

User's Guide of the ICT Assessment Tool

Developed by the partnership of the project E(U) Leaders.

August 2023



Ecological Thinking!

Think before printing any dissemination material, if it is really necessary. In case something needs to be printed, it is worth thinking about where to print it (e.g. local print shop, ecofriendly online print shop, etc.), on what kind of paper (e.g. recycled paper, grass paper, other alternatives to usual white paper) and with what kind of colors.

Let's protect our environment!

Content

1. Introduction	3
1.1. Purpose of the ICT Assessment Tool	3
2. Certification	5
2.1. Job and task description	5
2.2. Abilities, as well as prerequisites	5
2.3. Scope of Certification	6
2.4. Code of Conduct	7
2.5. Examination structure	7
2.6. Certification Award and Validity	8
3. Getting Started	9
3.1. User Registration and Account Creation	9

1. Introduction.

E(U) Leaders is an Erasmus+ project that responds to the EU high priority on boosting the e-leadership and digital competences. Specifically, answers to the following priorities:

- Addressing digital transformation through development of digital readiness, resilience and capacity (Horizontal priority).
- Increasing the flexibility of opportunities in vocational education and training (VET priority).
- Adapting vocational education and training to labour market needs (VET priority).

In the current globalised environment, we observe the emergence of a new class of e-leaders, namely leaders who display strategic leadership, business and ICT savviness.

There is a variety of needs of the EU labour market to address, such as:

- a considerable growth of labour demand, as well as a high increase of ICT graduate entries in Europe, leading to an estimated growth of the IT workforce.
- Europe is required to generate around 50,000 additional high-tech leaders per year in the years up to 2025.
- in virtual teams, there is a more significant requirement for autonomy and thus, a greater need for communication, trust and cooperation between a team leader and the team members.
- in Europe, e-leadership skills are a major policy concern for the creation of employment opportunities, innovation, and growth.
- promoting and developing ICT training on digital skills and telework within organisations for keeping up with changing and alternative ways of working.

E(U) Leaders is a large-scale project, as it involves 7 different organisations (Social Enterprises, Universities, Training Providers, SMEs), from 6 EU countries: Slovenia, Portugal, Netherlands, Greece, Cyprus and Germany.

The aim of E(U) Leaders is to foster the competitiveness and productivity of businesses and organizations through the development of strategic e-leadership skills necessary for entrepreneurs / employers / leaders / managers, as well as VET trainers, educators, and mentors, to manage their teams effectively and efficiently within virtual working environments.

1.1. Purpose of the ICT Assessment Tool

The ICT Assessment tool of e-leadership skills is an online examination designed to evaluate your proficiency in e-leadership developed based on the requirements of ISO/IEC 17024:2012 standard. It also assesses your ability to effectively and efficiently manage teams within virtual working environments. Before taking the exam, you are required to complete the e-leaders Hight Tech Course, which includes the following seven modules:

1. **e-leadership styles** (refers to the process by which a person guides and motivates the behavior on a technology-mediated environment, communication technologies), **e-management strategies**.
2. **e-ethics** (behavioral online ethics in the digital industry).
3. **e-social skills and e-team building skills** (communication etc.).
4. **Information and data literacy** (a number of abilities and concepts that can help us determine exactly what our needs in terms of information, data and digital content under various

- circumstances including data management).
5. **Information security** (digital identity protection, etc.), GDPR.
 6. e-technology skills (innovative digital tools).
 7. **Evaluation and effective follow up techniques.**

The e-leaders High-tech Course and the ICT Assessment tool is available at the following platform:
<https://euleaders.eu/platform/eu-leaders-high-tech-course/>

The e-leaders High-tech Course and the ICT Assessment tool are addressed to:

Direct groups:

- Entrepreneurs
- Employers
- Leaders
- Managers leading teams in virtual business, environments across different national contexts – before, during and after the COVID-19 pandemic: SMEs, NGOs, Future entrepreneurs / leaders, partner organizations.

Indirect groups:

- VET trainers
- VET mentors
- VET training centers
- Other VET organisations
- Chambers of Commerce and Industries

The User's Guide provides essential information to the users on how to use the platform.

The EU Leaders project team respects the privacy rights of the platform's users and understands the importance of protecting personal data. All information and data are processed with strict discretion and in accordance with all legal requirements. EU Leaders consortium will not sell, trade, or transfer an individual's personal information to any third party or entity. The EU Leaders partnership respects the privacy rights of the tool users, in accordance with the General Personal Data Protection Regulation 2016/679/ EU and the current national and European legal and regulatory framework for the protection of personal data.

2. Certification.

The following criteria for Certification have been set to ensure that users meet the established set of standards and requirements to attain the EU Leaders recognition:

- Job and task description
- Abilities, as well as prerequisites
- Scope of Certification
- Code of conduct (it shall be signed before the exam)

2.1. Job and task description.

The e-leader provides strategic direction, leadership, and management in a digital and online environment. This role involves effectively utilizing digital tools, technologies, and resources to drive organizational growth, innovation, and success. The e-Leader oversees teams and projects, ensuring alignment with the organization's goals and leveraging digital strategies for competitive advantage.

Key Responsibilities:

- **Digital Strategy Development:** Develop and implement a comprehensive digital strategy aligned with organizational goals and market trends.
- **Team Leadership:** Lead and manage cross-functional teams, fostering collaboration and ensuring team members are equipped to thrive in a digital work environment.
- **Change Management:** Guide the organization through digital transformation, facilitating the adoption of new technologies and practices while managing resistance to change.
- **Innovation and Creativity:** Identify opportunities for innovation through the effective use of digital tools, promoting a culture of creativity and continuous improvement.
- **Data-Driven Decision Making:** Utilize data analytics to make informed decisions, track performance metrics, and identify areas for optimization.
- **Risk Management:** Identify and mitigate digital risks, including cybersecurity threats and data privacy concerns, ensuring compliance with relevant regulations.
- **Collaboration with IT:** Collaborate with the IT department to implement and manage technology solutions that support the organization's digital goals.
- **Stakeholder Engagement:** Engage with internal and external stakeholders, building relationships and communicating the value of digital initiatives.
- **Professional Development:** Stay updated on emerging digital trends, technologies, and best practices, sharing knowledge with the team and fostering a culture of continuous learning.

2.2. Abilities, as well as prerequisites

An effective e-leader possesses a combination of abilities, skills, and prerequisites that enable them to navigate the complexities of the digital landscape and lead teams and organizations to success in the digital age. Following are some key abilities and prerequisites for an e-Leader:

Abilities of an e-leader:

1. **Strategic Vision:** An e-leader should be able to formulate a clear and compelling digital strategy that aligns with the organization's overall goals and objectives.
2. **Adaptability:** The digital landscape is constantly evolving. E-leaders need to be adaptable and open to change, able to lead their teams through technological shifts and transformations.

3. **Digital Literacy:** E-leaders must possess a solid understanding of digital technologies, tools, and trends, enabling them to make informed decisions about technology adoption and implementation.
4. **Innovation:** E-leaders should encourage and drive innovation within their teams, leveraging digital tools to find creative solutions and opportunities for growth.
5. **Collaboration:** Collaboration is crucial in a digital environment. E-leaders need to foster teamwork, facilitate cross-functional collaboration, and build internal and external partnerships.
6. **Communication:** Effective communication skills are essential for conveying digital strategies, goals, and changes to various stakeholders, including team members, executives, and clients.
7. **Data-Driven Decision-Making:** E-leaders should be capable of using data analytics to gather insights, make informed decisions, and track the performance of digital initiatives.
8. **Change Management:** Leading digital transformation requires managing change effectively, addressing resistance, and guiding teams through transitions.
9. **Cybersecurity Awareness:** E-leaders should understand cybersecurity risks and best practices to ensure the organization's digital assets and data are secure.
10. **Problem Solving:** E-leaders need strong problem-solving skills to address challenges in the digital realm, from technical issues to strategic roadblocks.

Prerequisites for an e-Leader:

1. **Educational Background:** A relevant educational background, such as a degree in business, technology, management, or a related field, provides foundational knowledge for e-leadership.
2. **Leadership Experience:** Prior leadership experience is valuable, but not mandatory, in building the necessary skills to manage teams, drive initiatives, and make strategic decisions.
3. **Digital Acumen:** An inherent interest in and understanding of digital technologies, coupled with a willingness to learn and adapt continuously, is essential.
4. **Strategic thinking:** E-leaders should be able to think strategically, analyze trends, and envision how digital changes can impact the organization's future.
5. **Communication Skills:** Strong communication skills are crucial, including conveying complex digital concepts to technical and non-technical audiences.
6. **Empathy and Emotional Intelligence:** Understanding team members' needs and fostering a positive digital work environment requires empathy and emotional intelligence.
7. **Risk Management Knowledge:** E-leaders should have a basic understanding of cybersecurity risks, data privacy regulations, and the legal implications of digital practices.
8. **Project Management Skills:** Proficiency in project management helps e-leaders plan, execute, and monitor digital initiatives effectively.
9. **Networking and Relationship Building:** Building professional networks and relationships within the industry can provide valuable insights and collaboration opportunities.
10. **Continuous Learning Mindset:** The digital landscape evolves rapidly. E-leaders should be willing to learn and stay updated on emerging technologies and trends continually.

Overall, successful e-leaders combine technical expertise, strategic thinking, leadership skills, and a passion for innovation to guide their organizations through the challenges and opportunities of the digital era.

2.3. Scope of Certification.

The Certification of e-leadership skills follows the ISO/IEC 17024:2012 standard (Accreditation Standard: General Requirements for Bodies Operating Certification of Persons), ensuring a credible and international recognition. This Certification recognizes competencies acquired through the e-

leaders High-tech Course, focusing on e-leadership skills. By bridging theory and practice, it enhances employability and reputation. Rooted in an international standard, this Certification validates expertise in e-leadership, benefiting individuals and industries alike by fostering trust and skill alignment.

2.4. Code of Conduct.

Regarding the use of the Erasmus+ EU certificate, marks and logo, the following applies:

1. After the certificate is issued, ERASMUS+EU gives its holder the right to use the certification mark exclusively and only in the form issued.
2. The right to use the 'Certificate' and the certification mark concerns only the academic subject (thematic section) in which it was examined with a positive result, and it is not allowed to be used for anything other than that.
3. The 'Certificate' can only be used in the form issued. It must be distinct and easily identifiable. Its owner has no authority to change to it except for its overall size.
4. The 'Certificate' is exclusively to be used by its owner. The mark or the right to use them cannot be transferred with or without payment to any third party.
5. In the event that any claims are made against ERASMUS+EU by any third party, pursuant to the provisions on producer responsibility or any other provision, because the holder used the 'Certificate' of ERASMUS+EU in a manner contrary to the provisions of this code or the law or for any other reason, the owner is obliged to release ERASMUS+EU from such claims, including all costs and expenses.
6. The owner is responsible for using the certification mark in such a way that no misinterpretation of the knowledge object in which it was certified is possible.
7. The 'Certificate' and certification mark may not be used misleadingly manner for advertising or other purposes. The holder does not have the right to falsify the subject of Certification, the 'Certificate', the 'Certificate' and the certification mark.

2.5. Examination structure.

The following key features characterise the examination structure for the eu-leaders High-tech Course:

- Sign up in the e-learning platform for Leaders or Login to Enroll.
- Multiple-choice exam (35 questions).
- The eu-leaders' High-tech Course comprises seven (7) modules.
- After each module, a set of 5 multiple-choice questions is presented. Successfully passing the module is a prerequisite for advancing to the subsequent one.
- Each question has 4 options (a, b, c, and d).
- The correct answer corresponds to 1 mark.

- Each question has 1 correct answer.
- The wrong answers do not have negative marking.

2.6. Certification Award and Validity.

To successfully pass the e-leadership skills exam and achieve Certification, delegates must meet the following criteria:

- 21 correct answers (at least 3 correct answers in each module).
 - In case of failure, the delegate could retake the exam two more times (three times in total).
 - The duration for implementing the exam is: 1 hour and 45 minutes.
 - The certificate is issued automatically following a successful result.

The validity period of the Certification is **5 years**.

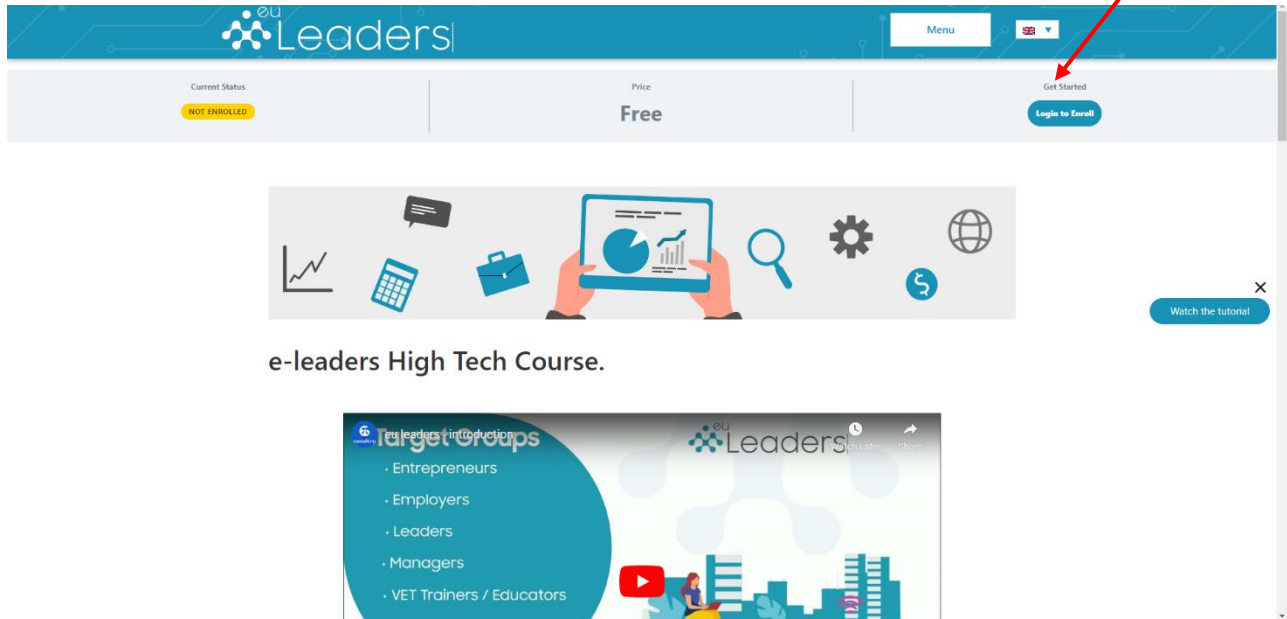
3. Getting Started.

3.1. User Registration and Account Creation.

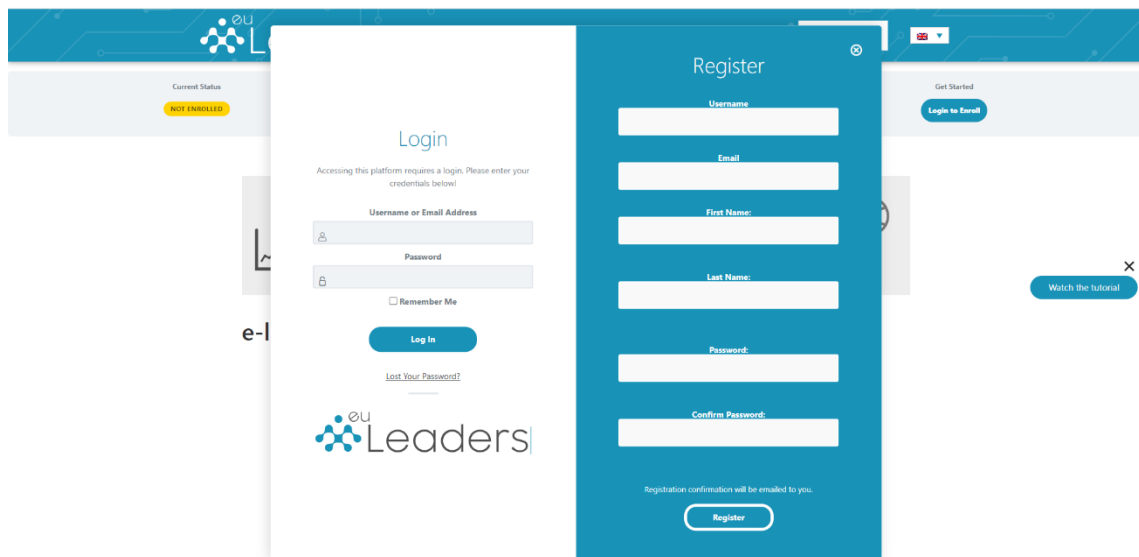
To get started, the first step entails enrolling on the platform, granting you access to the course material and assessment. Your pathway to registration involves adhering to the following outlined procedure:

1. Step 1: Login to Enroll.

STEP 1



2. Step 2: Register an Account



3. **Step 3:** Upon successful registration, a confirmation will be sent to your provided email address. Additionally, you will receive a unique identification code. This code will be displayed on your certificate once you successfully finish the course and fulfill the assessment requirements.
4. **Step 4:** You are ready to start the course!

Note: When you enter the e-learning platform for Leaders, a tutorial is available to help you navigate the platform.



Co-funded by
the European Union

Project No: 2021-1-PT01-KA220_VET-000033181

Thank you!

Scan to learn more!

