



Development of digital competence of QA staff

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2 June 2023



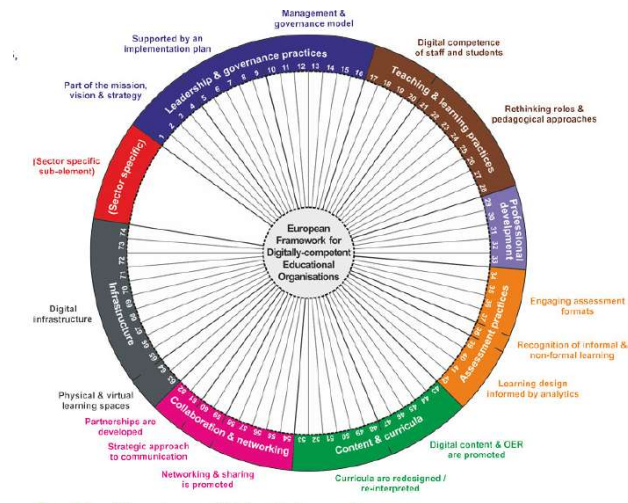
Digital competence is the ability to solve problems that arise in a digital-enriched environment in one's (educational) work using digital technology.

(Digital technology dictionary, 2021)

A lot of models and frameworks exists to describe and analyse the content of this general competence:

ISTE NETS, DigComp, DigCompEdu etc.

What about the implementation and practices?



The learner's digital competence model



1. INFORMATION AND DATA LITERACY



2. COMMUNICATION AND COOPERATION IN THE DIGITAL ENVIRONMENT



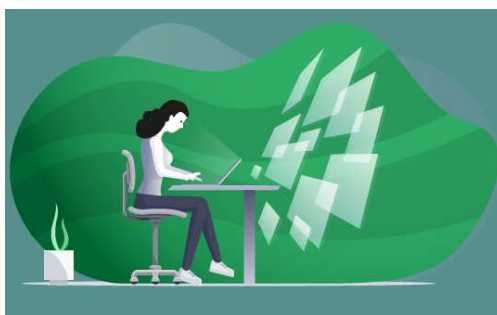
3. CREATION OF DIGITAL CONTENT



4. Digitization



5. TROUBLESHOOTING



1. INFORMATION AND DATA LITERACY

- + 1.1 Search, browsing and filtering of data, information and digital content
- + 1.2 Evaluation of data, information and digital content
- + 1.3 Management of data, information and digital content

2. COMMUNICATION AND COOPERATION IN THE DIGITAL ENVIRONMENT

- + 2.1 Communication using digital technology
- + 2.2 Sharing of data, information and digital content
- + 2.3 Civic activity in the digital environment
- + 2.4 Cooperation in the digital environment
- + 2.5 Polite behavior in the digital environment
- + 2.6 Digital Identity Management

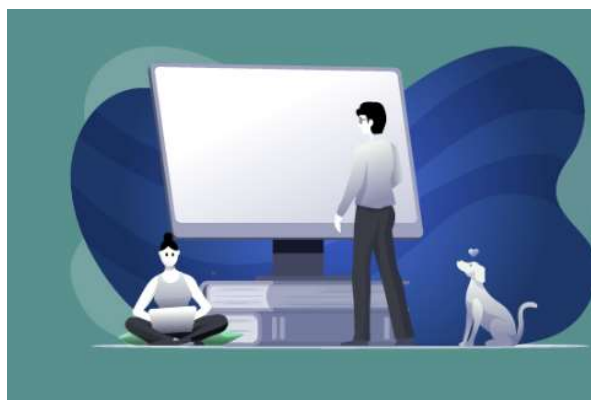


3. CREATION OF DIGITAL CONTENT

- + 3.1 Development of digital content
- + 3.2 Customization of Digital Content
- + 3.3 Copyright and Licenses
- + 3.4 Programming

4. Digitization

- + 4.1 Protection of digital devices
- + 4.2 Protection of personal data and privacy
- + 4.3 Protection of health and well-being
- + 4.4 Environmental protection



5. TROUBLESHOOTING

- + 5.1 Solving technical problems
- + 5.2 Selection of digital technologies
- + 5.3 Updates using digital solutions
- + 5.4 Assessment and development of digital competence

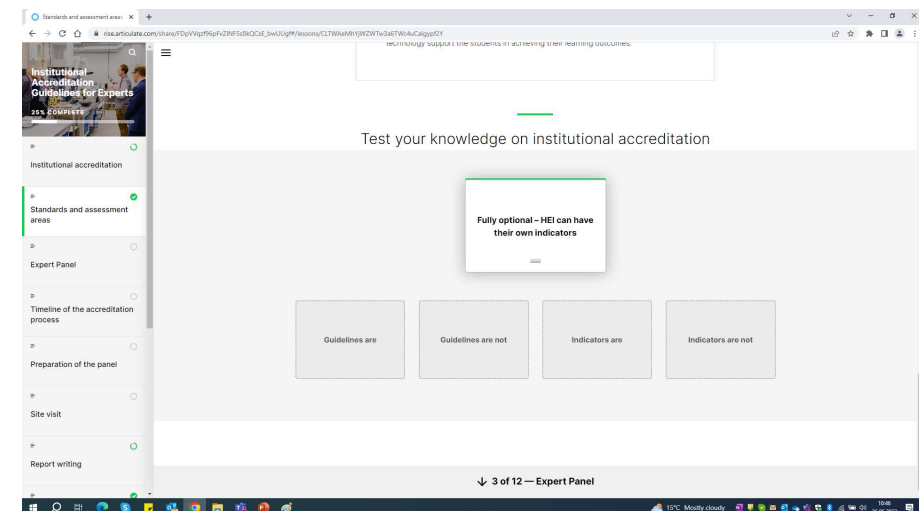
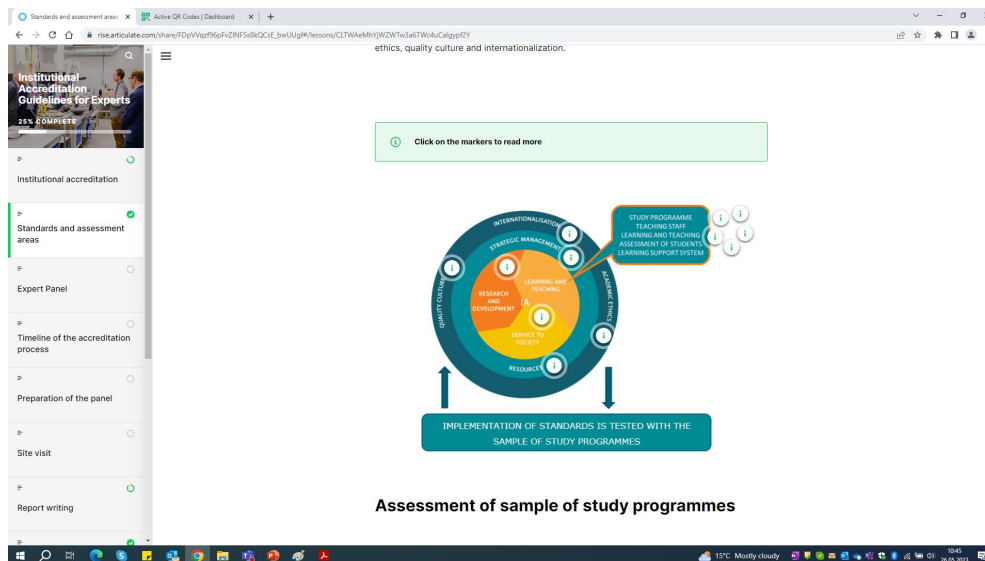
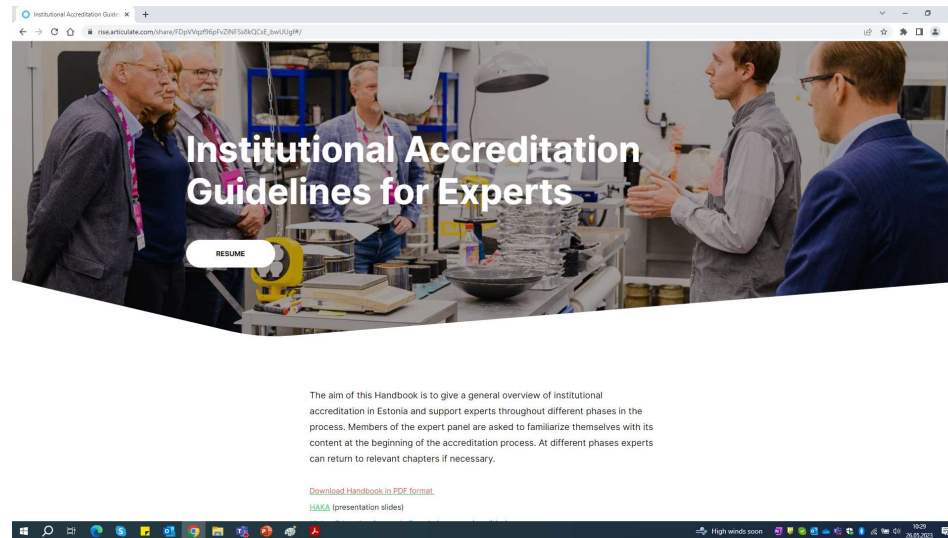
Priorities

1. Training of experts and HEIs
2. Interactive learning materials and guidelines



Conducted and compiled by agency staff
- competence to be developed!

Help from the educational technologist



Challenges

What are the key digital competence that need to be developed (and assessed) in the Agency? Some knowledge and skills are needed from all members of the staff, some are not.

What can be outsourced? But also – knowledge to be a smart client for the systems' and databases' developers.

Not everyone feels the need to develop digital competence.





Thank you!

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