

## SYLLABUS ECCC

Area: **Digital competences – DigComp 2.1**

Module: **DC 2.1 M5 Problem Solving**

Level: **Foundation (A2) – with autonomy and appropriate guidance where needed.**

Module DC 2.1 M5 Problem Solving Level A2 includes proficiency Level 2 of the DigComp 2.1 framework in the Competence Area 5: Problem Solving.

Competences are verified in the following competence titles:

1. **Solving technical problems.**  
*To identify technical problems when operating devices and using digital environments, and to solve them (from trouble-shooting to solving more complex problems).*
2. **Identifying needs and technological responses.**  
*To assess needs and to identify, evaluate, select and use digital tools and possible technological responses and to solve them. To adjust and customise digital environments to personal needs (e.g. accessibility).*
3. **Creatively using digital technologies.**  
*To use digital tools and technologies to create knowledge and to innovate processes and products. To engage individually and collectively in cognitive processing to understand and resolve conceptual problems and problem situations in digital environments.*
4. **Identifying digital competence gaps.**  
*To understand where one's own digital competence needs to be improved or updated. To be able to support others with their digital competence development. To seek opportunities for self-development and to keep up-to-date with the digital evolution.*

The competence verification is carried out in the following groups:

1. Knowledge (K).
2. Skills (S).
3. Abilities (A).

### The scope verified by the ECCC exam of module DC 2.1 M5 (Level A2)

COURSE PURPOSES		LEARNING OUTCOMES			K	S	A
A2_CP1	(5.1) To acquire basic skills of solving simple technical problems.	DC2.1_1	Can identify simple technical problems when operating devices and using digital environments.				
		DC2.1_2	Can identify simple solutions to solve them.				
		A2_LO1	Knows where and how to find the relevant knowledge for the solution of technical and theoretical problems.	✓			
		A2_LO2	Can ask for support in the situation of using new programs, devices and services.		✓		

COURSE PURPOSES		LEARNING OUTCOMES		K	S	A
		DigComp 2.1 examples.	Can identify a simple technical problem from a list of those that can arise while using a digital learning platform.		✓	
			Can identify what type of IT support would solve it.		✓	
A2_CP2	(5.2) To acquire basic skills of identifying needs and simple technological responses.	DC2.1_3	Can identify needs.			
		DC2.1_4	Can recognise simple digital tools and possible technological responses to solve those needs.			
		DC2.1_5	Can choose simple ways to adjust and customise digital environments to personal needs.			
		A2_LO3	Can recognize a malfunctioning digital device.		✓	
		A2_LO4	Can handle basic applications and recognize situations when they do not work properly.		✓	
A2_CP3	(5.3) To acquire basic skills of creatively using digital technologies.	DC2.1_6	Can identify simple digital tools and technologies that can be used to create knowledge and to innovate processes and products.			
		DC2.1_7	Can show interest individually and collectively in simple cognitive processing to understand and resolve simple conceptual problems and problem situations in digital environments.			
		A2_LO5	Knows how to share own ideas and views with others using communication tools of digital technologies (e.g. forum, skype, GG) and comments on articles in information services.	✓		
		A2_LO6	Is able to use a variety of media to express oneself creatively (text, images, audio, and movie)		✓	
		A2_LO7	Can use technical devices other than a computer to share his creativity.		✓	
		A2_LO8	Can use peripheral devices for creative work (microphone, webcam, digital camera, printer, scanner).		✓	
A2_CP4	(5.4) To acquire basic knowledge about identifying digital competence gaps.	DC2.1_8	Can recognise where own digital competence needs to be improved or updated.			
		DC2.1_9	Can identify where to seek opportunities for self-developments and to keep up-to-date with the digital evolution.			
		A2_LO9	Is aware of the limited knowledge and skills he has in the field of digital competences.	✓		
		A2_LO10	Is able to learn how to work with any new digital technology by trying it out, and using its internal guidance and help.		✓	
		A2_LO11	Can characterize the known types of digital tools.		✓	
		A2_LO12	Is aware of the general trends within new media even if s/he does not use them.			✓

Practical skills, verified by the ECCC DC2.1 M5 exam, concern:

1. A computer workstation as PC / laptop equipped with a camera, microphone, speakers / headphones, scanner and with Internet access with a minimum bandwidth of 2 Mb/s.
2. Operating system: MS Windows 7 or newer.
3. A tablet (Windows or Android compatible with the device) or smartphone (Android compatible with the device).
4. Microsoft Office 2007 or newer (MS Word, MS Excel, MS Power Point) or Libre Office v.5 or newer..