



DigComp HUB

D2.1 CoP GUIDELINES



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List of Abbreviations

| Abbreviation | Description |
|--------------|------------------------------------|
| EC | European Commission |
| EU | European Union |
| GA | Grant Agreement |
| GDPR | General Data Protection Regulation |
| IP | Intellectual Property |
| IPR | Intellectual Property Rights |
| R&I | Research and Innovation |
| WP | Work Package |

List of partners

| N. | Partner | Country | Acronym |
|----|---|---------|-------------|
| 1 | ALL DIGITAL AISBL | BE | ALL DIGITAL |
| 2 | HELLENIC OPEN UNIVERSITY | EL | HOU |
| 3 | EUROPEAN GRANTS INTERNATIONAL ACADEMY SRL | IT | EGINA |
| 4 | BANTANI EDUCATION | BE | BANTANI |

1. INTRODUCTION

The **DigComp Community of Practice (DigComp CoP)** was born from the initiative of participants to the DigComp and Employability workshop organised by the JRC of the European Commission in June 2019 in Bilbao (Spain). It was created to attract and connect people working from various angles (education, policy making, academic research, business services and others) on digital competence development and with a common interest on the European Digital Competence framework for all citizens, aka DigComp. The CoP operation has since been guaranteed on a voluntary basis by the European association All Digital (who made available the Basecamp platform and administration services for its usage) and some experts at times supported by DigComp related projects, in particular during the DigComp 2.2 update process (in 2021-22).

The **DigComp Hub (DCH) Erasmus+ project** (see box below) was designed specifically to continue and enhance the operation of the DigComp CoP, including its moderation, and to develop activities for a wider promotion and use of the DigComp framework in the education world in Europe.

In particular, DCH will design and deliver training, mentoring services and other resources to adult education providers and educators on how to use DigComp in their professional activity. In this context and in view also of the new members that will join the CoP during the DCH project, it was decided to produce these Guidelines to explain what the DigComp CoP is about, how does it work, and to promote and facilitate greater members participation.

DigComp Hub - Promoting the adoption of the European Digital Competence Framework for Citizens (DigComp) through the development of the DigComp Hub

Call: ERASMUS-EDU-2022-PCOOP-ENGO

Duration: 30 months

Start of Project: 1 January 2023

End of Project: 30 June 2025

2. DIGCOMP COP'S AIMS

The DigComp CoP was created to attract and connect people in Europe and from around the world who work on digital competence development in education, policy making, academic research, social and digital inclusion, business services and other areas and share a common interest in the European Digital Competence framework for all citizens, aka DigComp.

The main objectives of the DigComp Cop are to:

- Contribute to a wider knowledge, understanding and usage of the DigComp framework and to its evolution over time – Identify, select and make available useful resources about DigComp and its implementation created and shared by CoP members and other entities.
- Promote and facilitate peer-to-peer contacts and exchanges among CoP members – Make available basic information about their affiliation, organisational role and country, and share information about events, reports and other initiatives involving CoP members.
- Identify and disseminate inspiring practices in the use of DigComp – Identify, document, validate, and disseminate ‘practices which can teach something’ from the experience of CoP members and other DigComp stakeholders.
- Support problem solving – Bring together expertise from a variety of sources to solve a common problem, thus providing benefits to members.
- Promote innovation and knowledge creation and sharing – Become a knowledge development community that will improve the quality of learning and teaching on digital skills.

3. REGISTERING IN THE COP

The DigComp CoP is a free service open to all interested stakeholders.

There is no specific requirement to join the CoP, but knowledge of the English language is definitely a plus, as this is the main working language in the CoP (occasionally, exchanges in another national languages have occurred, in relation to the translation of DigComp reports and other documents, and to the promotion of national events to other CoP members from the same country).

To become a member of the CoP you must fill the [registration form](#) and usually within a few hours (max 2 working days) you will be emailed a link to access the Basecamp platform, where the DigComp CoP is hosted, and operates in the DigComp CoP ‘project’. Basecamp calls ‘project’ any group of people sharing a common topic and activity on the platform.

Be as accurate as possible in identifying the organisation you are affiliated to (for work or study reasons) and your role in it, as this is the only information visible to other CoP members from your Basecamp profile. To facilitate getting in touch with other members on a country basis and for easier members search, a shared online sheet has been created with first and last name, organisation and role, organisation type (internal taxonomy) and international country code. Emails are not made available to avoid inappropriate use of the CoP Members list. The link to the list is sent in the Welcome message at registration.

The information about your interests and motivations to join the CoP, requested in the registration form, might be used by the CoP moderators to provide first personalized feedback and, later on, to better target communication on specific topics and to facilitate contacts among members sharing similar interests and needs.

Besides the above usages in the operation of the CoP, personal information submitted at registration is used only for the purpose of analysing the evolution of the membership of the community. Personal data collected about members is not sold or otherwise disclosed to third parties.

Since all Basecamp notifications (which carry the link to access the platform's new content) are sent to the email address given at registration, it is important that you keep your email up to date. Once recorded, the platform administrators cannot modify a member's email; therefore, to change this (and other) information, you must do it yourself:

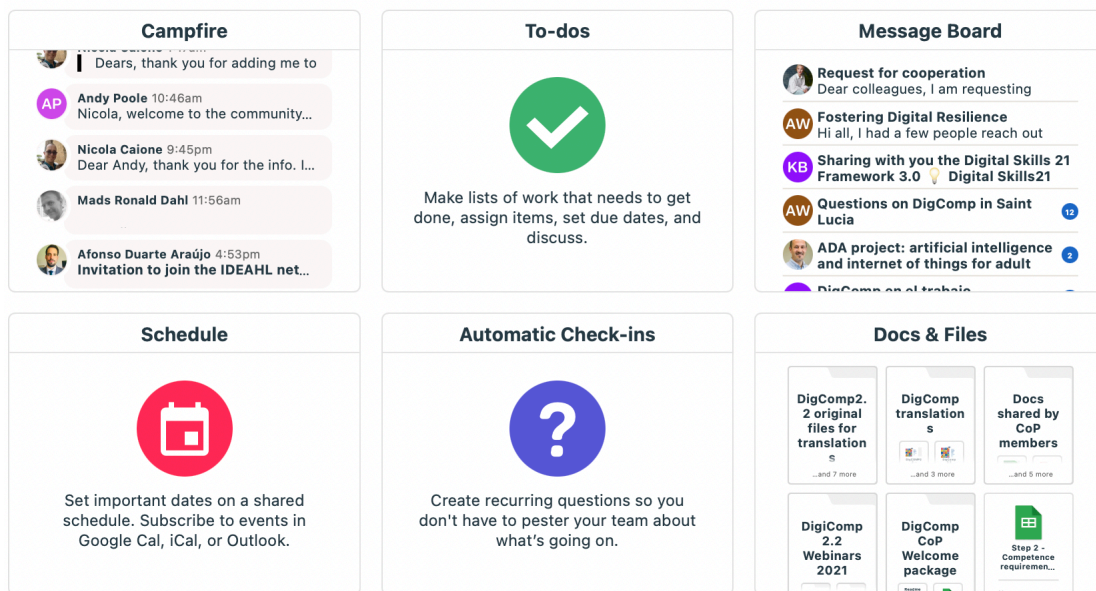
- i. Click on "Set up people" at the left of the list/pictures of names in the homepage of the cop
- ii. Scroll the page that opens up until you find your name (it may take a while to open)
- iii. Click on the three dots on the right and select "Edit info"
- iv. Change what you want to change (e-mail, company etc.) and "Save changes"

These changes should be notified to the CoP moderator using the Ping service (see below) or an email message. More on the CoP moderator in [chapter 7](#).

4. THE COP'S BASECAMP PLATFORM

Currently, the DigComp CoP activities are mainly carried out on the Basecamp platform made available by All Digital. Basecamp is an online platform that facilitates the communication and collaboration between registered members through various services/tools which appear as different sections in the CoP's homepage. Below are briefly described the main Basecamp functions used for the DigComp CoP.

Basecamps' Sections:



Campfire

Allows members to create, format (**A** button) and send a message in real time to all CoP members and upload a file if needed.

You can scroll up and down the feed to read past messages and reply to them.

Read about the [full features here](#).

Message Board

Posting in the Message Board is ideal for making announcements, pitching ideas, asking questions to everyone. Messages in the Message Board can be created, saved as draft and re-edited also repeatedly before being posted. It is possible to decide who should be notified when the message is posted (everyone, only selected members, no one) and to schedule when a message should be posted at a later time.

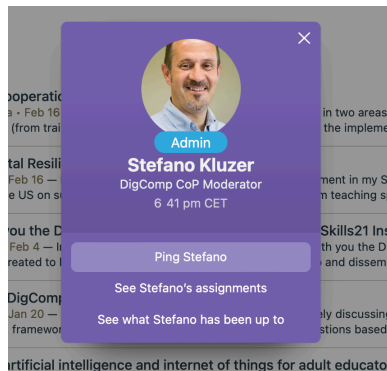
Read about the [full features here](#).

Docs&Files

This is the CoP repository for documents and other digital materials. It is organised in folders and sub-folders created as needed by the CoP moderators-curators and by any other CoP member.

Read about the [full features here](#).

Basecamp's Main Functionalities:



Ping

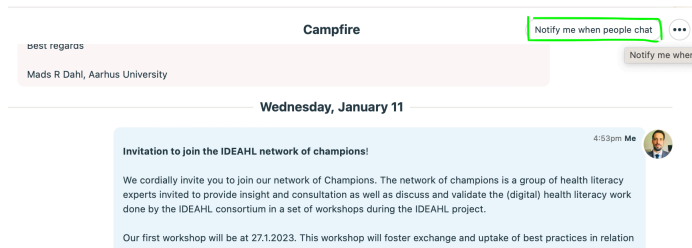
By clicking on a member's icon (next to any post, on the top bar with all members' pictures or acronyms etc.) or on the 'Ping' button, a **private** communication box opens up and can be used to write messages, format them (**A** button) and attach files. The recipient will be notified the Ping's content as an email message and will be able to reply to the email itself or respond in Basecamp.

Read about the [full features here](#).

Project latest activity

Scroll down on CoP's homepage to see all new online activities performed by members on the CoP are summarized in real time in chronological order and provided with a link to the posts and any uploaded materials. Read about the [full features here](#).

Notifications



Notification is a very useful function as it allows members to be constantly informed about activities on the platform, to manage the number of notifications that you receive. It is possible to activate and deactivate

notifications in Campfire by clicking the "Notifying" button next to the three dots on the top right.

In the Message Board, this can be done at the level of each posted message: go at the bottom of the message where you will see that by default "You're subscribed" and "You'll get a notification when someone comments on this message." But underneath you can click on "Unsubscribe me".

Read about the [full features here](#).

5. PARTICIPATING AND CONTRIBUTING TO THE DIGCOMP COP

Participating to the DigComp CoP can take many shapes. The first two categories below reflect the history of the CoP as it developed until the date of writing; the third category envisages possible new activities initiated by CoP members and agreed with the CoP moderators.

- i. **Ordinary CoP life** refers to the following main types of exchanges
 - a. **Self-presentation messages** by new members briefly describing in Campfire who they are, why they are interested/using DigComp and, occasionally, asking for feedback on different issues.
 - b. Posting messages and answering to other members' **requests for information, help** and so forth. Such messages also concern **comments and clarification requests about the DigComp framework** and its evolution.
 - c. Sharing information and documents on one's **activities, project results, online events (e.g. webinars and conferences) and surveys** on topics that might be of interest to all CoP members.

- ii. Activities launched and **driven by the CoP promoters**
 - a. in 2021 the DigComp CoP was heavily involved in the DigComp 2.2 update process coordinated by the JRC of the European Commission. Many members (who often joined the CoP to participate to this process) contributed to (and sometimes led) the thematic working groups set up to propose the new examples of knowledge, skills and attitudes of the framework's dimension 4, attended the webinars organised along the way and provided feedback on the final list of examples;
 - b. in 2022, as follow up of those activities, several CoP members were involved in the translation of DigComp 2.2 in their national languages. Also, CoP members were invited to join the consultation process for the European Digital Skills Certificate Feasibility Study launched by the JRC and the twin CoP devoted to digital competence certification;
 - c. from January 2023, as mentioned before, new activities involving the DigComp CoP are organised by the DigCompHub project.

- iii. Activities **initiated by CoP members** and thematic moderation
 Members are encouraged to contribute to the CoP development by becoming '**thematic moderators**', i.e. taking the lead in launching and moderating an activity (discussion, exchange of experiences, some task, etc.) on an issue that might be of interest to other CoP members. Thematic moderation was first experienced during the DigComp 2.2 revision process when 12 thematic working groups were set up in the CoP, each one led by 1-2 members with expertise on the specific topics. The idea is to replicate similar experiences in the future on topics identified by CoP members.

The difference from an ordinary-type exchange initiated by any member of the CoP in the Message Board or through Campfire is that in this case:

- The goals are preliminarily discussed and agreed upon with the existing cop moderators, who will help the new moderator with their ideas and any supporting actions;
- Some actions are planned to stimulate reactions and participation of other members (one does not simply throw a question or proposal on the CoP, without some further action to promote it);
- The thematic moderator undertakes (of course if appropriate) to summarize and share on the CoP highlights, conclusions and other results that will have hopefully emerged from activities.

The procedure to become thematic moderator is explained in [section 7 below](#).

6. OUR CODE OF CONDUCT

General Rules applied:

- i. Respect each other: Treat every member of the online community with respect and dignity. Everyone has the right to express their opinions and thoughts without fear of intimidation or harassment.
- ii. Be helpful: Offer assistance and guidance to members who need help or support. Share your knowledge and expertise generously to help others in the community grow and develop their skills.
- iii. Foster a welcoming environment: Create an inclusive and welcoming environment for all members, regardless of their background, ethnicity, religion, gender, or sexual orientation. Encourage diversity and celebrate the differences that make us unique.
- iv. Be constructive: Use constructive criticism and feedback to help others improve their work. Offer suggestions and ideas for improvement in a positive and constructive manner.
- v. Maintain confidentiality: Respect the privacy of other members and keep all confidential information private. Do not share personal information, promotional material or sensitive data.

Group Etiquette:

- The message subject should be stated concisely and clearly. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Post messages to all members when they contain information that everyone can benefit from. If this is not the case, in the Message Board you can select a group of members that will be notified about your message (which will remain in any case visible to everyone) or you can Ping one or more members with it to keep it private.
- Post messages such as "thanks for the information" or "me, too" to individuals, not to the entire community.
- Do not post administrative messages, such as "Remove me from the Basecamp platform or from a specific project". Instead, use the web interface to change your settings or to remove yourself. If you are changing e-mail addresses, you do not need to remove yourself from the 'project' and re-join under your new e-mail address. Simply change your settings.

In order to preserve a climate that encourages both civil and meaningful dialogue, DigCompHub (DCH) project coordinator All Digital reserves the right to moderate and remove posts that do not follow the basic rules listed above. In addition, it may discipline and/or terminate accounts for members who violate these rules.

The DCH partners are not responsible for the opinions and information posted on these sites by others.

7. MODERATOR ROLE

Communities of Practice moderators are typically responsible for facilitating community activities and providing the necessary leadership and coordinative support to enable knowledge sharing and partnership building within their CoP.

In the case of the DigComp CoP, moderation and curation functions will be guaranteed for the duration of the DCH project by the project partners' experts. The involvement on a voluntary basis of other CoP members as 'thematic moderators' (see section 4.C) is nevertheless highly encouraged.

Key responsibilities:

- Lead and foster useful and spirited CoP discussions.
- Motivate energetic participation of the CoP.
- Organise and preserve a setting with respectful and appropriate communication, knowledge-sharing and exchange of views.
- Recognize participants' various ranges of experience and comfort in running with online platforms and the social media environment.
- Advise on interaction with different relevant CoP discussions.
- Act as an understanding intermediary among CoP and organisations and institutions external to the CoP who might contribute to its activities (e.g. providing a speaker for a CoP event)
- Activate sub-groups ('projects' in Basecamp terminology) with a specific mission to accomplish that can be better managed in a parallel Basecamp space, and later report to all CoP members.
- Identify interested CoP members and promote them to thematic moderators.

How to become a DigComp CoP 'thematic moderator'

Members who would like to become thematic moderators in the CoP (on a voluntary basis) should meet the following criteria:

- Be fluent in English.
- Propose some relevant DigComp-related topic or activity (general or specific) to be discussed and moderated in the CoP and provide background experience and/or motivations supporting their proposal.

Interested members should write to info@digcomphub.eu to express their willingness to become thematic moderators.