

DIGITAL UPSKILLING - METHODS FOR IMPROVING SKILLS OF PEOPLE WITH A LOW DIGITAL COMPETENCE

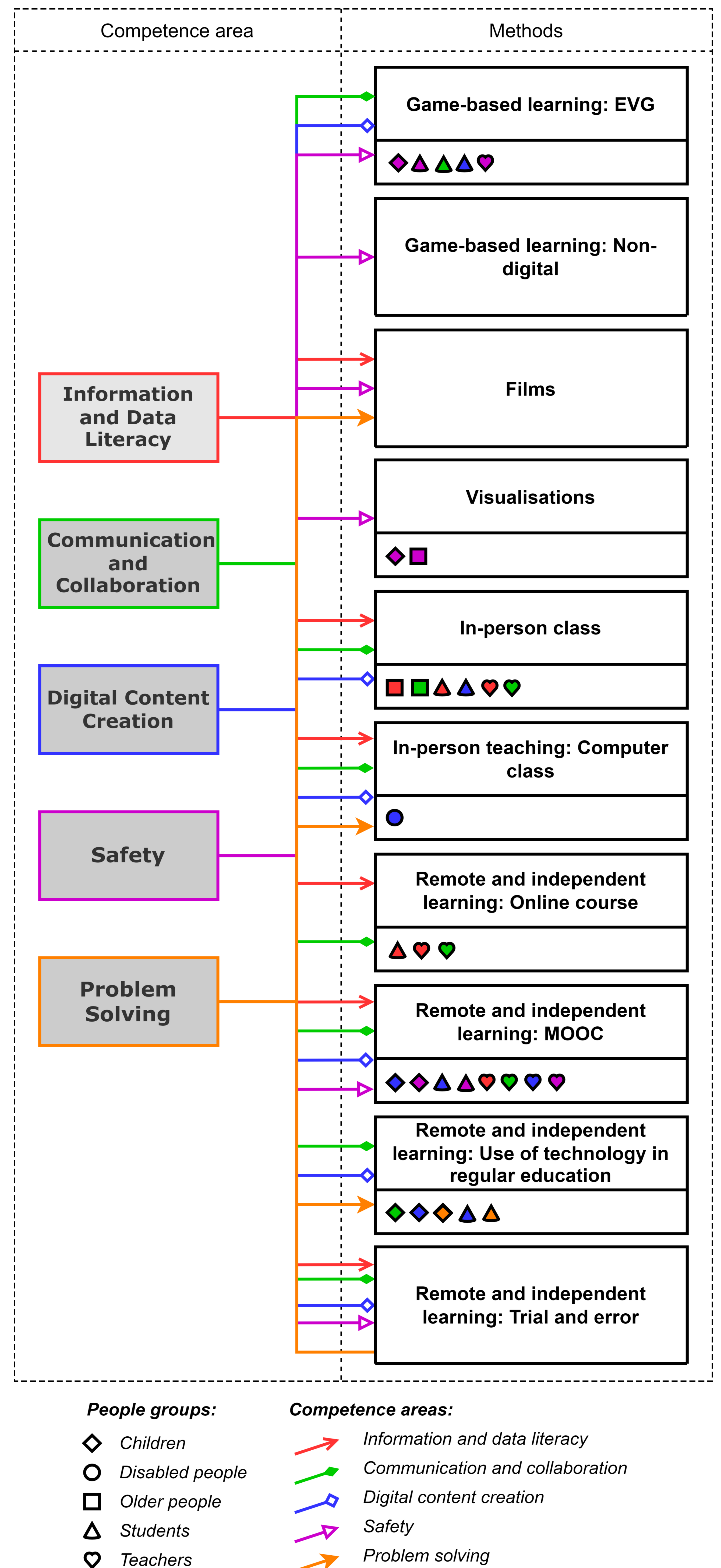
The European Commission has set ambitious digital goals till 2030: offering 100% of public services online². But not all European Citizens have sufficient skills to use digital services¹.

A systematic literature review (81 papers) identifies methods suitable for digital upskilling.

Not every method can always be applied. They are matched to skill and user characteristics in a decision tree. Overall, five main groups (Game-based learning, Films & Videos, Visualizations, In-person teaching, Remote & independent learning) with further subgroups of methods are identified. Combinations of methods (e.g., use of GBL within a classroom setting) can further increase learning effects.

Teachers are identified as especially important in digital upskilling. Prioritizing their digital education can support digital upskilling sustainably.

What methods of upskilling are suitable for citizens with a low digital competence in Europe?



[1] Courtois, C., Verdegem, P.: With a little help from my friends: An analysis of the role of social support in digital inequalities. *New media & society* 18(8), 1508-1527 (2016)

[2] European Commission: 2030 Digital Compass: the European way for the Digital Decade (2021), <https://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX:52021DC0118>