



# MODULE 3 - ASSESS CLIENTS' SKILLS



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# INTRODUCTION

In this activity, the practitioners will learn to assess the digital skills of their clients, as well as identify resources they can use to support them in improving these skills.



## OBJECTIVES

- Assess your own digital needs as well with those of your clients

## TYPE



RESEARCH



GROUP  
DISCUSSION

## DURATION

60 – 90 minutes  
(depending on the  
number of  
participants)

# MATERIALS NEEDED FOR THE IMPLEMENTATION

To carry out this activity, you will need:

- A computer, tablet or smartphone with Internet access for each participant
- A whiteboard or a projector to show a participatory tool like Padlet



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# METHODOLOGY

## STEP 1

- During the first half of the session, the trainer asks the participants to research possible tools to assess their clients' digital skills, while identifying what skills they actually need.
- Once they have identified these tools, the practitioners should also find some resources to help the development of these skills.



# METHODOLOGY

## STEP 2

- In the second half of the session, the trainer leads a group discussion with the practitioners sharing their results, the resources they have found, as well as any difficulties they have encountered.
- The trainer, or one of the participants, writes down on the whiteboard the key elements and resources found by the participants.



# METHODOLOGY

## STEP 3

In this activity, it is important to stress for the practitioners that the goal is for them to focus on what makes sense for their clients, and not on trying to assess all the digital skills possible.



## FURTHER RESOURCES

These two online quizzes are very useful for guidance practitioners looking to assess digital skills:

- “Test your digital skills!”, Europass, <https://europa.eu/europass/digital-skills/screen/home> (available in 29 languages)
- “Check your digital skills”, Fit4Internet, <https://www.fit4internet.at/page/assessment/&lang=EN> (available in English and German)





## REFERENCES

- Vuorikari, R., Kluzer, S. and Punie, Y., 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.

