

## SYLLABUS ECCC

Area: **Digital competences – DigComp 2.1**

Module: **DC 2.1 M5 Problem Solving**

Level: **Highly Specialised (D8) – at highly specialised level.**

Module DC 2.1 M5 Problem Solving Level D8 includes proficiency Level 8 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 D8)

			LEARNING OUTCOMES	K	S	A
D8_CP1	(5.1) To master special- istic skills of solving technical problems.	DC2.1_1	Can create solutions to solve complex problems with many interacting factors that are related to technical problems when operating devices and using digital environments.			
		DC2.1_2	Can propose new ideas and processes to the field.			
D8_CP2	(5.2) To master special- istic skills of identi- fying needs and technological re- sponses.	DC2.1_3	Can create solutions to solve complex problems with many interacting factors using digital tools and possible technological responses, and to adapt and customise digital environments to personal needs.			
		DC2.1_4	Can propose new ideas and processes to the field.			

LEARNING OUTCOMES				K	S	A
D8_CP3	(5.3) To master special- istic knowledge of creatively using digital technolo- gies.	DC2.1_5	Can create solutions to solve complex problems with many interacting factors using digital tools and technologies.			
		DC2.1_6	Can propose new ideas and processes to the field.			
D8_CP4	(5.4) To master special- istic skills of identi- fying digital com- petence gaps.	DC2.1_7	Can create solutions to solve complex problems with many inter-acting factors that are related to improving digital competence, and to find opportunities for self-development and to keep up-to-date with the digital evolution.			
		DC2.1_8	Can propose new ideas and processes to the field.			

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.