Enhancing Digital Skills for Europe

TELECENTRE EUROPE | ANNUAL REPORT 2016

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Contents

Foreword

In 2016 – 6 years after being legally established in Brussels – Telecentre Europe is a sustainable, forward looking organisation, continuously inspired and driven by the amazing work of one of the greatest communities of people and organisations – that of digital inclusion.

Following some major developments at operational level, this year, the core staff of Telecentre Europe regrouped in a new office in the centre of Brussels. Changes at the management level also triggered a review of the vision and strategic priorities, that concluded with a rebranding plan to reposition the organisation and renew its identity. In a fast-changing digital society, our organization needs to keep pace and redefine itself towards new challenges and opportunities. That is why we have worked on a new vision for Telecentre Europe, one that builds on the past and looks at the future. A vision that is inclusive, but focused. A vision that addresses the current and upcoming shortages of Europe. A vision we all embrace… and a new identity that will be launched in the first months of 2017.

Membership increased further in 2016, as eight new member organisations joined our network. Over 60% of our member organisations have been actively engaged in campaigns and projects ran by Telecentre Europe, while the General Assembly meeting in Amsterdam demonstrated the strong commitment of our members to Telecentre Europe's strategic priorities. The Telecentre Europe staff started to develop a membership strategy that will be launched in 2017, that will enable more benefits and will provide more engagement opportunities to members.

Policy and advocacy wise, in 2016 Telecentre Europe reinforced its position as an expert on digital skills and inclusion in policies, networking, and implementation strategies. Telecentre Europe saluted the launch of the New Skills Agenda for Europe, that recognizes digital skills as basic skills, together with numeracy and literacy. In relationship to the Skills Agenda, we actively contributed to the Coalition for Digital Skills and Jobs Secretariat, where our role is to support European Commission on setting new National Coalitions. Also, we have been proactive in contributing to developments regarding the DIGCOMP 2.0 framework, and to the new Upskilling pathways initiative, guaranteeing digital skills for low-skilled adults.

New partnerships have been launched in 2016. The new collaboration with Cisco allowed us to implement the NetAcad programme in six countries, enrolling over 2,000 students in online courses. This strategic partnership will continue in the following years, with the aim to establish Networking Academies in more countries with the support of our member organisations.

Telecentre Europe coordinated three EU funded projects in 2016, most of them in partnership with member organisations, and partnered in three more. We re-launched our stakeholder platform for ICT learning and inclusion www.i-linc.eu with more opportunities for collaboration and we worked with young people to empower them to address important issues of our society through digital tools. We designed training curricula for coding and effective use of mobile devices, ready to be piloted in 2017.

Our flagship campaign Get Online Week was again a major success, reaching over 100,000 Europeans through 29 national partners that organised more than 5,000 events. Get Online Week was part of the eSkills for Jobs initiative of the European Commission, Telecentre Europe being one of the contributors to the eSkills Manifesto – a blueprint on harnessing the potential of technology by upskilling the workforce.

Also, TEAC16 was seen by many as our best annual conference so far. The event explored the future of work in a digital era. The ways digital transformation will affect citizens and their work can be both inspiring and contradictory. The speakers and the opportunities to interact and exchange ideas and knowledge guaranteed a positive experience for all participants.

We hope that you will enjoy reading this annual report and look forward to hearing from you if you have any question or comment on Telecentre Europe's work.

Laurentiu Bunescu,
Chief Executive Officer

2016 in Numbers

Over 2 million were impacted by training and activities facilitated by 22 300 eFacilitators

120 attendees at #TEAC16 in Ghent!
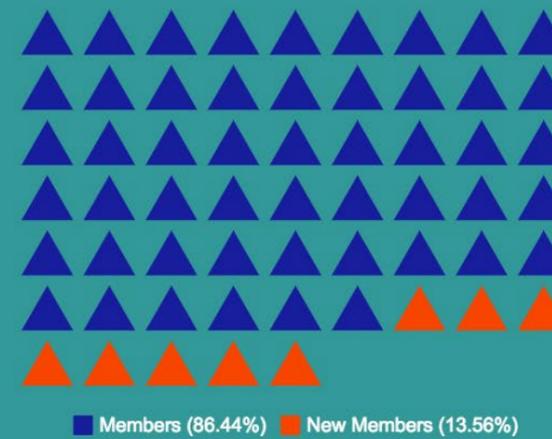
122 000 Reached on Get Online Week
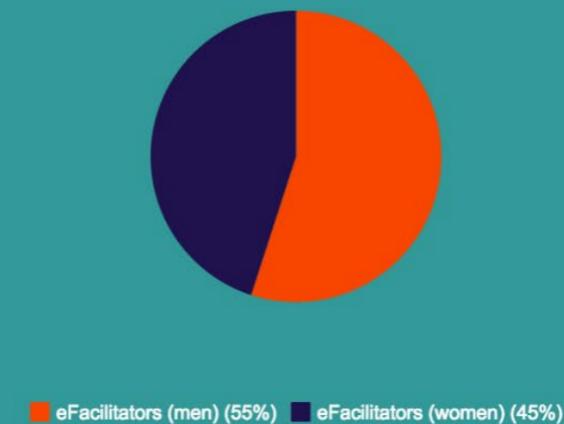
2000 New Students on NetAcad!

Members in 2016

■ Members (86.44%) ■ New Members (13.56%)

22 300 eFacilitators

■ eFacilitators (men) (55%) ■ eFacilitators (women) (45%)

Social Media in 2016

■ Facebook ■ Twitter ■ LinkedIn

1500 — 1400
1200
1000
500
212
0
Followers in 2016
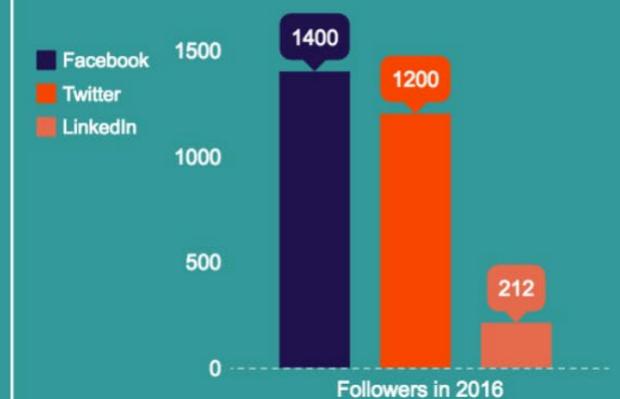
Strategic overview

In 2016 Telecentre Europe's work was guided by priorities set in the Strategic roadmap of 2015-2017. These priorities were decided by the Telecentre-Europe Board and Management to better respond to contemporary challenges.

Partnerships

Our work in 2016 was guided by priorities set in the Strategic Roadmap 2015-2017, following a review of the Strategic plan 2013-2017 carried out by the Telecentre Europe Board together with the Managing Director. The changes at the management level generated the need to revise the priorities in order to better respond to current challenges and opportunities. In this sense, 2016 has been a transitional year, where the Telecentre Europe Board together with the new CEO developed a proposal to renew the vision and mission of the organisation, that would also lead to a new identity.

The graphic below shows how the strategic focus evolved from the start of the Telecentre Europe network. It also provides an indication of what comes next for the organisation that regroups to tackle the digital transformation implications for all (focusing on the 45% Europeans with insufficient digital skills). Therefore, in 2017 Telecentre Europe will move on to a renewed vision and mission, and a new identity to reflect these changes.

2008-2011 main focus: e-inclusion target: the offline europeans with no / limited eSkills	2012-2015 main focus: digital inclusion and empowerment target: groups at risk of exclusion, youth, unemployed	2016 main focus: digital skills for all target: the 45% of Europeans who have insufficient digital skills

When the telecentre movement emerged in the 90s their focus was on providing access for everyone to the then limited Internet connection. As Internet access became increasingly widespread, telecentre users started seeking advice on how best to use it. They needed skills. So telecentres started offering trainings. Today, Internet is ubiquitous and the digital penetrates every area of our lives. People need skills to find a job, grow in their career, or simply book a doctor's appointment and stay in touch with family. Telecentres' training offers adapt to demand and grow to include more advanced digital skills, coding, system administration, robotics, etc.

2016 strategic thematic priorities

• Digital skills for young people – organising Get Online Week, joining Cisco NetAcad, self-assessments of digital skills through Skillage, developing the I-LINC platform, coding activities.
• Reskilling/upskilling unemployed – participation in the Digital Skills and Jobs Coalition, eSkills for Jobs, adoption of DigComp.
• Integration of migrants – identification of best practices, searching for opportunities to engage member organisations, scaling-up of existing initiatives.

2016 organisational development priorities

• Staff capacity development – core team relocated to Brussels
• New office – moving office to a central location, to accommodate the growing staff
• Engagement of members – through campaigns, events, EU funded projects, grants from private supporters, strategic development of Telecentre Europe

Telecentre Europe values its partners because they bring us a different perspective and a lot of inspiration. We are open to partner with NGOs, public institutions and companies, to work together to bring digital skills to all Europeans and ensure that they can benefit from the opportunities of digital technology.

In 2016 Telecentre Europe strengthened its partnership with European SchoolNet and DIGITALEUROPE even further. The three organisations are supporting the European Commission together for the Digital Skills and Jobs Coalition initiative.

As members of the Lifelong Learning Platform (LLLP), we cooperate with other civil society organisations in education and training on joint positions regarding mainstreaming digital skills, making Erasmus+ more effective and articulating joint messages to the EU institutions.

Telecentre Europe continued its close collaboration with the European E-Skills Association, CEPIS and the ECDL Foundation. The European E-Skills Association and CEPIS are represented in our Advisory Board by their directors – Andrea Parola and Fiona Fanning. In 2016 we had one face-to-face Advisory Board meeting in December, but we are in constant contact with our Advisory Board members regarding strategic topics that we work on (the DigComp, reinforcing our advocacy, positioning ourselves as representatives of the non-formal digital skills training sector, etc.).

Libraries are part of our network and since we have a lot in common, in 2016 we partnered with the Public Libraries2020, an organisation advocating for the recognition of libraries as modern 21st century learning and inclusion points. On the occasion of the EU Code Week, we published together a joint position paper on Coding and non-formal education, making the case that coding should be accessible to everyone.

Under a new partnership with Cisco, Telecentre Europe worked with six member organisations to get people connected and skilled through the Cisco Networking Academy, an IT skills and career building programme.

In 2016, over 2,000 young people and unemployed have been enrolled in NetAcad courses on

Cybersecurity, IT Essentials or Entrepreneurship. Telecentre Europe and Cisco are committed to continue the partnership, bringing significant added value to the services offered by telecentres, thereby enhancing people's skills towards jobs and a better life.

Also represented in our Advisory Board by its CSR Vice president Roy Sharon, Liberty Global has continued to be one of the corporate partners and supporters of Telecentre Europe in 2016. Besides the active participation in the Advisory Board, Liberty Global supported the Get Online Week, as well as our two major events: official launch of the GOW campaign in TEGA Amsterdam and TEAC16.

Influencing public policy

Telecentre Europe welcomed the launch of the New Skills Agenda for Europe in June – the most important initiative of the European Commission on education and employment in 2016. Not without our advocacy efforts, the digital skills are now being recognised by the new policy as basic skills together with numeracy and literacy. Since the launch in June 2016, Telecentre Europe has proactively contributed to the implementation of the following actions regarding digital skills:

1.*Participation in the Secretariat of the new Digital Skills and Jobs Coalition, where Telecentre Europe is responsible of implementing the Coalition at member state level, by setting up new National Coalitions and supporting the existent ones.*

2.*Contribution to the implementation plan and adoption of the DigComp framework.*

3.*Contribution and recommendations on how to shape the Upskilling pathways as a Skills guarantee for adults*

Our advocacy efforts in 2016 consolidated our position as a major partner in the field of digital skills and inclusion for the European institutions and stakeholders. While our membership continued to grow, we also gained more authority to represent the non-formal education sector and to raise awareness about its potential of enhancing the digital skills of Europe.

The Get Online Week campaign has been endorsed by EC Vice President Ansip, and by Commissioners Oetinger and Navracsics. The cabinet of Commissioner Navracsics has since been closer to our activities. Rodrigo Ballester, member of the cabinet, was one of the keynote speakers at the Telecentre Europe Annual Conference in Ghent. We were invited to propose a member of our network to join a panel discussion hosted by the Commissioner at the launch event of the new Digital Skills and Jobs Coalition.

Digital skills and competences working group 2016-2018

Moreover, Get Online Week was again one of the major milestones of the eSkills for Jobs campaign of the European Commission. As a pan-European partner of the campaign, Telecentre Europe had the opportunity to meet new partners and to present our position in particular at the closing event in Bratislava, where our Chair and CEO were invited as speakers. The new eSkills Manifesto includes a section devoted to Digital skills and inclusion (Chapter 9) authored by Telecentre Europe.

Besides the Manifesto, we have published or supported four other policy position papers and contributions
:•Coding and non-formal education – together with the Public Libraries 2020

•DigComp implementation – together with CEPIS and European eSkills Association

•I-LINC youth on digital skills – together with EUN and the I-LINC young changemakers

•Upskilling pathways – our contribution to the implementation of the initiative

Influencing public policy

Due to our partnership with the European Internet Forum, we have been active in three events in the European Parliament. As a member of the Lifelong Learning Platform we have attended the Annual Conference "Imagining the learning community of tomorrow" where we were key speakers in the second workshop on "Digital Communities". We were actively involved in several working groups of the platform and contributed to the annual Erasmus+ survey.

We have been selected as stakeholder member of the ET2020 Working Group on Digital Skills and Competences of the European Commission, where we sit together with ministries of education from member states, international organisations and social partners. We actively contributed with insights from the side of providers of digital skills trainings in non-formal education. On 29th April, we organised a study visit of the members of the group and EC representatives to the premises of our Brussels-based member MAKS vzw – a social economy project where people from one of the poorest neighbourhoods in Belgium acquire digital skills for social and economic inclusion.

Membership

In 2016 our network continued to grow – we worked to attract new relevant organisations, but at the same time stay as close as possible to all our members and their individual needs and interests. 8 organisations joined the network during this year and with the DAISSY research group of the computer technology institute "Diophantus" we reached 59 members. "The best part is that our members are our ambassadors – seeing the benefits that membership brings to them, they advise their partner organisations with similar activities to join us!" Says Gabriela Ruseva, Telecentre Europe's Policy Officer.

Services for members
Our members are our biggest asset and in 2016, we continued to improve our services for them.

Financial support
We have continued to provide or facilitate financial support to our members to increase their impact and diversify or improve services they provide. Initiatives such as Get Online Week, Cisco NetAcad, eSkills for Jobs, TEAC16, TEGA16 included grants for members.

Members administration and communication
The dedicated members' area was further developed, so that everyone can find the contact details of another. Also, our social community platform UniteIT continued to provide space for interaction, as well as the internal communication tool – Basecamp.

Funding alert
In late 2016 Telecentre Europe renewed its monthly funding alert tailored to members with two new issues in November and December. We not only screen and list open calls, but make sure to read the guidelines of each call thoroughly pointing out all necessary information for members to quickly evaluate if a given opportunity is for them or not, without having to go through many pages of guidelines to find the specific requirements. Ad hoc information and reminders about deadlines were also sent, thanks to our new

Fundraising Officer, who was engaged to coordinate this service to the members and to provide assistance to members with their applications. In all European Projects that we lead, we engage our member organisations, because at the end of the day it is for them that we are doing it.

EU Policy updates
We regularly inform members about important EU initiatives, mostly through our dedicated Members area on Basecamp. A constant stream of information is given enhancing interaction between members. MAKS was among the 10 semi-finalists (out of more than 1 000 organisations) of the European Social Innovation Competition in 2016. MAKS vzw Director Veronique de Leener: "I learned about the Competition from you – Telecentre Europe. Please, keep forwarding such useful information because it is difficult to follow everything that is going on."

Annual survey
For the third year, Telecentre Europe carried out an annual membership survey with updated questions in order to get better and relevant information about our members. The aim is to use the survey results to compose a collective picture of Telecentre Europe network, to hear members' feedback on certain matters and to draw conclusions for advocacy purposes. 2016 survey results will be presented at the General Assembly in Brussels on 9th March 2017.

Membership development
Membership will stay as a strategic priority in 2017, thus we have started to work on a membership development strategy that would focus on engaging more effectively with existing members and to actively recruit new ones. We have also planned exciting activities for 2017 that will hopefully bring more benefits to our members, such as the clustering on thematic areas, or the study visits scheme.

Communications and Events

#TEAC16 in Ghent
In 2016 Telecentre Europe held its 9th Annual

Conference in Ghent on 6-8th October, co-organised with our Belgian member Digipolis Gent and the I-LINC Platform. The 3-day event was attended by over 100 invited participants and we were honoured to have such high-profile speakers as the Belgian Minister for Development Cooperation and Digital Agenda Mr. Alexander De Croo who confirmed his government's commitment to develop digital skills for all as one of the main pillars of Digital Belgium. Two days of inspiring keynote speeches on the future of the workplace and the digital skills we will all need, mixed with hands on experiences. Participants had the chance to visit local telecentres guided by enthusiastic staff of the Digipolis team and experience cutting-edge technologies at the Ghent Interactive Digital Fair on the 3rd and final day of the event.

This year participants came from ever more diverse backgrounds, probably thanks to the proximity of the event to the heart of Europe. The majority of them were from telecentre networks and NGOs working in the digital inclusion field. However, we also welcomed policy makers from Belgium and the EU, companies, libraries, youth centers and public authorities. Furthermore, I-LINC stakeholders and young ambassadors added to the lively mix.

From the private sector, we had Saskia Van Uffelen from Ericsson BeLux and Karsten Simons from CISCO. He and Martine Tempels from the Belgian telecom Telenet both agreed that soft skills such as communication, media literacy and critical thinking are equally important in today's workplace.
The conference closed with six project lightning talks about coding, teachers' online collaboration skills, organising a hackathon, enabling parents to understand their kids' digital life better, and more, and more.
We are already looking forward to our #TEAC17 in Barcelona!

General Assembly in Amsterdam
In 2016 Telecentre Europe held its General Assembly on 3rd-4th March in Amsterdam in the picturesque Grand Café Restaurant of the city's central station. It gathered 39 member representatives. The new Board elected the previous year presented an updated Strategic Roadmap on which it was working in 2015. During the formal part of the Assembly member approved the report and financial accounts for 2015 and Action and Budget plans for 2016. Then the meeting took a more informal note with discussions about Get Online Week and other upcoming initiatives, as well as members' interests and expectations from Telecentre Europe.

"Governments think that to ensure that everyone benefits from the digital opportunities it is enough to put the infrastructure in place – the networks, the equipment. This has to change! Education, throughout life, is the infrastructure of the future and governments need to invest in it."

Deputy Prime Minister of Belgium, Mr. Alexander De Croo

Communications and Events

In 2016 we continued to increase our visibility and advocacy in Brussels to re-affirm ourselves as major player in the field of digital skills and inclusion, at the same time staying in close communication with our members to better understand their needs. Towards the end of the year we embarked on an exciting rebranding adventure the outcomes of which will be announced in 2017.

Telecentre Europe attended roughly 30 events organised by EC and partners in Brussels and across Europe in 2016, such as the Launch of the New Skills Agenda in May, the Annual Conference of the Lifelong Learning Platform in June or the Education, Training and Youth Forum in October. Our new CEO Laurentiu Bunescu and our president Mara Jakobsone were among the speakers at the eSkills for Jobs High level Conference "Europe in the Digital era – where skills are making the difference" organised in Bratislava on 18th October. TE was also official co-organiser of the launch event of the new Digital Skills and Jobs Coalition on 1st December in Brussels.

As a member of the European Internet Forum (EIF) we presented our platform for ICT for learning and inclusion I-LINC at the Breakfast debate on "Digital platforms for social and economic inclusion" in the European Parliament on 19th October. Thanks to our increased visibility, we were invited as a key stakeholder to the workshop for European networks during the Adult Skills Conference in the framework of the EU VET week and two of our member organisations were invited as national stakeholders.

In many of our EU projects Telecentre Europe's main role is communication and dissemination of the project results and we are also responsible for the visual identity, designing logos and promotional materials. To accomplish this, we continued out fruitful collaboration with our Belgian member Maks vzw on design and website development.

TE in the media

We have had two media blogs on EURES (translated in all EU languages) – one was about the Get Online Week and the second about our stakeholder platform I-LINC. In addition to this, the Get Online Week was featured in a highly regarded public policy institute in the US – Brookings.edu – here.

An article about coding in telecentres highlighting activities of Telecentre Europe members during the EU code week 2016 was published on the News section of the official codeweek.eu website and is accessible online here.

Newsletter

We have improved our newsletter by re-grouping the sections and simplifying the design. Since September 2016 we are sending it on a bi-monthly basis. We also reviewed our database of contacts.
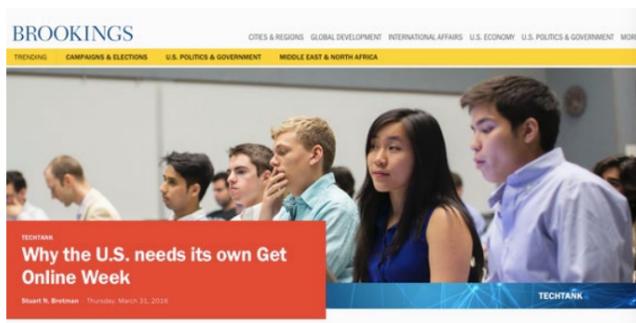
Basecamp

Communication with our members took place through well-established channels such as Basecamp dedicated space – the faster and most direct means to reach them with useful updates about EU policy developments, open calls and other relevant information.

Social media

Being active on social media was part of the continuous communication strategy. TE has increased its fan-base on all social media channels as compared to 2015: from 1,200 to 1,400 on Facebook, from 1,263 to 1,546 on Twitter and from 136 to 212 on LinkedIn. Unite-IT community grew by 50 members in 2016 reaching 790 members and our I-LINC stakeholder platform now brings together over 500 stakeholders

Unite IT

Unite-IT

The UNITE-IT network was established under the 3-year (2012-15) project co-funded by the European Commission's Lifelong Learning Programme and coordinated by Telecentre Europe in partnership with eight organisations from seven countries. After the project ended, Telecentre Europe has continued to support the Unite-IT community through on-going management.

At the end of 2016, UNITE-IT had 800 registered members from 85 individual countries. Members are professionals working for organisations specialised in digital inclusion, ICT teachers, trainers from telecentres and NGOs, or people simply interested in digital skills and community development – the UNITE-IT community is for all. Although UNITE-IT is mainly a Europe-wide network (77% of total members), it has attracted a considerable international community of members.

UNITE-IT portal contains a wealth of information on events, projects, stories, resources and good practices and policies in Europe in the field of digital inclusion. It hosts 6 working groups and provides a space for collaboration, sharing, discussions, and networking.

The community is active, with new people registering, and members contributing with their stories, events, photos, and videos. Traditionally, major Telecentre Europe events, such as Get Online Week and TE Annual conference, as well as Telecentre Europe Awards attract new users and boost the activity of the network.

The UNITE-IT network in numbers indicate its significance. At the end of 2016 it had:
800 members
85 different countries
(136 new members in 2016)
1257 blogposts (242 in 2016)
220 events (39 in 2016)
206 photo albums (15 in 2016)
259 videos (14 in 2016)
121 good practices

WELCOME TO UNITE-IT: THE E-INCLUSION NETWORK IN EUROPE!

Check our working groups, explore the resources, share your success stories or join a discussion.

Keep yourself informed about upcoming events and latest news in the digital inclusion sector.

And it's a great place to find like-minded professionals and start new projects!

Campaigns

Get Online Week 2016

The seventh edition of the European Get Online Week (GOW) to digitally empower and employ people was celebrated on 14-20 March this year. With a record number of 29 campaign partners involved in 27 countries, the campaign proved again the necessity to raise awareness about ICT competence and the importance to see every European digitally savvy.

Cisco and Liberty Global financially supported the campaign which was also endorsed by some of the European Commissioners. European GOW 2016 was again part of eSkills for Jobs to tackle youth unemployment

Campaign's overall aim
Engage and empower people to use technology and the Internet with confidence and skills that allow them to benefit of the world of online opportunities.

The week-long initiative is organised by Telecentre Europe and its members every March since 2010. A variety of non-formal education providers such as telecentres, libraries, community centres and non-for-profits are the ones who organise thousands of various activities in their communities throughout the campaign week to reduce the skills gap and promote ICT jobs. This year's campaign focused around two themes: trust and confidence, and digital jobs.

Aimed at enabling more and more citizens to benefit of the increasingly advanced online services, Get Online Week was the occasion to raise awareness about online identities, cyber-security, ICT skills and available tools so that European citizens become
confident Internet users. The campaign also brought together stakeholders at national and local levels to provide training and support to youth and unemployed towards digital careers.

A range of events targeted both young and old: from training activities, to testing own e-skills, to learning how to code, to gaining knowledge about data privacy online, to attending career events and workshops.
An estimate 122,000 Europeans took part in over 5,100 events this year.

GET ONLINE WEEK 2016

A digital empowerment campaign run at telecentres, libraries, community centres and non-for-profits across Europe, led by Telecentre Europe

Top 10 performing countries:
1 - Russia
2 - Latvia
3 - Lithuania
4 - Poland
5 - Serbia
6 - Italy
7 - Estonia
8 - Romania
9 - Sweden
10 - Germany

Participants by gender — more than 55% participants were women

Participants by age — more than 40% participants were under 16

HIGHLIGHTS

YOUNG PEOPLE INVOLVED	79,000+
UNEMPLOYED INVOLVED	12,000+
EVENTS ORGANISED in one week on 14-20 March	5,100+
TOTAL PEOPLE REACHED in events and training	122,000+

In addition, millions have been reached through media and social media channels across Europe (see the Infographic for more figures). #GOW16 has been (maybe more than ever) one of the trending topics on Twitter and Facebook, with endorsements from two Vice presidents of the Commission (Andrus Ansip and Kristalina Georgieva), Commissioner Günther Oettinger, DG Connect, Digital Champion of Netherlands Tineke Netelenbos, ICT industry, EURES, EPALE and other European organisations.

Find more in the Get Online Week 2016 report.

eSkills for Jobs

eSkills for Jobs 2016, 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.

Telecentre Europe was one of the three pan-European stakeholders that supported DIGITALEUROPE and European Schoolnet to run the campaign in 2014, 2015 and 2016. Our contribution was formed of two main sets of actions, as shown below.

1. Organizing the Get Online Week as part of eSkills for Jobs, including:
•   eSkills for employment training using a range of technologies and devices
•   Hunting for digital jobs events
•   ICT certification – free vouchers from industry

2. Supporting the overall communications of the campaign, as follows:
•   Contribution to the overall communications strategy and day-to-day tasks, especially on the social media reach-out
•   Contribution to the revision of the eSkills Manifesto, on eInclusion section
•   Contribution to the update of website content in sections agreed with project partners

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 2016.

In Greece, more than 1,500 young people participated in the workshops and webinard organized by HePIS. During the workshops, HePIS presented the Getcoding initiative which is part of the e-skills 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) involved 13,000 people in campaign related activities, from which 5,000 were unemployed. RomeCup, one of the campaign highlights, is an event dedicated to robotics and education: it hosts robot competitions, seminars and workshops connecting schools, research centres, universities, enterprises and institutions.

•n Portugal, Fundação para a Ciência e a Tecnologia (FCT) reached over 5,000 young people mainly through conferences, competitions and career fairs. Hire me app was a successful competition that provided a 4,000 Eur prize to the winner: Joan Beja Silva, student at Universidade de Aveiro.

In Spain, the Association "Community of Telecentre Networks" organised webinars for young unemployed reaching almost 5,000 people, most of them being unemployed. The webinars provided career guidance and information sessions on ICT tools and resources for job searching, digital CV, etc.
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Projects

I-LINC

The Platform for ICT learning and inclusion for youth employability and entrepreneurship
Period: Jan 2015 – Dec 2017
Source of funding: Horizon 2020
Coordinator: Telecentre Europe
Website: www.i-linc.eu

The main objective of I-LINC is to establish a sustainable, overarching platform for ICT (for) learning and inclusion, focused on boosting the employability and entrepreneurial skills of young people.

The I-LINC platform is a meeting point for stakeholders to constructively discuss and co-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.

The project gathers resources from existing platforms, networks and initiatives that are available on the topic of ICT (for) learning and inclusion, as well as creates original resources and provides them to its audiences on the platform. The project is also developing an active community of diverse stakeholders and users in the field while linking them to the main beneficiaries - young people.

Telecentre Europe is leading the implementing consortium, which also includes:
• European Schoolnet (Belgium)
• Technical University of Dortmund Social Research Centre (Germany)
• Telefonica (Spain)

One of the main highlights of activities in 2016 was the organization of the I-LINC international event at the Telecentre Europe Annual Conference in Ghent in October. Several sessions were organized by members of the I-LINC consortium, one worth mentioning, was a discussion on closing the digital skills gap for employability and entrepreneurship led by a group of I-LINC young digital changemakers. During social event Telecentre Europe & I-LINC Awards were presented to winners of the Best Practice and the Best Digital Changemaker contests. The awards recognized work of several I-LINC stakeholders who were present to accept the awards and share their experiences.

Other highlights in the past year included the relaunch of the platform further enhancing user experience, launching several initiatives and events to bring it to the attention of wider audiences, and the organization of several other online and offline events.

I-LINC
INCLUSION + ICT + LEARNING

Operating Grant

Period: Jan 2015 – Dec 2017
Source of funding: Erasmus + Key Action 3 Support for Policy Reform
Civil Society Cooperation in the field of education and training
Beneficiary: Telecentre Europe

After 2014 and 2015, Telecentre Europe again successfully applied for an Operating Grant from the European Commission in 2016, funded by the Erasmus+ Programme. The Operating Grant – equivalent with 125,000 EUR annually – allowed us to implement our core, statutory activities such as Board and Advisory Board meetings, General Assembly, annual conference; contributed to the employment costs of key personnel, and provided additional funding to a number of key activities.

In 2016, with the support of the Operating Grant, we implemented the following activities:

1. General Assembly in Amsterdam (March)
2. Four face-to-face Board meetings in Amsterdam (March), Barcelona (May), Ghent (October), and Brussels (December) and one Advisory Board meeting in Brussels (December)
3. Annual Conference in Ghent (October)
4. European Get Online Week (www.getonlineweek.eu)
5. Keeping up Skillage online self-assessment tool (www.skillage.eu)
6. Capacity building of e-Facilitators
7. Evidence base, policy monitoring & advocacy: annual membership survey, monitoring policy developments and attending policy events, position papers and contributing to relevant consultations
8. European Affairs Service: creating and promoting factsheets, news feeds, infographics explaining policy developments
9. Unite-IT: Management of our online community, database of resources, forums, working groups, webinars (www.unite-it.eu)
10. Telecentre Europe Awards: our annual recognition to organizations and professionals in the field of digital inclusion and who bring digital opportunities to people in their communities
11. I-LINC stakeholder platform on ICT for Learning and Inclusion for youth employability and entrepreneurship (www.i-linc.eu)
12. Membership development: Comparative analysis & clustering of members' portfolios

At the end of 2016, as granted by a framework agreement for the period of 2015-2017, we were invited by the European Commission to apply for the Operating Grant in 2017. The new work programme keeps most elements from 2016, but also introduces a few more activities, such as a new Staff Exchange programme

Other highlights in the past year included the relaunch of the platform further enhancing user experience, launching several initiatives and events to bring it to the attention of wider audiences, and the organization of several other online and offline events.

FIT4Jobs

Period: November 2014 – April 2016
Source of funding: European Union Programme for Employment and Social Solidarity
Coordinator: FIT Ltd. (Ireland)
Website: http://fit4jobs.eu

FIT4Jobs was a European-funded piloting programme based on the successful FIT Ltd. (Ireland) model of upskilling job seekers and connecting them to employers. The objective was to recreate the successful FIT Training for Employment model together with partner organisations from six EU countries: Greece, Spain, Portugal, Ireland, Latvia and Lithuania.

FIT4Jobs was based on the FIT Training for Employment model. The process includes the following main steps:
• Identification, interview, aptitude testing and selection of suitable candidates for training
• Partnership with local employers to specify the curricula and provide support
• Provision of ICT training by 3rd party or public services
• Provision of softskills training and support
• Work Experience
• Job placement

A unique aspect of the programme was the strong and continuous support from employers who not only determine the digital skills in demand but also support the project with CV reviews, mock interviews, work experience and, finally, job placements.

Over the past 15 years FIT Ltd. (Ireland) has achieved a 75% progression rate to jobs. The FIT4Jobs project had achieved the same result. Recently the European Commission cited FIT4Jobs as one of the most effective employability initiatives in Europe.

The final project brochure, prepared by Telecentre-Europe, reveals the outcomes of ICT training through telling real stories about trainees from each country. Six young people speak about their experience with Fit4Jobs and how it helped them gain ICT skills and get a job.

UMI-Sci-Ed

Period: June 2016 – May 2019
Source of Funding: Horizon 2020
Coordinator: Computer Technology Institute and Press "Diophantus"
Website: www.umi-sci-ed.eu

UMI-Sci-Ed aims at enhancing the attractiveness of science education and careers for young people (14-16 year olds) via the use of latest technologies. We put Ubiquitous and Mobile Computing and the Internet of Things (UMI) into practice towards enhancing the level of STEM education. At the same time, we are increasing the attractiveness of pursuing a career in domains pervaded by UMI for these youths.

In UMI-Sci-Ed, technology itself is not starring as the objective of our work. Ubiquitous and mobile computing and IoT are rather used to support the UMI-Sci-Ed stakeholders working in education – educational community (teaching institutions, students, professors, tutors, etc.) and industry (UMI companies, VET providers, publishers, etc.) – career consultants, educational authorities and policy makers. To this end, communities of practice (CoPs) will be formed dynamically on the UMI-Sci-Ed platform around UMI projects implemented at schools, including representatives of all necessary stakeholders. In this project we aim to develop an integrated yet open training framework for upper high school students.

Technological institutions (Computer Technology Institute and Press "Diophantus", Cork Institute of Technology, Consortium Ubiquitous Technologies) and academic organizations (University of Helsinki, Norwegian University of Science and Technology and University of Pisa) focus on technology and innovations in education. Telecentre Europe supports the partnership in communication activities.

Digital Skills and Jobs Coalition

Uniting Europe through digital empowerment
Period: August 2016 – August 2018
Source of Funding: European Commission
Coordinator: DIGITALEUROPE AISBL

Period: October 2015 – October 2017
Source of funding: Erasmus+ KA2 Strategic partnerships
Coordinator: Telecentre Europe

CodeMob

Website: http://codemob.eu

Building on the success of the Grand Coalition for Digital Jobs, the Digital Skills and Jobs Coalition was launched in Brussels on December 1st 2016. The Digital Skills and Jobs Coalition scales up activities from the Grand Coalition for Digital Jobs, in the manner that it focuses not merely on filling in the growing number of vacant digital jobs, and filling the digital skills gap: but also, ensuring digital upskilling of all citizens and ICT professionals. Read the member's charter for more. sustainable and inclusive society in the digital era. Telecentre Europe is part of the consortium composing the Digital Skills and Jobs Coalition Secretariat.

The Digital Skills and Jobs Coalition focuses on four key areas:

- All citizens: Digital skills for all: developing digital skills to enable all citizens to be active in our digital society
- Labour force: Digital skills for the labour force: developing digital skills for the digital economy, e.g. upskilling and reskilling workers, jobseekers; actions on career advice and guidance
- ICT professionals: More and better trained ICT professionals in Europe - Developing high level digital skills for ICT professionals in all industry sectors
- Education: Digital skills in education - Transforming teaching and learning of digital skills in a lifelong learning perspective, including the training of teachers

Telecentre Europe's main activity is coordination and upscaling of the National Coalitions. Currently there are 12 National Coalitions coordinated through Telecentre Europe (Slovenia, Portugal, Malta, Italy, Bulgaria, Cyprus, Netherlands, Czech Republic, Poland, Estonia, Ireland, Luxembourg) and there are to be 6 more to be formed (UK, Finland, Sweden, Denmark, Germany, Austria, and Croatia).

National Coalitions mobilise constituencies and stakeholders to collaborate in areas such as increasing industry-led training, certifying skills, improving school and university curricula, and raising awareness about ICT careers, especially among young people and women.


The project is aimed at designing and piloting two courses on coding and the effective use of mobile devices for e-Facilitators and end-users. The two courses will be part of an existing training curriculum already developed for e-Facilitators in previous EU projects.

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.

In the summer e-Facilitators from Belgium, Croatia, Hungary, and Spain met in Rovinj (Croatia) to participate in a specialized training, addressed to their professional profile. The participants took courses in a face-to-face training and had the opportunity to explore the new curriculum designed by Interface3 , ComNET , Telecentar and El Teb (members of Telecentre Europe) along with the University of Dortmund.

The second part of the blended courses is being carried out online, thanks to the Opigno platform based on Drupal technology. Within the course, different innovative training methodologies are being used, such as gamification, flipped classroom, challenge-based learning or problem-based learning.

Each participant is preparing proposals for activities, so at the end of the course the partners will have a relevant database of training activities based on DigComp competences and the use of mobile devices. These activities will be part of the outputs of the project, together with the training materials for the end users, which will be available in an enlarged and in a reduced version.

The set of resources, training materials and proposals for activities -both for trainers and for end users- will be published in 2017. Moreover, during the Telecentre-Europe General Assembly, on 10th March 2017 in Brussels, a validation workshop will be organized to present and discuss the training programme. E-facilitators will be invited there to share the experiences they gained during the blended course.

This project is a continuation of the telecentre movement's longstanding efforts in supporting the teaching of digital skills and capacity building of e-facilitators.
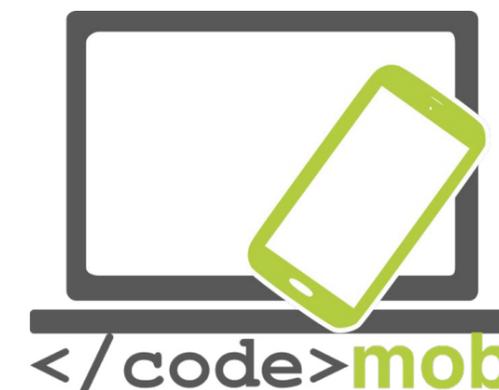
YeP
Youth e-Perspectives on Migration

Period: February 2016 – March 2017
Source of funding: Erasmus+ KA2 Strategic partnerships
Coordinator: Telecentre Europe
Website: http://www.yep4europe.eu

Telecentre Europe and three member organisations (Maks vzw, Telecentar and El Teb) created a methodology for a blended training course combining digital photography, storytelling and journalism. The topic is migration and the refugee crisis. The objective is to empower young people to use digital media to address important societal issues. How?
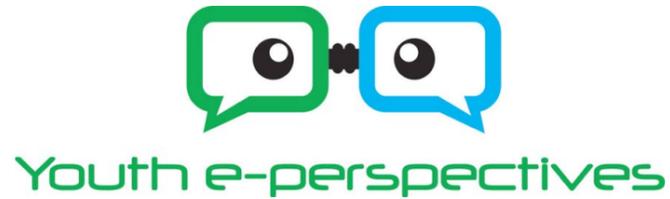
Find
Young participants learned different ways to find a story. They created an online magazine on refugees and migration with FlipBoard, combining different sources of information. They learned how to make a story through photography. They visited a refugee facility and took interviews from representatives of NGOs working with refugees.

Tell
With all this background experience, they then worked on their own personal digital stories related to migration. And guess what!? They all had one! In their stories they applied what they had learned to create a picture of migration reflecting on how they see it through their own eyes.

Act
Last, but not least, they learned about how to raise awareness and start an initiative online, using social media not only to post pictures of their whereabouts, but to bring their friends' attention to something meaningful. They learned to write a blog and express their ideas.

Thus, they approached the topic from many different perspectives, at the same time acquiring valuable technical and digital skills: video editing, sound and video recording, using advanced features of professional cameras, or their mobile devices. This was all done during the f2f training and through online collaboration on the project training platform, Facebook group and google shared drives.

The project was inspired by Humans of New York and similar initiatives, where photographers use the digital language to tell compelling stories and put a human face onto societal issues such as migration, unemployment, and relationships.

The final version of the training methodology will be published in 2017 for all interested organisations working with young people, accompanied with a hands-on guide on how to implement it.

Youth e-Perspectives on Migration is one of our favorite projects. Why? Because it is about young people, digital skills and media literacy, about refugees and migration, mutual understanding, history and future. All at the same time.

Pathways
for employ

Period: September 2016 – 31st August 2018
Source of funding: Erasmus+ KA2 Strategic partnerships in Adult Education
Coordinator: Tecnalia Research & Innovation Foundation (Spain)
Website: http://pathwaysforemploy.eu/wordpress/

Pathways4employ is a project about digital skills, entrepreneurship, DigComp and employment, all at once. We started it in September 2016, therefore we are still in the initial phase of the project. The actual activities started in November 2016 with the kick-off meeting, due to negotiations with the Spanish Erasmus+ National Agency.

We will identify what digital skills people need if they want to become entrepreneurs or to work remotely in today's digital economy and society. This depends on the field in which they want to work – digital entrepreneurs need more digital skills than agriculture entrepreneurs. People working remotely, virtual office workers, for an IT company should possess ICT skills on the higher end of the spectrum.

All entrepreneurs and all virtual office workers need to have several digital skills that are specific and indispensable to survive in their role, whatever the field. For example all use online collaboration tools; protect their online safety; manage their time efficiently with the help of online time management tools, etc. We will develop competence profiles (pathways) to guide people to their goal of becoming entrepreneur or virtual office worker (be employed– reflecting the title Pathways4employ.

We will assess those indispensable skills people already have and will award them badges, so employers or partners can recognise them. We will use the European Digital Competence Framework for Citizens (DigComp) which will provide the common language and terminology to make sure that we are all talking about the same thing.

Partners in this project are Spanish technological and research foundation Tecnalia, the Institute for Entrepreneurship Development from Greece, Latvian SIA Digital Media Group, Telecentre Europe and three of our member organisations – FIT ltd. from Ireland, and Spanish KZ Gunea and Guadalinfo from Basque country and Andalusia respectively. Spain has a long history supporting public telecentres. Everyone in Spain knows what a telecentre is. Spain also has a solid track record in using DigComp. The Basque Government's IKANOS project, our inspiration, is the most elaborated example of practical application of DigComp. It is a multi-faceted tool which includes a self-assessment test, a competence profile, a learning path and a certification. The self-assessment test can be used by anyone, while the competence profile defines the digital skills needed to working in the public field in Spain – from public administrators through teachers to doctors and social workers.

The first stage of the project was to see what digital skills entrepreneurs and virtual office workers need. For this purpose we published an online survey. In the beginning of 2017, we will analyse the results and start building the competence profiles.

PATHWAYS FOR EMPLOY

Members

Albania
Albanian Institute of Science
http://ais.al/

Belgium
Digipolis Ghent www.digipolis.be
Interface3 www.interface3.be
Maks vzw
www.maksvzw.be
Media & Learning Association
http://association.media-and-learning.eu/portal

Bulgaria
ICT Development Bulgaria Association
www.ictdbg.eu
Global Libraries - Bulgaria Foundation
www.glbulgaria.bg

Croatia
Telecentar www.telecentar.com
Centre of Technical Culture Rijeka
www.ctk-rijeka.hr/en

Cyrpus
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
21st Century Competence Center
www.21ccc.de
Digital Opportunities Foundation
www.digitale-chancen.de

Greece
DAISSy Research Group - Computer Technology Institute & Press "Diophantus
daissy.eap.gr
Hellenic Professionals Informatics Society
www.hepis.gr

Hungary
Foundation for Community Network
http://kozhalo.uw.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
Open Group Societa' Cooperativa Sociale Onlus
www.opengroup.eu

Latvia
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
Seniorett Norge
www.seniornett.no

Poland
Activation Foundation
www.aktywizacja.org.pl
Cities on Internet Association
www.mwi.pl
Girls Code Fun
www.girlscodefun.pl
Information Society Development Foundation
www.frsi.org.pl

Portugal
Animar - Portuguese Association for Local Development
www.animar-dl.pt
Foundation for Science and Technology
www.fct.pt
ACM IP Gestor do Programa Escolhas- Choices Programme
www.programaescolhas.pt

Romania
EOS Foundation - Educating for an Open Society
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
Simbioza Genesis social entrepreneurship
www.simbioza.eu

Spain
Basque Country`s network of free public Telecenters - KZgunea
www.kzgunea.net
Dedalo Foundation for the Information Society
www.fundaciondedalo.org
Social Action, Education and Free Time Foundation ESPLAI
www.fundesplai.org
Teb Association
http://elteb.org/
Telecentre Networking Community Association
www.comunidaddetelecentros.net
Extremadura Popular Universities Association
www.aupex.org
Xarxa Punt TIC- Network Punt TIC
punttic.gencat.cat

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
Ynternet.org Foundation
www.ynternet.org

United Kingdom
Good Things Foundation
www.goodthingsfoundation.org

Financial overview

INCOME-EXPENSE STATEMENT	
OPERATING INCOME	**520,846.04**
Membership fees	**23,388.25**
Sponsorships	**62,751.71**
Sponsorship from CISCO	38,404.71
Sponsorship from Liberty Global	17,500.00
Sponsorship from Microsoft	6,847.00
EU tenders	**101,900.00**
eSkills for Jobs 2015-2016	80,000.00
Secretariat of the Digital Skills and Jobs Coalition	21,900.00
EU projects	**326,028.23**
Opearting grant 2016	125,000.00
I-LINC project	110,721.87
Umi-Sci-Ed project	19,524.50
CodeMob project	24,297.00
YeP project	12,966.85
Grant Coalition for Digital Jobs project	5,818.53
Unite-IT project	9,174.24
Fit4Jobs project	14,982.34
Pathways4Employ project	3,252.42
BRIGHTS project	165.48
Smart Women project	125.00
Other operating income	**6,777.85**
OPERATING CHARGES	**510,256.60**
Services and other goods	234,284.97
Other operating charges	238.44
Grants provided	69,000.00
Remuneration, social security, taxes	205,873.01
Depreciation costs	860.18
FINANCIAL INCOMES AND CHARGES	**98.26**
Other financial incomes	1,649.74
Other financial charges	1,551.48
PROFIT/LOSS OF THE FINANCIAL YEAR	**10,687.70**

BALANCE SHEET 2016	
ASSETS	
FIXED ASSETS	**11,490.48**
Tangible assets	
Computer equipment	1,306.48
Financial assets	
Deposits	10,184.00
CURRENT ASSETS	**432,272.18**
Customers	5,500.00
Grants to receive	124,595.96
Liquidity reserves at bank	29,989.00
Cash at bank and in hand	262,982.35
Deferred charges	9,204.87
TOTAL ASSETS	**443,762.66**
LIABILITIES	
SOCIAL FUNDS	**141,220.36**
Reserves	30,000.00
Accumulated profit/loss	100,532.66
Profit/loss of the financial year	10,687.70
AMOUNTS PAYABLE	**302,542.30**
Suppliers	30,500.44
Taxes, remunerations, social security	36,789.39
Grants to be transferred to project partners	72,969.60
Accrued charges and deferred income	162,282.87
TOTAL LIABILITIES	**443,762.66**

Board

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Ghent, October 2016

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