

DIGITAL SKILLS FOR EMPLOYABILITY AND PARTICIPATION



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Foreword

2015 has been a special year for our organisation, marked by the election of a new Board early in February and a mid-term review of our Strategy 2013-2017 that led to releasing a Strategic Roadmap intended to guide the work of our organisation during the mandate of this Board until early 2017. While its 5-Pillar model was ratified, some hot issues were explicitly added to our agenda. This way, to our ongoing effort to build the capacity of telecentres and their e-Facilitators, and to align their training offer to European standards (namely DIGCOMP), we will focus on youth employability, newcomers (i.e. refugees, migrants) integration and civic e-participation – which by the way is in consonance with the Post-Paris agenda resulting from the recent revision of the EU strategy Education & Training 2020.

This year we created a repository of resources for e-Facilitators and developed guidelines for our members to ease their understanding and adoption of DIGCOMP. We started to explore the worlds of coding and mobile through CODEMOB project and the Code Your Future campaign, both kicked-off in autumn.

When it comes to youth, we have launched the I-LINC platform to enhance the collaboration between formal education (represented by European Schoolnet) and digital inclusion sectors with the common goal of improving the employability of European youth. We have produced a longitudinal analysis of the data collected through Skillage since 2012. Still on skills for jobs we were supporting FIT4JOBS where 6 of our members are involved.

Regarding civic e-participation, we run for the first time our branded European e-Participation Day in 11 countries in May as part of E-UROPa project, concluding with a conference at the European Parliament in December. Refugees emerged as a burning social issue along the year, so in 2016 we will look for targeted solutions to facilitate their integration building over the experience of members serving migrants.

Digital training, inclusion and empowerment are of course transversal to our overall strategy, and for this reason Get Online Week continues to be our

flagship campaign, which received the endorsement of VP Ansip and other relevant members of Juncker Commission.

On the advocacy front, our recognition by European institutions and peer organisations continued to expand, thanks to our engagement in the Secretariat of the Grand Coalition for Digital Jobs and the EC's e-Skills for Jobs campaign; our signature of Riga's e-Skills declaration with other 5 networks and our support to Latvian presidency during the first semester; our increasing involvement as a EC social and expert partner in digital skills and training policy making, and our incipient dialogue with Members of the European Parliament. In support of all that, in 2015 we have signed a 3-year framework contract to benefit of an annual Erasmus+ Operating Grant, and joined the Lifelong Learning Platform (former EUCIS-LLL) and the European Internet Forum, an organisation bringing together MEPs, corporates and associations.

Our membership increased again this year, reaffirming our organisation as "the" voice of the e-Inclusion sector in Europe. More than ever before our members are benefiting of opportunities to learn from peers, share their knowledge and get financial resources thanks to funded projects coordinated or facilitated by Telecentre Europe.

This report presents more in details the above-described activities. Enjoy it!

Gabriel Rissola
TE's Managing Director



Mara Jakobsone
TE's Chair of Board



2015 in numbers

Telecentre Europe
member organizations

56

TE groups 56 organizations in 32 countries

32 countries
covered by members

2 new countries in 2015
- Cyprus and Norway




109,000

people reached during Get Online Week in 25
countries across Europe and beyond

16
 Local and national
coalitions supported

Skillage.eu users

 42,000+

150

 participants at the
Telecentre Europe
Annual Conference



15

Members of staff,
Board, Advisory Board
and consultants

Over
500,000 EUR
Annual budget



Strategic overview



Strategic overview

The new Board elected in February 2015, assisted by the Managing Director, carried out a mid-term review of the strategy adopted in 2013 until 2017. While revisiting the feedback collected from the Advisory Board and members, it was evident for the need of a more targeted and simplified communication of our advocacy targets to external audiences, as well as for increased opportunities for members' horizontal cooperation (peer learning, knowledge exchange, funded projects).

As a result, 6 strategic priorities were identified to guide the advocacy efforts of the organisation during

its 2-year mandate, as illustrated in the chart below. Therefore, Telecentre Europe will continue running flagship campaigns (from GOW to e-Participation), helping members to develop the capacities of their e-Facilitators and to align their training programmes to European standards, and exploring the last socio-digital innovation trends, while it will explicitly focus its efforts on two sensitive social issues of foremost importance: youth employability and refugees integration in European societies.



For the development of our community, new candidates who can make a difference will be invited to join the network, while our service offer is pulled out and we facilitate more partnerships and funding opportunities to members.

All these changes are reflected in a recently released Strategic Roadmap 2015-2017: in Pillar 1 (Education & Training), Pillar 2 (Advocacy & Campaigns) and Pillar 3 (Research & Social Innovation) for the

strategic priorities, and in Pillars 4 (Community Development) and 5 (Sustainability & Funding) to give answer to members' interests, as well as in our Operating Grant workplan 2016.

Being the above strategic priorities rooted in the 5-pillar strategy and sustained by it, they are also correlated with different projects and initiatives carried out by the organisation with the help of its members.

Influencing policy



Influencing policy

The launch of the Digital Single Market (DSM) strategy marked the policy agenda in 2015. We had already partnered with peer networks (Digital Europe, CEPIS, European Schoolnet) and our member in Latvia LIKTA to sign an e-Skills manifesto aimed to remind their importance for a DSM strategy. The need of a digitally inclusive society was somehow neglected, situation partially palliated by our insistence in their fora to recognise the need to continue investing in digital literacy, and to think of digital citizens, not just consumers. Further on, we have advocated for measures to promote digital literacy for all in EC's new e-government action plan.



Our advocacy efforts in 2015 opened up more room to make our message heard by European institutions and

have a say in its policy making process. In addition to our well-known European Get Online Week, which this time was endorsed by Vice-President Ansip and Commissioner Oettinger, we ran for the first time an e-Participation project with 12 members in 11 countries, engaging for the first time Members of the European Parliament in our public events.

In order to spread our message out and to work closer with European institutions, along the year we have become members of two influential associations: the European Internet Forum, an initiative of MEPs to regularly meet and debate with corporates and associations about sensitive digital issues, and the Lifelong Learning Platform (former EUCIS-LLL) which represents civil society organisations working in the field of education.

Through the latter we have participated in significant civil society meetings and policy discussion groups on validation of competences and digital learning, contributing to its lifelong learning manifesto with an

Action on digital literacy added per our suggestion.

Being once more a beneficiary of an Erasmus+ operating grant, we were invited again to the Education, Training and Youth Forum, a key stakeholders' consultation space for the implementation of the Education & Training 2020 strategy. This time we played active roles in the fields of learning and inclusion as well as validation and recognition of competences, with our contributions reflected in official documents. In addition, we were accepted as social members of key working groups (digital/transversal skills, civil dialogue, etc.).



Also we met with DG GROWTH to build on our previous contribution to the Small Business Act and the role of telecentres in supporting grass root micro and SMEs. As a result, our Chair was invited to the annual SME Assembly held in Luxembourg last November, advancing already established cooperation.

Finally, we have contributed through various channels (expert/stakeholder meeting, informal consultations) to digital skills for employability and competitiveness – preparatory work for the upcoming Skills strategy – and the deployment of DIGCOMP across Europe (supplemented with guidelines for our members), plus active e-citizenship. Our library of position papers was expanded too: besides the eSkills manifesto, we have produced papers on youth employability, telecentres as a means for women empowerment, e-Participation, and the DSM.

Campaigns



Campaigns: Get Online Week

Last year the 6th annual European Get Online Week (GOW) took place in 25 countries on 23-29 March. National partners of the campaign were primarily targeting young and unemployed people, but also other audiences (e.g. immigrants, elderly, disabled, etc.). European GOW 2015 was again part of eSkills for Jobs campaign and was financially supported by Microsoft and Liberty Global.



Get Online Week is about understanding that digital skills from basic to advanced are one of the key tools one can use for personal and professional development. In 2015 the campaign continued to increase the impact under its two major themes: digital empowerment and digital inclusion, benefiting of new tools and activities under each.

Roughly 109,000 Europeans were involved in GOW 2015, in over 4,000 events at national or local level, like trainings, seminars and workshops. Moreover, millions have been reached through media and social media channels across Europe.

The campaign partners released their impressive arsenal of activities, events, and communications toward two main audiences: youth and unemployed. From all those involved in campaign activities, around 60,000 were young people and 7,500 unemployed, while the media and social media have been used to reach an even wider audience.

European leaders have endorsed the Get Online Week campaign and the work of national partners, recognizing their impact in empowering young and unemployed and encouraging participation in campaign activities.

Roughly 109,000 Europeans were involved in GOW 2015 - that is 5,000 more than previous year - taking part in over 4,000 events. 60,000 were young participants and 7,500 were unemployed people.



EC Vice-President for Digital Single Market, Andrus Ansip

[Blogpost: Digital skills, jobs and the need to get more Europeans online](#)

“



Events like Get Online Week are a great way to promote tech as a career. They are also about informing, encouraging and empowering people to do so – actively and directly. This is essential given that in the near future, 90% of jobs - in careers such as engineering, accountancy, nursing, medicine, art, architecture, and many more - will require some degree of digital skills.

Find more in the [Get Online Week 2015 report](#).

Campaigns: Code Your Future

Code your Future is a new campaign organized in telecentres to introduce coding to young people and children, especially those from disadvantaged communities.

The aim of the campaign is to change the mind-set of how young people perceive digital skills, and to raise their awareness on the importance of coding and the relationship with the labour market.

{code}YOURFUTURE

Started in 2015, the campaign will continue in 2016, involving at least 10 partners that will engage in Telecentre Europe's first coding campaign supported by Microsoft. The campaign will consist of two main parts:

1 TRAIN THE TRAINERS

At least 30 telecentre eFacilitators will be selected to attend a series of webinars in which they will be introduced to procedures and methods to teach coding to young people, especially those coming from disadvantaged groups. Also they will be presented with the various resources/curricula available and how these can be adapted and used in a telecentre context.

2 CODE YOUR FUTURE CLASSES

At least 300 young Europeans, most of them coming from disadvantaged groups, will have the opportunity to attend coding classes organized in telecentres and coding clubs. The basic coding skills gained by the young people will help them develop transversal skills such as analytical thinking, problem solving, team working, and creativity.

Promoting coding skills in Europe is part of the solution to youth unemployment, therefore the

campaign will be intensively promoted in the context of two other European Commission major initiatives: Grand Coalition for Digital Jobs and eSkills for Jobs.



In 2015, Telecentre Europe has selected the partners for the campaign and consulted them on the coding resources that should be used. Together, we have identified two Microsoft learning resources:

♦ **Kodu:** can be used to teach creativity, problem solving, storytelling, as well as programming. Anyone can use Kodu to make a game, young children as well as adults with no prior design or programming skills.

♦ **Touch Develop:** a friendly mobile app creation environment. With Touch Develop you can create apps on your mobile phone, tablet, and PC, and share the apps you create in the cloud.



eSkills for Jobs 2015, part of the EU eSkills strategy, is a major cross sector, multi-stakeholder campaign from the European Commission, involving more than 650 organisations across Europe including companies, associations, education and training bodies and NGOs.

The aim of the campaign is to raise awareness of the need for citizens to improve their command of ICT skills for work. The campaign is a response to the growing demand for ICT-skilled professionals which is currently not met, despite high levels of unemployment in Europe.

Telecentre Europe was one of the three pan-European stakeholders that supported Digital Europe and European Schoolnet to run the campaign in 2014 and 2015. Our contribution was formed by two main sets of actions.

❶ Organizing the Get Online Week as part of eSkills for Jobs, including:

- a. eSkills for employment training using a range of technologies and devices
- b. Hunting for digital jobs events
- c. ICT certification – free vouchers from industry.

❷ Supporting the overall communications of the campaign, as follows:

- a. Contribution to the overall communications strategy and day-to-day tasks, especially on the social media reach-out
- b. Contribution to the revision of the eSkills Manifesto, on inclusion section
- c. Contribution to the update of website content in sections agreed with project partners.



Campaigns: eSkills for Jobs



Focus on the unemployed

Telecentre Europe involved four members in the eSkills for Jobs that have organized dedicated activities for the young unemployed. Below are some highlights of the work carried by our members.

In **Greece**, 483 young people participated in the workshops organized by HePIS. During the workshops, [HePIS](#) presented the [Getcoding](#) initiative which is part of the eSkills for Jobs campaign while informing the delegates about the prospects of the ICT sector and the current gap of almost 335,000 ICT vacant positions.

In **Italy**, [Fondazione Mondo Digitale](#) (FMD) organised an intensive campaign on social media, emphasizing how training on digital skills changed the lives of young people. 8 video eSkills for Jobs campaign testimonials have been uploaded on the [FMD's Youtube channel](#), website and social media channels.

In **Portugal**, [Fundação para a Ciência e a Tecnologia](#) (FCT) created an [interactive map](#) on ICT education and training "Choose a successful career in ICT". This was achieved with the support of the National Coalitions of Digital Jobs.

In **Spain**, the [Association "Community of Telecentre Networks"](#) organised webinars for young unemployed with the following themes: (a) Training for employment and (b) Encouragement of e-skills for young people and unemployed. Also a new website was created to raise awareness about the skills gap and to support the campaign activities: www.competenciasdigitales.com

Projects



I-LINC: The Platform for ICT learning and inclusion for youth employability and entrepreneurship

I-LINC is a Support Action funded by the European Commission under the H2020 Programme, with the main objective of establishing a sustainable, overarching platform for ICT (for) learning and inclusion, focused on boosting the employability of young people.

The I-LINC platform will be the meeting point for stakeholders to constructively discuss and design socio-educational e-solutions and policy options to modernise education through ICT, provide inclusive alternatives to formal education developed by the non-formal education sector and Third sector, and create a new “digital” path for employment for young people.

Telecentre Europe is leading the implementing consortium that also includes:

- [European Schoolnet \(EUN\)](#)
- [TU Dortmund University/Social Research Centre \(TUDO/sfs\)](#)
- [Telefonica](#).

Highlights of the activities carried in 2015 by the project consortium:

① Developed the platform online infrastructure available at www.i-linc.eu, a go-to for anyone with a professional role and interest in the topic of youth employability and how it can be enhanced through formal, non-formal or informal ICT education. The online portal is the key tool of the I-LINC platform and it is designed with the end-user in mind, whereby stakeholders will have the opportunity to share and exchange best practices and initiatives, connecting them mutually and motivating them to collaborate and jointly tackle the challenges.

② Performed a context analysis, surveying more than 200 stakeholders.

③ Organised two face-to-face workshops:

- *Empowering youth for employability*, Belgrade, 24th September. The workshop explored what different stakeholders can do to empower young people for employability, how each organisation tackles the issue and who needs to work more with whom.

- *Digital skills inside and outside of the classroom*, Brussels, 6th November. The workshop managed to put into practice a model of engaging different stakeholders with the aim of achieving greater collaboration and synergies.

④ Organised two Wikinclusion sessions on www.i-linc.eu:

- Framing digital skills. Questions addressed: How do we define digital skills? Why are digital skills relevant for all of us? Which specific skills shall young people enhance? What are the most relevant skills to boost employability? Are we lagging behind in terms of skills needs?
- Measuring and assessing digital skills. Questions addressed: How shall digital skills be assessed? What are the current methods for the measurement of digital skills? How can the measurement of digital skills contribute to better policies for the development of these skills?

⑤ Published [a position paper](#), following the first I-LINC workshop on youth employability.

Ongoing projects



Period:

Jan 2015 - Dec 2017

Source of funding:

Horizon 2020

Coordinator:

Telecenter Europe

Website:

<http://www.i-linc.eu/>

Ongoing projects

FIT4Jobs: Promoting the successful FIT “Training for Employment” (TFE) model across Europe


Period:

Nov 2014 - Apr 2016

Source of funding:

European Union Programme for Employment and Social Solidarity - PROGRESS

Coordinator:

FIT Ltd. Ireland

Website:

<http://fit4jobs.eu/>

FIT4Jobs is a European-funded piloting programme based on the successful FIT model of upskilling job seekers and connecting them to employers. The project has originated from an official pledge made by FIT to the Grand Coalition for Digital Jobs.

The objective of the project is to recreate the FIT model in Greece, Spain, Portugal, Latvia and Lithuania, together with partner organisations from six EU countries. The long-term vision is that this model, if tested, could prove to be viable in participating countries achieving over 100,000 job placements per year in Europe.

FIT (Ireland) is leading a consortium of entities from Greece, Spain, Portugal, Latvia and Lithuania with coordination support from Telecentre Europe.



In 2015 each country partner planned the selection of trainees for the pilot and provided ICT skills training based on the feedback received from the industry partners and employers. Successful trainees were offered job placements in participating companies after the training.

Each partner was implementing the training model with slight variations and has chosen to work with companies and training providers relevant for their country. So far the results suggest that

the project pilot was successful and in some countries like Spain 75% of trainees found an employment afterwards.

The ‘Training for Employment’ TFE model has been the basis of FIT training over the past 15 years and has demonstrated a 75% progression rate. It is strongly anticipated that the learning from this project will be viewed positively by national governments and the European Commission and considered favourably in future related strategies and policies.



CODEMOB: Teaching coding and mobile devices in telecentres

CODEMOB - teaching coding and mobile devices in telecentres - is a project that will design two courses on coding and mobile devices for users and a training curriculum for e-Facilitators.

CODEMOB proposes to create a comprehensive curriculum through which unemployed young users will learn how to use their mobile devices to find a job. The curriculum will also provide an introduction to mobile app development in relation to coding. CODEMOB will take into account the latest technological developments (software) in both coding and mobile technology.



CODEMOB project partners will design two new courses on coding and efficient use of mobile devices that will be run in telecentres. The 2 courses will be part of an existing training curriculum already developed for e-Facilitators in previous EU projects.

The project will explore and aim to prove the potential of coding for enhancing skills of unemployed youth and increasing their employability. CODEMOB focuses on mobile devices such as smart phones and tablets as they make working away from the office easier and more efficient. Employers highly value skills for using mobile devices.

This project is a continuation of the telecentre movement's long-standing efforts in supporting the teaching of digital skills and capacity building of e-facilitators.



Ongoing projects



Period:

Oct 2015 - Sept 2017

Source of funding:

Erasmus+ Programme,
Key Action 2: Strategic
Partnerships

Coordinator:

Telecentre Europe

Website:

<http://codemob.eu/>

Ongoing projects

DigitalJobs: Addressing the mismatch between supply and demand for ICT practitioners

Grand Coalition for Digital Jobs

Period:

Feb 2014 - Jan 2016

Source of funding:

European Commission

Coordinator:

Secretariat of the Grand Coalition for Digital Jobs

As part of its Grand Coalition for Digital Jobs aimed to fill the growing number of vacant ICT-related jobs across Europe, the Commission has established under the DigitalJobs project a Secretariat tasked to address the mismatch between supply and demand for ICT practitioners.

Telecentre Europe in collaboration with project leaders from 13 organisations active in the IT, education and SME communities form the Secretariat of the Grand Coalition with a defined scope to boost the Commission's programme through a five-pronged strategy for reducing the skills gap in Europe:

- 1 ICT Training:** promoting Europe-wide student placement programmes with ICT employers and working with existing ICT training providers to improve their offering to students
- 2 Mobility:** helping get trained people in one part of Europe placed into vacant jobs elsewhere in the EU
- 3 Certification:** strengthening ICT professionalism and foster recognition of ICT-related qualifications across EU member states
- 4 Awareness raising:** raising awareness of the Grand Coalition for Digital jobs
- 5 New forms of ICT education:** promoting the supply side for ICT jobs creation through more aligned educational schemes (e.g. MOOCs) and structural changes inside educational systems.



Telecentre Europe's role in the Secretariat is heavily related to the scalability and sustainability of the Grand Coalition, using as a main tool the National and Local Coalitions for Digital Jobs. In 2015, Telecentre Europe and the Secretariat grew the number of existent coalitions to 21, while other 4 are under formation.

The National Coalitions (NCs) and Local Coalitions (LCs) are defined as multi-stakeholder partnerships which promote and exploit the actions and outcomes of the Grand Coalition for Digital Jobs in each Member State. Their role is to promote and

implement actions tied to the Grand Coalition. Any actions that can contribute to helping bridge the gap between people looking for jobs in the ICT market and industry (all sectors) can be considered. NCs and LCs can focus on those actions most appropriate to their local circumstances.

To support the existing Coalitions and the stakeholders interested to build new Coalitions, Telecentre Europe published a Toolkit available [HERE](#). 10 members of Telecentre Europe are involved in Coalitions in their countries.

¹ - DIGITAL EUROPE (BE), BRAINPORT (NL), CIONET (BE), DIITEK (DK), ECDL Foundation (IE), ECTW (NO), EUROICIO (BE), EMPIRICA (DE), ESILLS (UK), EUN (BE), MITA (MT), NUIM (IE), PIN-SME (BE).

Unite-IT: Uniting Europe through digital empowerment

Unite-IT is an informal network of digital inclusion professionals and practitioners throughout Europe and beyond, supported by the European Commission's Lifelong Learning Programme.

THE UNITE-IT DIGITAL INCLUSION COMMUNITY IN NUMBERS

3 years	5 continents	85 countries
737 members	1108 blogspots	181 events
180 photo albums	3475 photos	240 videos
5 working groups	3 annual conferences	12 webinars
121 good practices	14 e-inclusion policies	20 e-inclusion resources

The focal point of the community is the Unite-IT portal (www.unite-it.eu). At the end of 2015, the Unite-IT online community registered **737 members** from 85 individual countries. Members are inclusion professionals, work for organisations specialised

in digital inclusion or simply interested in digital skills and community development – the Unite-IT community is for all.

Sharing our collective experience and know-how? Unite-IT offers a **database of good practices, eInclusion policies and resources**. The database allows access to the repository of European practices, policies and resources with specific regard to ICT for inclusion and social cohesion.

121

Good practices

70% of good practices tackle basic digital inclusion, employability and youth.

Collaborating with others? Unite-IT has established **5 working groups**, meeting not only virtually, but once a year face-to-face. Each working group collectively developed and validated a joint position paper on topics of common interest. The Education and Training working group discussed the future of the Digital Competence Framework and its usability by

Youth employability group focused on the Grand Coalition for Digital Jobs and the Digital Single Market, while the Vulnerable Groups members overviewed the balance between social and digital disadvantage.

For the third time in a row, the **Unite-IT Digital Inclusion Awards** were one of the most exciting moments of the Telecentre Europe Annual Conference in Belgrade: Unite-IT acknowledged organizations who work in the field of digital inclusion and who create, often with very small resources, innovative ways to bring digital opportunities to people in their communities.

The three-year Unite-IT project ended in October 2015, but the e-inclusion community developed thanks to this project will continue to strive and grow over the years to come.

UNITE-IT WORKING GROUPS



telecentres, the Gender Equality group discussed opportunities to bring more women into IT, the

Completed projects



uniteIT
e-Inclusion Network

Period:

Nov 2012 - Oct 2015

Source of funding:

Lifelong Learning Programme,
Key Activity 3 (ICT)

Coordinator:

Telecentre Europe

Website:

www.unite-it.eu

Completed projects


Period:

Jan 2015 - Dec 2015

Source of funding:

Europe for Citizens Programme

Coordinator:

Telecentre Europe

Website:

<http://euparticipation.org/>

e-UROPA: Enabling European e-Participation

Telecentre Europe and its 12 member organisations in 11 countries (Albania, Denmark, Estonia, Germany, Italy, Latvia, Lithuania, Poland, Romania, Serbia, and Spain) created a project consortium to promote citizens' participation in policies and policy-making through the help of ICT tools. The aim was to raise awareness among European citizens that the EU is not something that happens only in Brussels, but is actually just a click away!

With intention to create a new tradition, project partners celebrated 7th May as **European e-Participation Day**. Over 1,700 participants attended many activities – workshops, conferences, webinars – organised in 11 countries around Europe. Here is the [video](#) summarising the day. Partners launched an online **competition 'My e-Participation Story'** to collect personal stories of citizens who have used EU or national e-Participation tools. The winners of the competition were invited to the final conference in Brussels.



On 25th September e-Participation topic was part of Telecentre Europe Annual Conference agenda. A dedicated workshop invited participants to discuss the role of telecentres and the importance of digital literacy in enabling citizens to engage with public institutions online, use e-government services and influence policy-makers. The outcomes of the workshop fed into a [policy paper on the topic](#).

On 8th December Telecentre Europe organised a **multi-stakeholder conference 'Enabling Civil e-Participation in Europe'** in the European Parliament. The event was hosted by two Members of the European Parliament: György Schöpflin (EPP, Hungary) and Marju Lauristin (S&D, Estonia). The half-day conference

consisted of two panels: (1) The role of ICT in active citizenship and (2) Digital literacy, access and provision of e-services. The conference was attended by 80 people from 25 different countries.



Following the conference an **international workshop for NGO leaders** was organised by Telecentre Europe, kindly hosted by the Delegation of Catalonia to the EU. The workshop 'The role of CSOs in enabling Civil E-participation in Europe' brought together 40 NGO representatives, e-participation experts and civic activists. Participants in two working groups discussed issues related to accessing e-government services, structured e-participation opportunities at EU level, and ICT tools enabling grassroots citizens' initiatives.

Carer+: Developing digital competences of care workers to improve the quality of life of older people

The overall hypothesis underlying Carer+ project is that care workers and carers are the “missing link” between the digital tools and older people.



In order to test this hypothesis, the Carer+ project has aimed to identify and develop ICT competences of care workers and informal carers (establishing a “Digital Competence Framework”) by implementing a set of learning paths and educational resources for mobile and work-based learning that address major challenges to their professionalization.

In line with these ICT competences identified, the service proposed consisted of the deployment of a pervasive technological environment for self and professional development, supported by a pedagogical approach that foregrounds active cooperation (peer-to-peer and intergenerational learning).

This learning environment and training programme was piloted in 13 sites across the 5 piloting countries (France, Italy, Latvia, Romania and Spain), with an average length of 10 months, targeting a total of 500 users:

- 250 older people who are cared for at home,
- 200 care workers and 50 informal caregivers.

During the implementation of the training, all the care workers and informal carers were equipped with a tablet.

The positive impact of the piloting experience has been confirmed by the following final impact results:

- A majority of care workers and informal carers declared the homecare they delivered was enhanced and enriched by digital competences and tools: over 70% claimed they would use a tablet device in their caring practice in the future.
- The quality of life of the older people was improved, especially in relation to their mental/emotional well-being, the attitudes toward ICTs

Completed projects



Period:

Apr 2012 - Mar 2015

Source of funding:

Competitiveness and Innovation Framework Programme

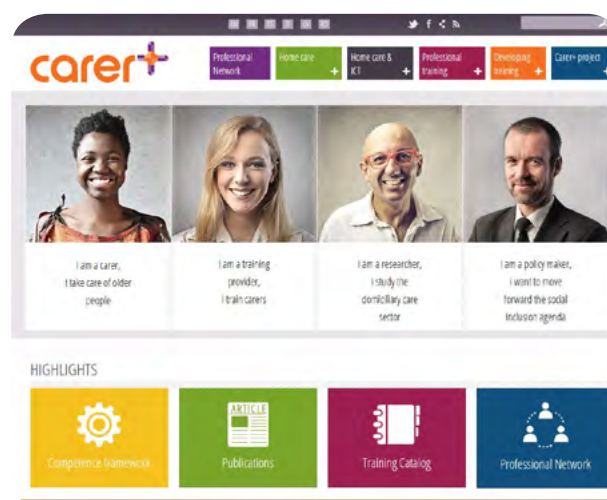
Coordinator:

Institut FEPEM, IPERIA (France)

Website:

<http://carerplus.eu/>

and the capacity and competence to use ICTs.



In addition to this, the project has developed an effective campaign to involve and raise awareness among decision-makers and relevant stakeholders in the home care sector across Europe. The final conference on Smart Homecare in Paris in March ended the project.

New partnerships



In addition to ongoing partnerships Telecentre Europe has identified and started several new collaborations in 2015.

New partnerships

Joining the European Internet Forum (EIF) is one of 2015 key achievements. EIF is a non-profit association established in 2000 by MEPs to meet various industry stakeholders in order to shape policy and regulations related to the Internet and new technologies. In addition to our attempts to engage with MEPs, we have become part of Lifelong Learning platform (former EUCIS-LLL) and their Interest group which is an informal meeting platform between NGOs and MEPs on lifelong learning with emphasis on adult education.

Under a new partnership with Cisco, Telecentre Europe aims to get people connected and skilled by promoting and using the Cisco Networking Academy, an IT skills and career building programme.

Telecentre Europe believes that NetAcad can bring a significant added value to the services offered by telecentres, thereby enhancing people's skills towards jobs and a better life. Telecentres have a great potential to develop Cisco Academies and to channel the available courses to more Europeans.

Telecentre Europe will work with its members and partners during the awareness raising campaign Get Online Week (GOW) to enrol at least 2,000 new young people on NetAcad.



Our partners in 2015



Communication & Events



We have focused our communication efforts in 2015 on promoting projects and campaigns, building new and strengthening existing partnerships with other associations, and increasing our visibility as well as advocacy in Brussels.

Communication & Events



Telecentre Europe's staff members attended at least 30 events organised by EC and partners in Brussels and across Europe in 2015. We organised a networking session as part of ICT 2015 event in Lisbon. TE was also the official supporter of EU Hackathon that took place in Brussels in November 2015.

In terms of new content, 3 infographics, 4 videos and 4 project promo collateral were produced last year. Some of the design work Telecentre Europe outsourced to its Belgian member Maks vzw. This new collaboration led to great results. One of them is a new annual conference logo created by Maks vzw designers. To produce Digital Jobs video TE worked with an animation agency based in Denmark 'Level up pictures'.

Being active on social media was part of the continuous communication strategy. TE has increased its fan-base on social media: 1,200 on Facebook, 1,263 on Twitter, and 136 on LinkedIn. Almost 800 tweets were sent reaching 300,000 Twitter users. Unite-IT community grew by 131 members in 2015 alone reaching 740 members.



TEAC 2015 in Belgrade

In its 8th year, a 1.5-day TEAC was hosted on 24-25 September by three European funded projects: UNITE-IT, E-uropa and I-LINC. In 2015 the turn was given to Belgrade to host the event which was co-organised with our Serbian member International Aid Network (IAN). Altogether 143 participants came from well over 20 countries. The common theme for the 2015 conference was "Digitally empowered Europeans", a tagline reflecting Telecentre Europe's vision for European citizens. Due to its focus on youth employability and digital skills for jobs, TEAC15 was also on the official calendar of the European Commission's ongoing campaign eSkills for Jobs.

Conference participants had a chance to listen to keynote speakers from Serbia, Belgium and Latvia. Industry representatives from "TIETO" Ltd (Latvia) and CISCO shared their views. A panel dedicated to youth employability gathered topic experts from European E-skills Association, Estonian Ministry of Economic Affairs and Communications, Fast Track to IT, ICT Hub Belgrade and University of Washington. The aim was to initiate an open discussion within the telecentre community and continue the conversation on the new platform created by the EU funded I-LINC project.

Participants could join five practical Unite-IT workshops on digital inclusion matters. Second Digital Inclusion Award ceremony was the highlight of TEAC 2015 acknowledging the work of four organisations. Second day of the conference was dedicated to the e-Participation session and a world café on funding.

For more information about the conference:

- [A full conference report](#)
- [Conference website](#)
- [Storify](#) (summary of tweets)
- [Slideshare for presentations](#)
- [Photo album on Flickr](#)





General Assembly in Brussels & Belgrade

In 2015 Telecentre Europe held two General Assemblies, one of them being the extraordinary. On February 25 GA in Brussels gathered 39 member representatives. New Board was elected for the next two years. New projects such as I-LINC and E-UROPa were introduced to members, together with the latest services and resources.



New Board elected in Brussels in February 2015

TE presented main achievements in 2014 and the revised strategy for 2015-2017. Members had the possibility to contribute in small discussion groups. On September 24 extra-ordinary GA in Belgrade called on to approve important amendments in the organization statutes.

e-Participation Conference & Workshop in Brussels

On 8th December Telecentre Europe organised a **multi-stakeholder conference 'Enabling Civil e-Participation in Europe'** in the European Parliament. The event was hosted by two Members of the European Parliament: György Schöpflin (EPP, Hungary) and Marju Lauristin (S&D, Estonia). The half-day conference consisted of two panels: (1) The role of ICT in active citizenship and (2) Digital literacy, access and provision of e-services. The conference was attended by 80 people from 25 different countries aimed to bring together policy-makers, relevant EU officials, e-Participation experts and civic activists at national and EU levels to discuss democratic participation in the digital age.



Following the conference an **international workshop for NGO leaders** was organised by Telecentre Europe, kindly hosted by the Delegation of Catalonia to the EU. The workshop 'The role of CSOs in enabling Civil E-participation in Europe' brought together 40 NGO representatives, e-participation experts and civic activists. Participants in two working groups discussed issues related to accessing e-government services, structured e-participation opportunities at EU level, and ICT tools enabling grassroots citizens' initiatives.



Membership



Membership in 2015

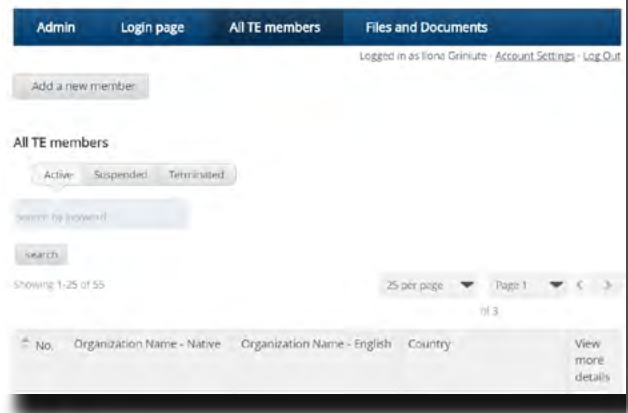
In 2015, we aimed at improving our services to members. We have built a dedicated members area on the official website. We have attracted 6 new member organisations to join the network while 131 new users have registered on the online community www.unite-it.eu.

Online membership database

Telecentre Europe worked on improving its membership services, and in 2015, an online membership database together with a file repository were built. Members can access the space via www.telecentre-europe.org/login-area/ using the given login details.

The area will allow TE members to follow the most important strategic decisions as internal documents will be regularly uploaded under the File repository section. An online membership database will give an overview of the network where members can access contact info to get in touch with members in their countries or any other members. Since it can be accessed any time, members are able to maintain their organisational information and keep it up-to-date at all times.

Login area



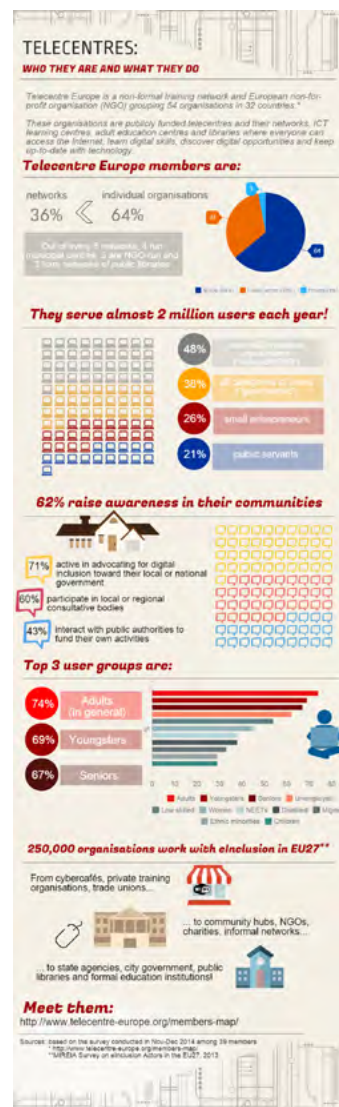
Annual survey

For the second year running, Telecentre Europe carried out an annual membership survey. The aim is to use the survey results to compose a collective picture of TE member organisations, to hear members' feedback on certain matters, to draw conclusions for advocacy purposes and to give members' a better picture of the network they belong to.

2015 survey results will be presented at the General Assembly. Based on 2014 survey results we have produced an INFOGRAPHIC *Telecentres: Who they are and what they do* (<http://www.telecentre-europe.org/resources/infographic-telecentres-who-they-are-and-what-they-do/>) summarising the most relevant figures.

Europe 2020 factsheet

Telecentre Europe has also created a [factsheet](#) on Europe 2020 strategy with a focus on its relevance to telecentres.



Financial overview

INCOMES		EUR	%
1.	Membership fee		
1.1	Membership fee	13,388	2.3
1.2	Membership fee not paid	-744	-0.1
	Subtotal Membership fee	12,644	2.2
2.	Corporate and private donors		
2.1	Microsoft	83,954	14.3
2.2	Liberty Global	30,000	5.1
	Subtotal Corporate donors	113,954	19.5
3.	EU Grants		
3.1	Carer+	25,085	4.3
3.2	e-Skills for Jobs	60,000	10.2
3.3	Digital Jobs	48,643	8.3
3.4	TMA	8,863	1.5
3.5	Unite-IT	49,323	8.4
3.6	M4ALL	1,370	0.2
3.7	I-LINC	58,000	9.9
3.8	CODEMOB	7,500	1.3
3.9	Operating Grant 2015	125,000	21.3
3.10	E-UROPa	50,400	8.6
3.11	FIT 4 JOBS	21,519	3.7
	Subtotal EU Grants	455,704	77.8
4.	Other Operating Income		
4.1	Exemption withholding tax	270	0.0
4.2	Reimbursement of expenses	1,025	0.2
	Subtotal Other Operating Income	1,295	0.2
5.	Other Income		
5.1	Financial income	2	0.0
5.2	Other extraordinary income	1,887	0.3
	Subtotal Other Incomes	1,889	0.2
	TOTAL INCOMES	585,486	100

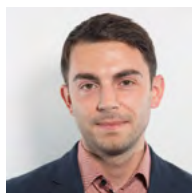
Reserves	30,000
Accumulated result in 2014	47,825
Operating result in 2015	50,272
ACCUMULATED RESULT IN 2015	128,096

EXPENDITURES		EUR	%
1.	Staff costs		
1.1	Gross salaries	178,611	33.4
1.2	Tax and social security contributions	92,594	17.3
1.3	Employment related charges, bonuses, allowances	13,134	2.5
	Subtotal Staff costs	284,339	53.1
2.	Travel, subsistances, events		
2.1	Staff travel	21,265	4.0
2.2	Board travel	9,801	1.8
2.3	General Assembly (Brussels)	6,534	1.2
2.4	Annual conference (Belgrade)	29,063	5.4
2.5	Subsidized travel of members, experts, stakeholders	971	0.2
	Subtotal Travel, subsistances, events	67,635	12.6
3.	Equipment		
3.1	Computer equipment, software, depreciation	2,768	0.5
	Subtotal Equipment	2,768	0.5
4.	Institutional activities and expenses		
4.1	Office and administration	26,429	4.9
4.2	Communication tools, services	5,823	1.1
	Subtotal Institutional activities and expenses	32,252	6.0
5.	T-E programmes and campaigns		
5.1	GOW 2015	42,219	7.9
5.2	Skillage	3,387	0.6
5.3	Code Your Future	15,036	2.8
	Subtotal T-E programmes and campaigns	60,642	11.3
6.	EU projects other direct expenses		
6.1	Carer+	5,200	1.0
6.2	Unite-IT	12,725	2.4
6.3	DigitalJobs	9,000	1.7
6.4	I-LINC	650	0.1
6.5	e-Skills for Jobs	20,415	3.8
6.6	Operating Grant 2015	3,630	0.7
6.7	E-UROPa	22,962	4.3
6.8	FIT 4 JOBS	2,970	0.6
	Subtotal EU projects other direct expenses	77,552	14.5
7.	Other costs		
7.1	Financial charges	872	0.2
7.2	VAT regularisation	9,154	1.7
	Subtotal Other costs	10,026	1.9
	TOTAL EXPENDITURES	535,214	100

Team



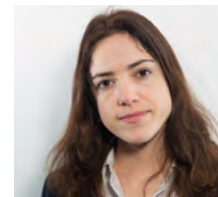
Gabriel Rissola
Managing Director



Laurentiu Bunescu
Grants & Campaigns
Manager



Peter Palvolgyi
EU Projects Manager
& Financial Officer



Masha Tarle
Communication &
Event Manager

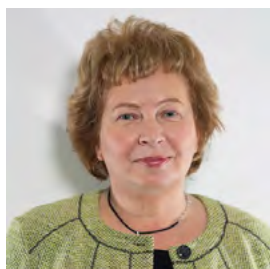


Gabriela Ruseva
Policy & Projects
Officer



Ilona Griniute
Communication &
Campaign Officer

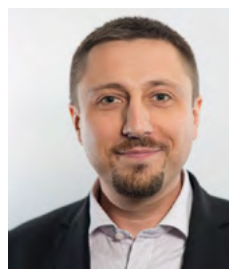
Board



Mara Jakobsons
Chair of the Board
LIKTA (Latvia)



Pedro Aguilera Cortés
Deputy chair of the Board
ESPLAI (Spain)



Mariusz Boguszewski
Member
FRSI (Poland)



Manus Hanratty
Member
FIT Ltd. (Ireland)



Gerhard Seiler
Member
Stiftung Digitale
Chancen (Germany)



Ivan Stojilovic
Member
International Aid
Network (Serbia)



Rodrigo Zardoya
Member
Association "Community of
Telecentre Networks"(Spain)

Advisory Board



Roy Sharon
Liberty Global



Fiona Fanning
**Council of European
Professional
Informatics Societies**



Sylvie Laffarge
Microsoft



Christoph Kaletka
**TU Dortmund
University / sfs**



Andrea Parola
**European e-Skills
Association**

Members

Albania

Albanian Institute of Science ais.al

Belgium

Digipolis Ghent www.digipolis.be

Interface3 www.interface3.be

Maks vzw www.maksvzw.be

Media & Learning Association
association.media-and-learning.eu

Bulgaria

ICT Development Bulgaria Association
www.ictdbg.eu

Croatia

Telecentar www.telecentar.com

Cyprus

Cyprus Computer Society www.ccs.org.cy

Czech Republic

National Safer Internet Centre www.saferinternet.cz

Denmark

Agency for Digitisation www.digst.dk

ICT Telecentre-Denmark www.tc-danmark.dk

Estonia

Smart Work Association of Estonia
www.smartwork.ee

France

Emmaus Connect www.connexions-solidaires.fr

Germany

Chariteam UG chariteam.de

Digital Opportunities Foundation
www.digitale-chancen.de

Greece

Directorate of Telematics and Applications for
Regional Development of Computer Technology
Institute and Press Diophantus www.westgate.gr

Hellenic Professionals Informatics Society
www.hepis.gr

Hungary

Foundation for Community Network kozhalo.uw.hu

Foundation for Development of Democratic Rights
www.demnet.hu

Ireland

Fast Track to IT Ltd www.fit.ie

Italy

City of Venice www.comune.venezia.it

Association Study Center City of Foligno
www.cstudifoligno.it

ERVET adding value to Emilia-Romagna region SpA
www.ervet.it

Digital World Foundation www.mondodigitale.org

Latvia

Culture Information Systems Centre www.kis.gov.lv

Latvian Information and Communication Technology
Association www.likta.lv

Lithuania

Association 'Langas į ateitį' (Window to the Future)
www.langasiateiti.lt

Macedonia

Open the Windows www.openthewindows.org

Malta

Malta Communications Authority www.mca.org.mt

Moldova

The Alliance of Access to Information and Training
Community Centres www.infonet.md

Netherlands

ECP-EPN www.epn.nl

Norway

Seniornett Norge
www.seniornett.no

Poland

Activation Foundation
www.aktywizacja.org.pl

Cities on Internet Association www.mwi.pl

Information Society Development Foundation
www.frsl.org.pl

Portugal

The Choices Programme
www.programaescolhas.pt

Animar - Portuguese Association for Local Development
www.animar-dl.pt

Foundation for Science and Technology
www.fct.pt

Romania

EOS Foundation - Educating for an Open Society Romania www.eos.ro

Russia

Project Harmony, Inc. www.ph-int.org

Serbia

International Aid Network www.ian.org.rs

Slovakia

Aptech Europe, non-profit organization
www.aptech-europe.com

Slovenia

Ministry of Education, Science and Sport
www.mizs.gov.si/en

Simbioza Genesis social entrepreneurship
www.simbioza.eu

Zavod NEFIKS - Institute for promoting and recording non formally acquired knowledge
www.talentiran.si

Spain

Basque Country's network of free public Telecenters - KZgunea www.kzgunea.net

Dedalo Foundation for the Information Society
www.fundaciondedalo.org

Consortio Fernando de los Ríos
www.consortiofernandodelosrios.es

Social Action, Education and Free Time Foundation ESPLAI
www.fundesplai.org

Teb Association elteb.org

Telecentre Networking Community Association
www.comunidaddetelecentros.net

Sweden

Association of Swedish Municipalities for Joint Development of eServices - SAMBRUK
www.sambruk.se

Enter Sweden it-guide www.it-guide.se

Swedish National Pensioners' Organisation (PRO)
www.pro.se

Switzerland

Yinternet.org Foundation
www.yinternet.org

UK

Tinder Foundation UK
www.tinderfoundation.org

TEAC in Belgrade, Serbia September 2015

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Annex: position papers & publications

Policy papers

- Enabling European e-Participation: [LINK](#)
- Digital skills acquired through non-formal education boost youth employability: [LINK](#)
- Gender equality: [LINK](#)
- Digital Single Market (to be presented in the high-level eSkills for Jobs event in March)

Reports

- Skillage report 2012-2015: [LINK](#)
- TEAC 2015 report: [LINK](#)
- Get Online Week 2015 report: [LINK](#)

Brochures & other publications

- Unite-IT brochure in 33 languages: [LINK](#)
- Guidelines for Telecentres on the Professional Recognition and Development of e-Facilitators: [LINK](#)
- Europe 2020 factsheet: [LINK](#)



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