

## DESIGNING A NEEDS-BASED DIGITAL SKILLS TRAINING

Here are best practices gathered by our partner **Grenzenlos Digital e.V.** on designing a digital skills course that answers students' needs and ensures transferability of skills.

Think of **designing a training** as building a house, where each component is necessary to build a sustainable structure. The foundation is the knowledge of your target group, the pillars are the key considerations and learning objectives. Lastly, the ceiling is the setting and modality of your course.

### STEP 1

## TARGET GROUP

Assess the needs, interests and background of your target group

Consider:

- > Language skills
- > Access to digital devices and Wifi
- > Experiences with digital devices
- > Level of digital competency
- > Level of operational skills
- > Experience with (digital) learning offers



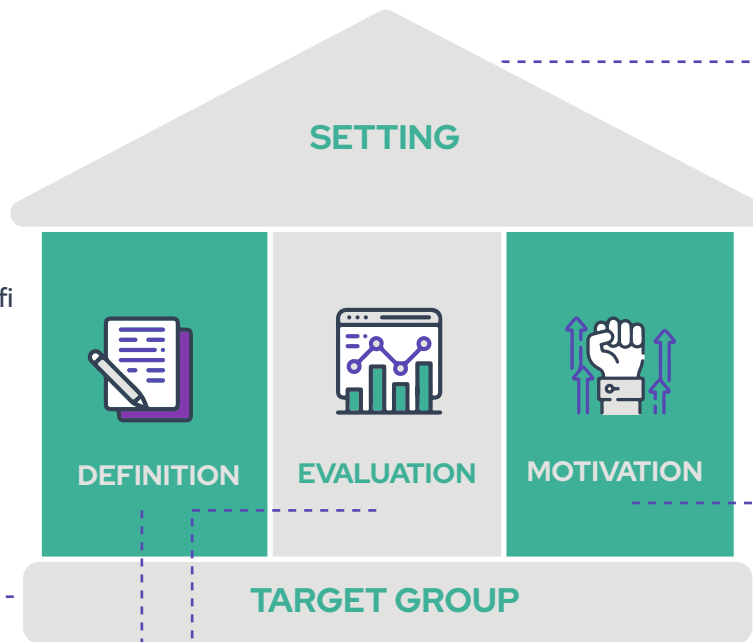
### STEP 2

## DEFINITION

Define which digital skills definitions and frameworks you will use

Consider:

- > The framework you will use - for example, the **DigComp Framework 2.2**
- > The application area in which students will apply or use digital skills; for example, finding a job or writing an application (you need **expertise in this area**)



### STEP 3

## EVALUATION

Define your evaluation methods

- > **Measure the students' progress through the following:**
  - Self-assessment
  - Testing knowledge
  - Task-based testing
- > **Measure the effectiveness of the training through:**
  - Satisfactory surveys
  - Churn rate
  - Retention rate
  - Student recommendations



### STEP 5

## SETTING

Decide the modalities of your training:

- > Online vs. offline
- > Synchronous vs. asynchronous
- > Level of support and communication
- > Teaching methods



### STEP 4

## MOTIVATIONS

Motivate students to start and continue the training

- > **Manage expectations:** communicate openly about the schedule, learning outcomes, certification
- > Attach the digital skills towards goals students want to attain (for example, write better emails to potential employers) and highlight the relevance for their everyday life
- > **Be transparent** about each step of the learning process
- > Offer extensive support and communicate regularly with the students

Once you consider each of these steps, you will be able to design a training that is suitable, applicable and useful for your target groups.

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