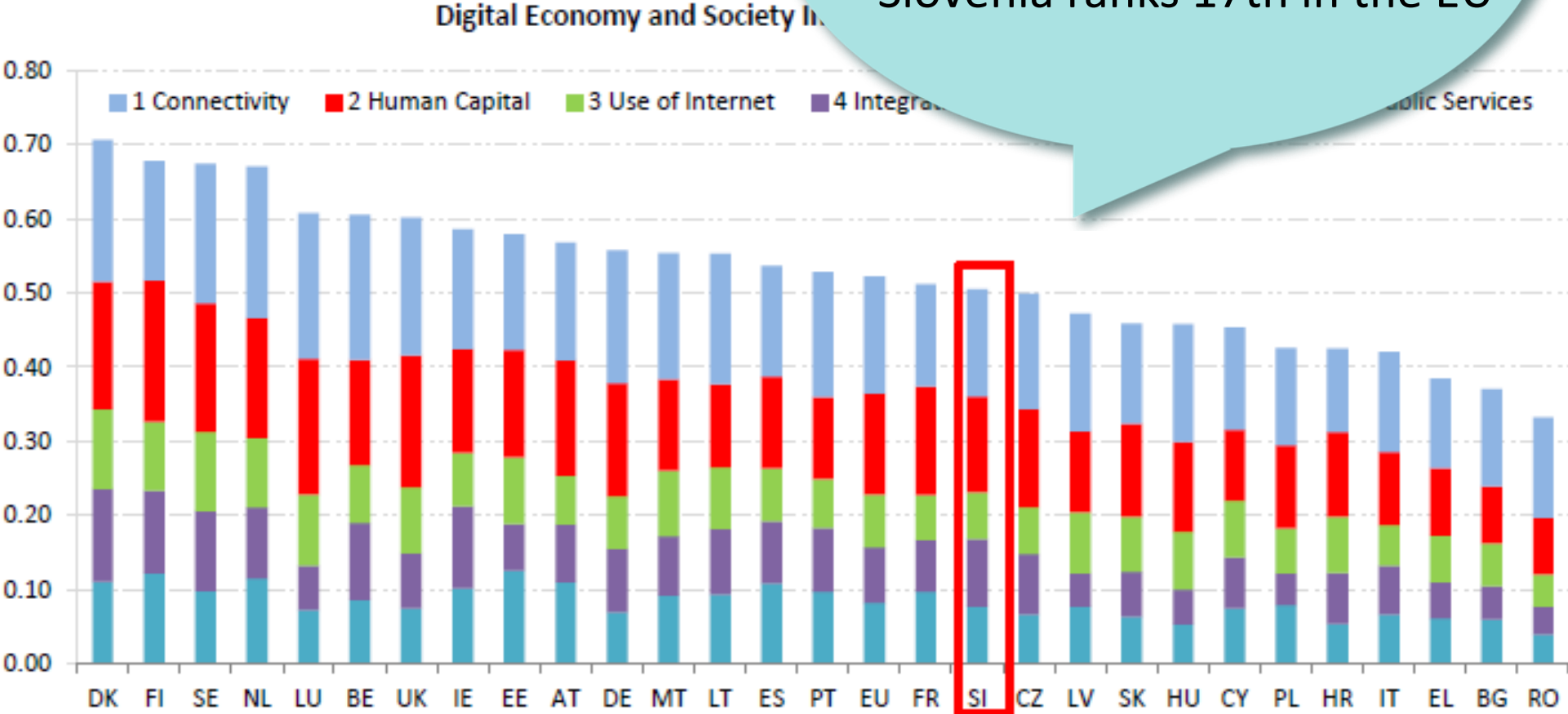
# 1. Background of the case

- Slovenia adopted the **DIGITAL SLOVENIA 2020 strategy**.
- **Digital literacy** - new skills and knowledge which are necessary to succeed in an increasingly digital world.



# Digital Economy and Society Index (DESI 2017):

- Slovenia ranks 17th in the EU



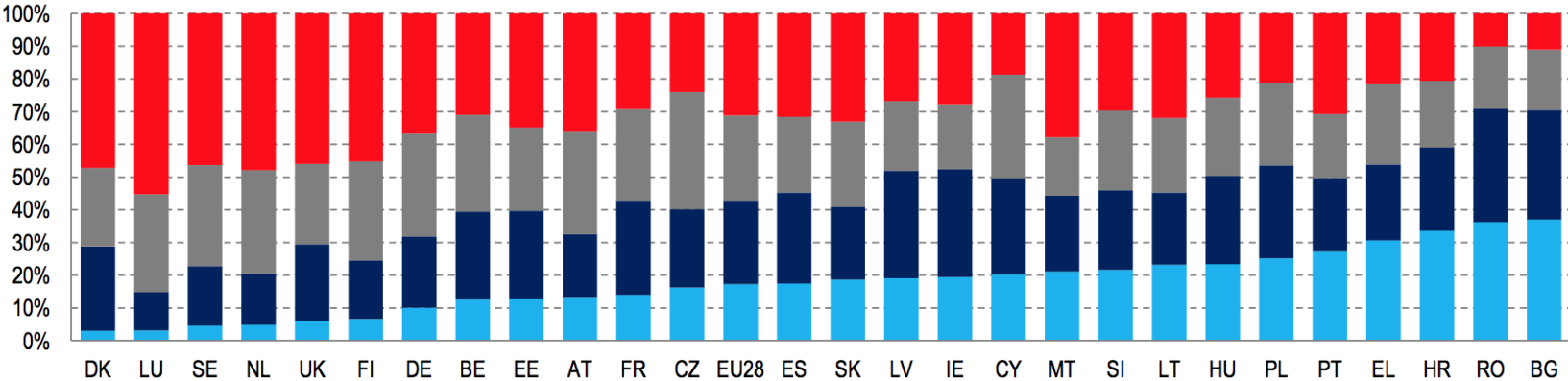
Source: DESI 2017, [http://ec.europa.eu/newsroom/document.cfm?doc\\_id=43042](http://ec.europa.eu/newsroom/document.cfm?doc_id=43042)

Human Capital Dimension of DESI

Measures the competencies needed to take advantage of possibilities offered by digital



Digital skills of the EU population, 2017 (% of individuals, by skills level)\*\*



Source: Eurostat

Legend: ■ No skills or no internet use ■ Low ■ Basic ■ Above basic

Source: DESI Report 2018, <https://ec.europa.eu/digital-single-market/en/human-capital>

The European Digital Competence Framework for citizens = tool to improve citizens digital competence



A story about a civil servant Erik who went through different computer trainings (Word, Excel, Powerpoint etc.) but still seems to have problems with basics.

## **WHY?**

He has a digital gap.



## 2. Process/dynamics

### DigComp2.1: 5 areas / 21 competences



Source: <https://ec.europa.eu/jrc/en/digcomp>

#### 1. Information and data literacy

- 1.1 Browsing, searching and filtering data, information and digital content
- 1.2 Evaluating data, information and digital content
- 1.3 Managing data, information and digital content

#### 2. Communication and collaboration

- 2.1 Interacting through digital technologies
- 2.2 Sharing through digital technologies
- 2.3 Engaging in citizenship through digital technologies
- 2.4 Collaborating through digital technologies
- 2.5 Netiquette
- 2.6 Managing digital identity

#### 3. Digital content creation

- 3.1 Developing digital content
- 3.2 Integrating and re-elaborating digital content
- 3.3 Copyright and licences
- 3.4 Programming

#### 4. Safety

- 4.1 Protecting devices
- 4.2 Protecting personal data and privacy
- 4.3 Protecting health and well-being
- 4.4 Protecting the environment

#### 5. Problem solving

- 5.1 Solving technical problems
- 5.2 Identifying needs and technological responses
- 5.3 Creatively using digital technologies
- 5.4 Identifying digital competence gaps

# Framework of renewed training

| Type of work             | Competences areas<br>(according DigiComp 2.1)   | Content   | User activities   |
|--------------------------|---|---|---|
| On-line work             | 3.1 Identifying digital competence gaps   | recognition of digital divide   | <ul style="list-style-type: none"> <li>web questionnaire about digital competence</li> <li>interactive video about browsers</li> </ul>            |
| First workshop<br>(live) | 1.1 Browsing, searching and filtering data, information and digital content<br>1.2 Evaluating data, information and digital | <ul style="list-style-type: none"> <li>browsing, searching and evaluating of informations and data on-line</li> </ul> | collaborative work in groups: <ul style="list-style-type: none"> <li>searching on web, sources and evaluating, preparation of messages</li> </ul> |



# Training contents

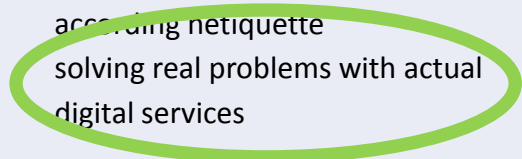
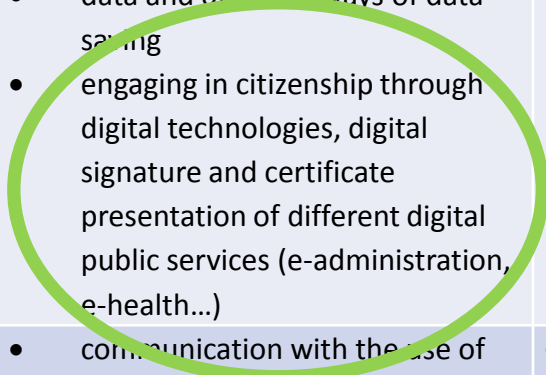
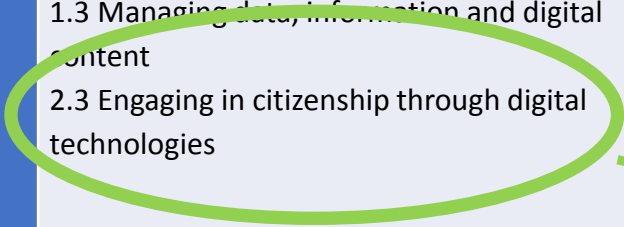
## Example 1

| Type of work           | Competences areas (according DigiComp 2.1)   | Content   | User activities  |
|------------------------|--|---|--|
| On-line work           | 5.4 Identifying digital competence gaps  | <ul style="list-style-type: none"> <li>recognition of digital divide</li> </ul>   | <ul style="list-style-type: none"> <li>web questionnaire about digital competence</li> <li>interactive video about browsers</li> </ul>   |
| First workshop (live)  | <ul style="list-style-type: none"> <li>1.1 Browsing, searching and filtering data, information and digital content</li> <li>1.2 Evaluating data, information and digital content</li> <li>2.5 Netiquette</li> <li>1.3 Managing data, information and digital content</li> <li>2.3 Engaging in citizenship through digital technologies</li> </ul>  | <ul style="list-style-type: none"> <li>browsing, searching and evaluating of informations and data on-line</li> <li>netiquette</li> <li>data and different ways of data saving</li> <li>engaging in citizenship through digital technologies, digital signature and certificate</li> <li>presentation of different digital public services (e-administration, e-health...)</li> </ul> | <p>collaborative work in groups:</p> <ul style="list-style-type: none"> <li>searching on web, sources and evaluating, preparation of messages according netiquette</li> <li>solving real problems with actual digital services</li> </ul>  |
| On-line work           | 2.1 Interacting through digital technologies   | <ul style="list-style-type: none"> <li>communication with the use of digital technologies, feature of distant communication</li> </ul>  | <ul style="list-style-type: none"> <li>preparation of the presentation on netiquette</li> <li>collaboration on Vox or Skype meeting</li> </ul>   |
| Second workshop (live) | <ul style="list-style-type: none"> <li>3.1 Developing digital content</li> <li>3.2 Integrating and re-elaborating digital content</li> <li>2.2 Sharing through digital technologies</li> <li>2.4 Collaborating through digital technologies</li> <li>2.6 Managing digital identity</li> <li>3.3 Copyright and licences</li> <li>4.2 Protecting personal data and privacy</li> <li>5.3 Creatively using digital technologies</li> </ul> | <ul style="list-style-type: none"> <li>digital content creating and sharing</li> <li>collaboration with the use of digital technologies</li> <li>personal data protection and authoring rights</li> <li>creative use of digital technologies</li> </ul>   | <p>collaborative work in groups:</p> <ul style="list-style-type: none"> <li>preparation of the document in collaboration on specific subject</li> <li>use of response system Socrative</li> <li>presentation of own digital identity</li> <li>use of licences and copyright</li> <li>critical use of tools – which one to use for next problem?</li> </ul> |

# Training contents

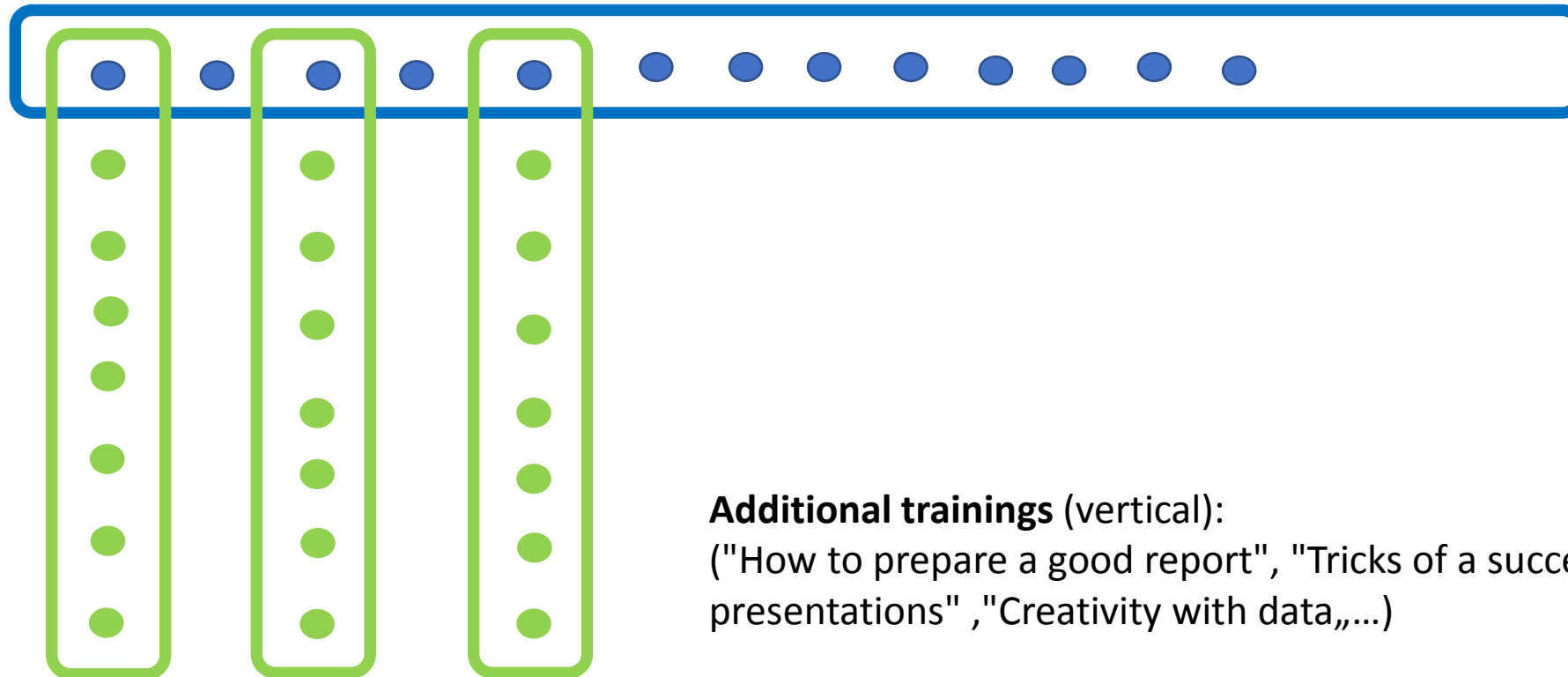
## Example 2

| Type of work           | Competences areas (according DigiComp 2.1)   | Content  | User activities   |
|------------------------|--|--|---|
| On-line work           | 5.4 Identifying digital competence gaps  | <ul style="list-style-type: none"> <li>recognition of digital divide</li> </ul>  | <ul style="list-style-type: none"> <li>web questionnaire about digital competence</li> <li>interactive video about browsers</li> </ul>  |
| First workshop (live)  | 1.1 Browsing, searching and filtering data, information and digital content<br>1.2 Evaluating data, information and digital content<br>2.5 Netiquette<br>1.3 Managing data, information and digital content<br>2.3 Engaging in citizenship through digital technologies  | <ul style="list-style-type: none"> <li>browsing, searching and evaluating of informations and data on-line</li> <li>netiquette</li> <li>data and different ways of data saving</li> <li>engaging in citizenship through digital technologies, digital signature and certificate presentation of different digital public services (e-administration, e-health...)</li> </ul> | collaborative work in groups: <ul style="list-style-type: none"> <li>searching on web, sources and evaluating, preparation of messages according netiquette</li> <li>solving real problems with actual digital services</li> </ul>  |
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# Structure of horizontal (basic) training and vertical (additional) trainings

**Basic training** on digital competences (horizontal)



**Additional trainings** (vertical):

("How to prepare a good report", "Tricks of a successful presentations", "Creativity with data,,...")



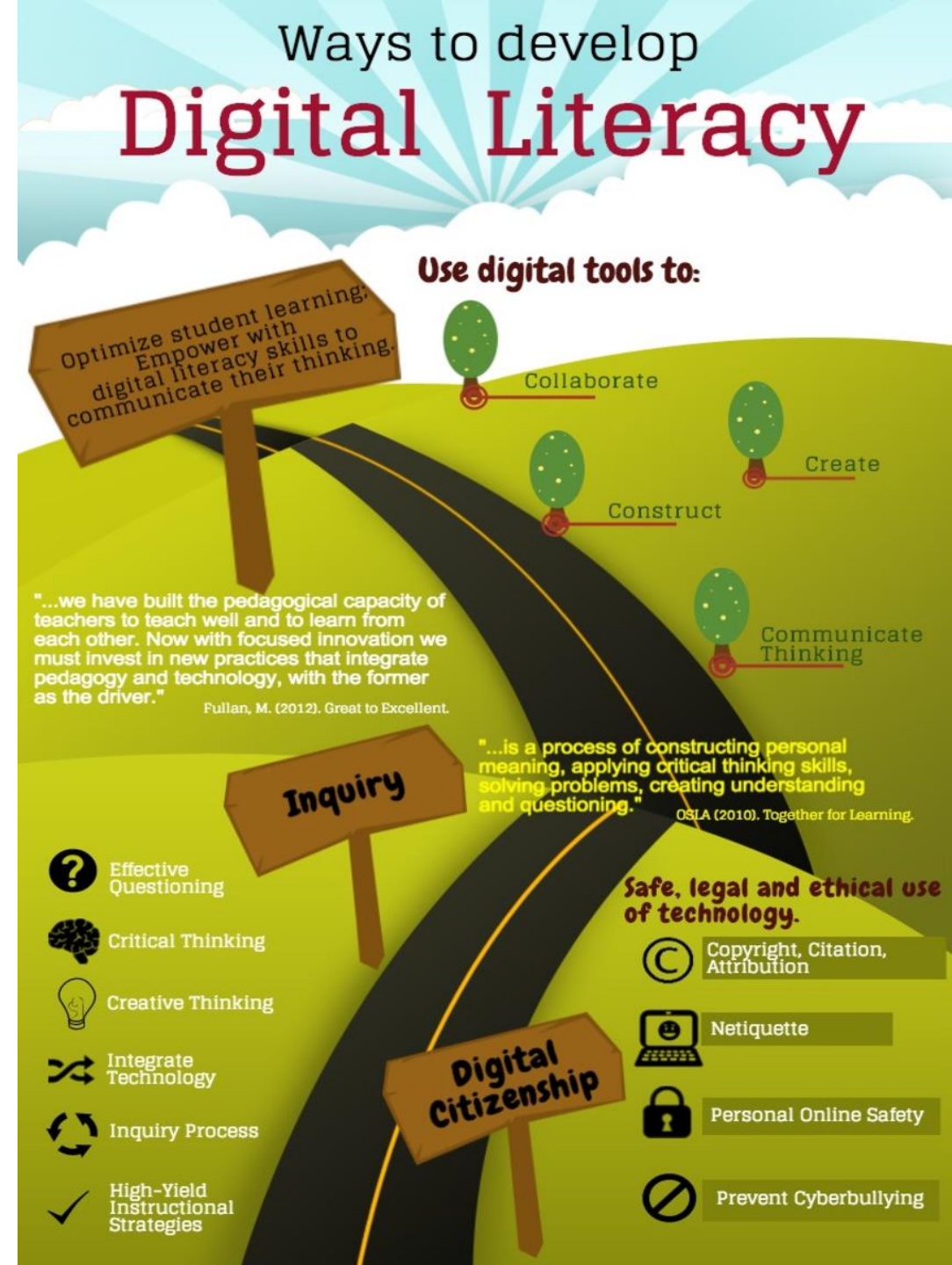
# Process/dynamics

- 2 Workshops & on-line
- 2 trainers
- Train the trainers
- The trainings will start in the autumn of 2018
- After piloting – analysis – further development – new circle

# Results/outcome

some expected advantages of a renewed program are:

- better **digital literacy**
- contribute to **raising awareness** of the importance of digitization, social development, employment opportunities, quality of life, social inclusion



# Results/outcome

- **promote the development** of digital content in the Slovenian language and the use of the Internet and other digital platforms
- **promotion of the use** of public e-services at the national level





# "Slovenia, the green reference country in digital Europe"



Source: [http://www.mju.gov.si/si/o\\_ministrstvu/slovenija\\_zelena\\_referencna\\_drzava\\_v\\_digitalni\\_evropi/](http://www.mju.gov.si/si/o_ministrstvu/slovenija_zelena_referencna_drzava_v_digitalni_evropi/)

# Questions





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