DIGCOMP 2.2 EU SCHEME

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1. PURPOSE AND REGULATORY REFERENCES

This document defines the requirements and procedures for the certification of citizens' digital skills in accordance with the European document DIGCOMP 2.2, published in March 2022. The certification is aimed at everyone: students, employees of private companies and public administration, self-employed workers, unemployed, pensioners, etc.

The EU Digital Skills Strategy and relevant policy initiatives aim to improve digital skills and competences for digital transformation.

The Digital Competence Framework for Citizens provides a common language for identifying and describing key areas of digital competence. It is a European-level tool to improve citizens' digital skills, helping policymakers formulate policies that support the development of digital skills and plan educational and training initiatives to improve the digital skills of specific target groups. The DigComp 2.2 update focuses on "Examples of applicable knowledge, skills and attitudes for each competence".

The standard defines 5 competence areas, in which 21 competences are grouped.

In addition to the 5 areas and 21 skills, DigComp defines 8 proficiency levels, ranging from understanding simple concepts to solving complex problems and proposing solutions in new, diverse fields, according to the following table:

Levels	Detail	Complexity of tasks	Autonomy	Area of knowledge
Basic	1	Simple tasks	With guidance	Recall
	2	Simple tasks	Autonomously and with guidance when needed	Recall
Intermediate	3	Well-defined tasks and simple, routine problems	On one's own	Understand
	4	Well-defined, non-routine tasks and problems	Independently and based on needs	Understand
Advanced	5	Diverse tasks and problems	Guiding others	Apply
	6	More complex and adapted tasks	Ability to adapt with others in a complex context	Apply
Highly specialized	7	Solve problems with limited solutions	Integrate to contribute to professional practice and to guide others	Create
	8	Solve complex problems with many interacting factors	Propose ideas and processes in a new specific area	Create

Normative references on the scheme:

- ISO/IEC 17024 “General requirements for bodies operating certification of persons”
- DigComp 2.2: The Digital Competence Framework for Citizens – With new examples of knowledge, skills and attitudes, EUR 31006 EN, Publications Office of the European Union,

Luxembourg, 2022, ISBN 978-92-76-48882-8, doi:10.2760/115376, JRC128415.: https://publications.jrc.ec.europa.eu/repository/handle/JRC128415

2. SCOPE OF APPLICATION

The EDSC DigComp 2.2 certification by AUTENTICERT certifies digital skills in compliance with the European DigComp 2.2 standard, specifically the skills required for the DigComp 2.2 profile of the Digital Competence Framework for Citizens. The certification is aimed at all citizens, whether working or not, whether they wish to work within the European community, and in particular to those interested in certifications for the evaluation of ATA staff in schools. The DigComp 2.2 certification for Computer Use and Qualification is achieved by passing a conformity test. This certification assesses the candidate's level of digital competence in accordance with the European DigComp 2.2 framework and is valid for tenders and public competitions. The certification represents a fundamental value, as it measures proficiency levels in specific competence areas thanks to an independent third-party body. AUTENTICERT is committed to ensuring the transparency and fairness of the entire certification process, with the aim of including certified individuals in AUTENTICERT's public register. This allows any individual or organization to verify the correspondence of the skills reported in the certificate. Furthermore, the certification guarantees that the certificate is recognized at a European level.

At an international level, the guarantee that the assessment process complies with the ISO/IEC 17024 standard is the ideal method to clearly and impartially evaluate the effectiveness of training, objectively certifying the level of mastery of digital skills. It is particularly important not only as a personal training program, but also to enable citizens to regularly update their skills and certifications. The DIGCOMP 2.2 certification, classified as both an individual and a professional certification, is aimed at all citizens. This also offers concrete opportunities to support digital literacy programs promoted by the European Community and the Italian Government. Thanks to its accessibility, it is a fundamental tool for promoting inclusion and the spread of digital skills in all sectors.

3. CERTIFICATION SCHEME

AUTENTICERT's DigComp 2.2 EU certification is based on the European DIGCOMP 2.2 framework. This framework is a fundamental reference for the assessment of digital skills in institutional and educational contexts, confirming its importance at both national and international levels. Its approval is also a simplified tool for guiding training policies and initiatives for the development of digital skills across Europe.

Certification is considered one of the best tools for evaluating the effectiveness of training, as it clearly, objectively, and independently determines the level of mastery of digital skills. Consequently, it can also be used for training activities to assess skill acquisition in case of gaps. For this reason, as established by ISO/IEC 17024, it is essential that trainers and examiners are different.

In accordance with the principles of independence and impartiality of ISO/IEC 17024, it is specified that AUTENTICERT does not offer training to support this scheme, neither synchronously nor asynchronously.

3.1 MINIMUM REQUIREMENTS

To access AUTENTICERT DigComp 2.2 certification, the process has been designed to be open to everyone, regardless of learning style. Therefore, no specific preliminary courses are required. The

content covers 21 skills divided into 5 areas which will be analyzed and, in conclusion, a skill level will be determined, classified into 6 levels from basic 1 to advanced 6. The certification aims to evaluate and confirm the candidate's level of digital competence in the five established areas, thus offering a "quick" and accurate overview.

To take the exam, after the registration process, it is necessary to present: - Certification application, including information and privacy instructions, also accepted digitally automatically via computerized modules/forms; - Identity document; - Payment of the fee.

3.2 CERTIFICATION DURATION

AUTENTICERT's DigComp 2.2 EU certification is valid for four years from the date of issue and does not require specific renewal requirements. No renewal is foreseen. After the certificate expires, it can be renewed for another four years by taking the exam again. Each certificate replaces the previous one and does not replace the previous one in the public register.

If a candidate decides to improve their skill level during the validity period, they can retake the exam at the same cost. The new certificate will be registered in the register, regardless of the level achieved.

This process reflects a dynamic and modern approach to certification, designed to adapt to technological evolution and encourage continuous learning. This system allows citizens to regularly update their skills and certifications.

Three key dates are indicated on the certificate: - Date of first publication – Current date of issue – Expiry date

After the initial certification, the Date of First Publication and the Current Date of Issue are the same. If the certification is renewed within the validity period, the Date of First Publication is updated to ensure the continuity of the certification.

However, if the candidate takes the exam after the certification has expired, the Date of First Publication will refer to the Current Date of Issue, as if it were a first certification, without any further reference to the original issue date.

3.3 EXAM TYPE AND METHOD

The AUTENTICERT DigComp 2.2 EU certification exam is available online or in person. Sessions take place from Monday to Saturday, from 9:00 AM to 1:00 PM and from 2:00 PM to 6:00 PM, except in special cases. The exam is designed to certify compliance with DigComp 2.2, i.e., the set of knowledge and skills that the candidate must demonstrate. The exam consists of a minimum of 4 and a maximum of 90 questions that must be answered within a maximum of 100 minutes and is structured into 5 tests, one for each DigComp 2.2 Competence Area (Information and Data Literacy – Communication and Collaboration – Digital Content Creation – Safety – Problem Solving). At lower proficiency levels, specifically a different level is mastered for each competence area. For each area, 6 proficiency levels are presented, from Basic 1 to Advanced 6. After passing, the digital skill levels according to the DigComp 2.2 model are 8; the maximum level that can be certified through this Conformity Test is proficiency level Advanced 6, which is the closest to the skills certified by AUTENTICERT.

According to the European DigComp framework, the test does not evaluate with a "pass/fail" but measures the candidate's level of mastery of the skills required by DigComp, provided they achieve at

least a Basic 1 level in at least one skill area. The exam includes multiple-choice questions that gradually include the Level up to Advanced 6. Each skill area is evaluated independently, allowing the candidate to achieve different proficiency levels in different skills, as indicated in the certificate. The final level is determined based on the average of the scores obtained in the areas and different skills, ensuring a balanced evaluation that takes into account the dimensions and changes in digital skills.

The exam is structured as follows:

TEST 1 – AREA 1: Information and data literacy [maximum 18 questions in maximum 20 minutes]

- Level BASIC 1 [4 questions in 4 minutes] – 4 questions – passing threshold: 50.00% (2 correct answers out of 4)
- Level BASIC 2 [4 questions in 4 minutes] – 4 questions – passing threshold: 50.00% (2 correct answers out of 4)
- INTERMEDIATE Level 3 [3 questions in 3 minutes] – 3 questions – passing result: 66.66% (2 correct answers out of 3)
- INTERMEDIATE Level 4 [3 questions in 3 minutes] – 3 questions – passing result: 66.66% (2 correct answers out of 3)
- ADVANCED Level 5 [2 questions in 3 minutes] – 2 questions – passing threshold: 100% (2 correct answers out of 2)
- ADVANCED Level 6 [2 questions in 3 minutes] – 2 questions – passing threshold: 100% (2 correct answers out of 2)

If BASE Level 1 of ZONE 1 is not passed, the exam concludes, and the candidate does not obtain any certification. If the threshold for Base Level 1 is passed, the test continues with questions for the next level. This process is repeated for each level, with the corresponding passing threshold required to access the next level. If the candidate fails to pass a specific level of proficiency in the skills related to the corresponding Competence Area, they automatically revert to the previously passed level.

TEST 2 – AREA 2: Communication and Collaboration [maximum 18 questions in maximum 20 minutes]

(Same structure as Test 1 with the same levels and thresholds)

If the candidate fails to pass BASE Level 1 of ZONE 2, the exam concludes, and they will not obtain any certification. If they pass the threshold for Base Level 1, the test continues with questions for the next level. This process is repeated for each level. If the candidate fails to pass a specific level of proficiency in the skills related to the corresponding Competence Area, they automatically revert to the previously passed level.

TEST 3 – AREA 3: Digital Content Creation and Maintenance [maximum 18 questions in maximum 20 minutes]

(Same structure as Test 1 with the same levels and thresholds)

TEST 4 – AREA 4: Safety [maximum 18 questions in maximum 20 minutes]

(Same structure as Test 1 with the same levels and thresholds)

TEST 5 – AREA 5: Problem Solving [maximum 18 questions in maximum 20 minutes]

(Same structure as Test 1 with the same levels and thresholds)

After the candidate's assessment is concluded, the examination platform will inform them of the results, and they will subsequently receive a digital certificate detailing individual skill levels for each competence area. This gradual and comprehensive assessment method not only ensures a thorough analysis of candidates' digital skills but also reinforces the transparency and impartiality of the certification process. These aspects are fundamental to guarantee recognition and validity at national and international levels.

3.4 CERTIFICATION AGREEMENT

By signing the application form, the candidate accepts the general economic conditions of the certification body's contract and those arising from the certification schemes.

Should the candidate not personally pay the certification and maintenance fees, they must indicate in the application form the person and/or entity that will make the payments (invoice payment). The candidate must provide the company's NIPT. The duration of the certification contract is set at 4 years.

3.5 EVALUATION PROCESS

The candidate's evaluation from the beginning of the process until obtaining the AUTENTICERT certificate takes place through phases/stages, established both in time and as mandatory, for each of the following phases:

- Candidate evaluation through documents, to verify compliance with the requirements of the Certification Scheme.
- Certification exam, conducted by the AUTENTICERT Examination Board, as established in point 3.3 of this document.
- Review of documents and exam results.
- Approval of the certification proposal by the sector technical manager.
- Issuance of the certificate registered in the AUTENTICERT register and published on the website.
- Notification.

3.6 EXAMINERS

The exam/evaluation is conducted by competent AUTENTICERT examiners who meet at least the minimum requirements described in the AUTENTICERT document "Requirements for Resources". They are required to:

- Maintain the confidentiality of the exam.
- Conduct the exam evaluation with objectivity.
- Declare any relationship or conflict of interest that could compromise the impartiality of their judgment.
- Comply with this scheme.

The Examination Board is composed of one or more examiners to cover all the competencies required for the process. If the exam is conducted by external personnel, the Examination Board may be supervised, even without prior notice, by personnel authorized by AUTENTICERT.

4 CALCULATION OF THE OVERALL CERTIFICATION LEVEL

The overall DigComp 2.2 EU certification level of AUTENTICERT is determined through the process described below, structured to consider the results obtained in all competence areas.

1. Evaluation by Zone - Each competence area is evaluated independently through 5 tests; - For each zone, the final level corresponds to the maximum level achieved and passed; - Levels are expressed numerically from 1 to 6 (Base 1 = 1, Base 2 = 2, Intermediate 3 = 3, etc.).

2. Mean Calculation - The overall level is calculated as the arithmetic mean of the numerical levels achieved in each area; - The result is rounded to the nearest whole number; - The final number corresponds to the overall certification level.

Example: a candidate's exam results are:

TEST 1 - AREA 1: Knowledge about information and data

Level achieved: BASE 2 (Value 2)

TEST 2 - AREA 2: Communication and Collaboration

Level achieved: INTERMEDIATE 4 (Value 4)

TEST 3 - AREA 3: Digital content creation

Level achieved: ADVANCED 5 (Value 5)

TEST 4- AREA 4: Security

Level achieved: BASIC 1 (Value 1) TEST IN 5 AREAS

5: Problem Solving

Level achieved: INTERMEDIATE 4 (Value 4)

The sum of the scores is 16, the arithmetic mean is 3.2, which rounded to the nearest whole number becomes 3. Therefore, the final result will be Intermediate 3, and the certificate will report both this overall level and the specific levels achieved in each skill area, also providing a detailed overview of the candidate's abilities.

5. ISSUANCE OF CERTIFICATION

Certification is not issued immediately, as it undergoes an examination to verify any anomalies in the certification process. After the conclusion of the examination, the results are reviewed by the "Technical Practice Review Function," which guarantees compliance with the procedures and requirements and management established by AUTENTICERT, until validation by the Authorized Body of the CAB. Only after such validation can the certification be issued, within 7 working days from the examination.

6. SURVEILLANCE AND MONITORING

To ensure the correctness of the online exam, AUTENTICERT uses an advanced monitoring system with real-time physical monitoring by a supervisor.

Security measures applied:

- **Webcam and microphone monitoring:** The candidate must keep the webcam and microphone active throughout the exam.
- **Identity verification:** Before the start of the test, the candidate's identity is verified via an identity document.
- **Environmental analysis:** the system is able to detect the presence of other people or any suspicious movement of the candidate, as well as noises in the room.
- **Blocked browser functionality:** It is not possible to open windows or third-party applications or refresh the page during the exam.

7. COMPLAINTS AND APPEALS

For complaints and appeals, please refer to the certification body's procedures and the methods available on the organization's website.

8. COST OF CERTIFICATION

The cost of certification is listed in the price list. Specific reductions may apply for official rates.

9. USE OF THE CERTIFICATE

- The certificate is issued in electronic PDF format.
- Any reproduction must be in its entirety, respecting the original dimensions.
- The certified individual may publish the certificate, for example by making it available on the internet or downloadable from a website, provided that it is shown completely and accompanied by their identity. If the certification expires, is revoked or withdrawn, the use of the certificate is no longer permitted, and if published on the internet, it must be removed.
- It is possible to promote the qualification obtained, but always with a clear reference to the certified individual.

10. REGISTRATION IN REGISTERS AND PUBLICATION

Registration in the AUTENTICERT registers takes place after the certificate is issued; registration can be accessed on the AUTENTICERT website.

11. REGISTER COMPLETION

The person certified by AUTENTICERT, as an Auditor, may request to be also certified as a Lead Auditor and/or for other IAF codes after obtaining the certificate. This request involves the integration of the documentation completed for the previous certification, satisfying the requirements of the next level and the payment of the established fees. The evaluation for the candidate's admission takes place through mandatory and time-consuming phases, described in paragraph 7 (Evaluation Process), with the exception of the certification exam. At the end of the phases, AUTENTICERT will ensure the updating of the registers with the new information. The new certificate is issued after the old certificate is handed in, but the certification date does not change.

12. DATA INTEGRITY AND PRIVACY

AUTENTICERT, as the data controller, guarantees that the processing of data of certification candidates is carried out in accordance with EU Regulation 2016/679 and LAW No. 9887, of 10.3.2008 FOR THE PROTECTION OF PERSONAL DATA (Amended by Law No. 48/2012, Official Gazette 53) (Amended by Law No. 120/2014, Official Gazette 160) and other documents relating to certification activities. Privacy is guaranteed for all persons participating in the application. Information obtained by personnel working on behalf of CCI, including decision-makers, is subject to confidentiality.