



Education and Culture DG

Lifelong Learning Programme

seniors in the
knowledge
society



Users, e-included and KS Definitions and meanings

Pilar Escuder Mollón

Roger Esteller Curto

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User of ICT

- A person that uses technological tools and services
 - For example (source: euroestat)
 - “individuals regularly using the Internet”,
 - Therefore, it is easy to evaluate
- What can be “technological tools” ?
 - In SeniorsKS context would be Internet, computers, and other gadgets used to connect to internet.
- It is related to **Expertise**

User of ICT

- Skills and competences (idea)
 - Can use the computer and surf the net
 - Can use web searchers, e-mails, etc.
 - Can use text editors, messengers, etc.
- A user can be basic, intermediate or advanced depending on the level of skills.
- Should we have a Senior European Computer Driving License ?, to be capable to clarify the levels and competences ?

e-included

- “e-Inclusion: New challenges and policy recommendations” (eEurope Advisory Group 2005)

Information and communication technologies (ICT) are becoming key enablers of modern life. They are used at work, in day-to-day relationships, in relating with public services as well as in culture, entertainment and leisure, and in community and political participation. Most public policies can no longer be implemented without them. ICT are the engine powering modern health policies, security policies, environment policies, etc.

In this context, e-Inclusion is basically **social inclusion** in a **knowledge society**. Therefore, beyond access to ICT tools and services, beyond even digital literacy, a definition of e- Inclusion should focus on people’s empowerment and participation in the knowledge society and economy: Skills and competences (both ICT-related and regarding new ways of working using ICT), awareness and willingness, social capital and the means to grow it are also key factors of e-Inclusion.

E-inclusion

- VIVIANE REDING, EUROPEAN COMMISSIONER FOR INFORMATION SOCIETY & MEDIA
- e-Inclusion is about using Information and communication technologies (ICT) to empower all Europeans. This means more than just increasing access and making services widely available and easier to use, although these steps are important. It means also assisting people to use ICT to make their lives richer and more fun and by helping them to participate more fully in their lives as members of their families, neighbourhoods, regions, countries and as Europeans.

E-inclusion

- Skills and competences (idea)
 - Not only using ICT, but also
 - With Identity and being part of a virtual community (do not think only in Facebook !!!)
 - Enjoying and experiencing (ICT as a tool but also as an end)
 - Positive attitude but also critical (“feeling” technology not as something strange and alien, but useful)
 - Recognising the power of ICT and their benefits (awareness state)
 - Having the capacity to read and react when convenient (creating, commenting, correcting other people) defend your rights.
- Are there different levels of e-inclusion ?
- This is related to “Experience” (not expertise)

To be part of the Knowledge Society

- It would mean to be part of the new society that is being transformed by the use of ICT
 - “It is the new society, where the basic capital is the collective knowledge and the **information distributed** everywhere, continuously valorised and in synergy in real time” (own translation from Crovi 2004 “Society of the Information and knowledge”)
 - “A knowledge society should be able to integrate all its members and to promote new forms of solidarity involving both present and future generations. Nobody should be excluded from knowledge societies, where **knowledge** is a public good, available to each and every individual (“Towards Knowledge Societies” UNESCO 2005)

To be part of the Knowledge Society

- “Internet is more than a technology. It is a way of communication, of social interaction and organisation”. “Internet is the foundations of future development, as last century was the electricity “ (own translation from Manuel Castells, Sociologist)

To be part of the Knowledge Society

- Skills and competences (idea)
 - “To know to surf and search is easy. It is needed to know what to search, where to search and what to do with the information found” (Castells)

Pillar 6 “Enhancing digital literacy, skills and inclusion” (Digital Agenda for Europe i2020)

The digital era should be about empowerment and emancipation; background or skills should not be a barrier to accessing this potential.

As more daily tasks are carried out online, from applying for a job to paying taxes or booking tickets, using the internet has become an integral part of daily life for many Europeans. Yet, 150 million Europeans – some 30% - have never used the internet. Often they say they have no need or that it is too expensive. This group is largely made up of people aged 65 to 74 years old, people on low incomes, the unemployed and the less educated.

In many cases the take-up gap is due to lack of user skills such as digital and media literacy, not only for employability but also for **learning, creating, participating and being confident and discerning in the use of digital media**. Accessibility and usability are also problems for Europeans with disabilities. Bridging this digital divide can help members of disadvantaged social groups to participate on a more equal footing in digital society (including services of direct interest to them such as eLearning, eGovernment, eHealth) and to tackle their disadvantage through increased employability. Digital competence is thus one of the eight key competences which are fundamental for individuals in a knowledge-based society[40]. It is also key for all to understand how to be safe online.

To be part of the Knowledge Society

- Skills and competences (idea)
 - Recommendation of the European Parliament and of the Council on key competences for lifelong Learning (2006962/EC)
 - "The key competences are all considered equally important, because each of them can contribute to a successful life in a knowledge society"
 - Communication, digital competences, learning to learn, social and civic competences, etc.

Is it a 1-2-3 steps to follow ?

1. ICT Users
2. To be e-included
3. To be part of the knowledge society

No, They are states of the citizens

1. ICT Users
 2. To be e-included
 3. To be part of the knowledge society
- Expertise versus experience
 - e-adoption versus e-inclusion
 - Information Society vs.. Knowledge Society