TOSA

Your skills. Your advantage.

Tosa Skills Framework

DigComp

contact@isograd.com

OVERVIEW

Introduction to Tosa Skills Framework

For Tosa Assessment and Certification

Tosa® (Test on Software Applications)

The Tosa assessments and certifications will determine and validate a candidate's proficiency and skill level in software applications used in a professional environment. The Tosa assessments are designed to validate the professional DigComp software skills of individuals (students, trainees, employees, or jobseekers) in supporting their employment, professional or academic objectives.

Tosa assessments employ the Adaptive Testing methodology, which creates a personalized testing experience adapted to a candidate's skill level for a selected software application. The score is based on the Item Response Theory using a 3-parameter logistic model, similar to the GMAT scoring method. Adaptive-based testing selects questions that challenge candidates to the limit of their knowledge and abilities.

Tosa Skills Framework Objective

This Skills Framework is for training centers and educators that provide Tosa DigComp preparation and/or administer the Tosa DigComp test to their students/interns. The test certifies user proficiency via a score on a scale from 1-1000 for the Certification Test, and a score divided into 5 levels from "Beginner" to "Expert" for the Assessment Test.

The objective of this document is to present an overview of the knowledge and skills associated with the 5 domains within each proficiency level. This information will also support educators and trainers in tailoring their training programs to achieve desired proficiency levels.

For a detailed report on the European Commission's Digital Competence Framework, we invite you to consult the *Digital Competence Framework (DigComp).*

Unique Tosa Scoring

The Tosa assessments and certifications are based on a unique score, divided into five levels.

- divided into five levels, from Beginner to Expert, for the assessment.
- ranging from 1 to 1000 for the certification.

Tosa® levels	Corresponding Tosa® score	Certification status & documents issued
Expert	876 - 1000	Certification earned - diploma & Credly digital badge issued
Advanced	726 – 875	Certification earned - diploma & Credly digital badge issued
Productive	551 – 725	Certification earned - diploma & Credly digital badge issued
Basic	351 – 550	Certification earned – diploma issued
Beginner	1 – 350	Certification failed - certificate of completion issued

DigComp Domains and Subdomains

Information and data literacy	■ Browsing, searching, and filtering data, information, and digital content ■ Managing data, information, and digital content ■ Evaluating data, information, and digital content
Communication and Collaboration	■ Interacting through digital technologies ■ Managing digital identity ■ Sharing through digital technologies ■ Engaging in citizenship through digital technologies ■ Netiquette ■ Collaborating through digital technologies ■ Managing one's digital identity
Digital content creation	■ Developing digital content ■ Copyright and licenses ■ Integrating and re-elaborating digital content ■ Programming
Problem-solving	■ Solving technical problems ■ Identifying digital competence gaps ■ Creatively using digital technologies ■ Identifying needs and technological responses
Digital safety	■ Protecting devices ■ Protecting personal data and privacy ■ Protecting health and well-being ■ Protecting the environment

About the DigComp certification

The Tosa DigComp certification relies on a database of around 315 questions. It is composed of 40 questions and lasts one hour. The algorithm adapts to each answer of the candidates to adjust the difficulty level of the questions until they reach the exact definition of the candidates' level by calculating the limit of their skills.

Since the test is adaptive, the series of questions that each candidate gets is unique for each

test. This uniqueness allows for a more accurate evaluation of the candidate's level. It also limits cheating and the memorization of questions on different passages.

Our platform allows individuals to take the certification in class, in an approved testing center, or remotely via our integrated asynchronous online proctoring solutions.

Our remote proctoring solutions provide added flexibility for both the administrator and the candidate, allowing the certification exam to be taken anywhere, at any time. The candidate only needs an internet connection and a computer equipped with a working webcam and microphone.

Candidates receive a numeric score out of 1000 points associated to a proficiency level on a five-level scale. Candidates who score between 1 and 350 points don't earn the certification. They will not receive a diploma but a certificate of completion. Candidates who score 351 points or above earn the certification. They will receive a diploma by email within five (5) business days. If candidates score 551 points or above, they will also be eligible to a Credly digital badge. There is no requirement to be eligible to take the exam, but our recommendations to be well prepared on exam day are:

- Take at least one Tosa DigComp adaptive assessment to estimate your level and get familiar with the test format
- Use free practice tests on our website for training
- Follow e-learning or training courses (average duration per level is between 10 and 15 hours per certification so around 150 hours total)

Tosa certification diplomas are valid for three years from the date of issue as skill levels evolve or decline over time, depending on the use of the software. New software and software versions are released every year, and skills must be updated. We cannot legitimately certify a digital skills level for more than three years. Limiting the certification validity reinforces the need for life-long learning and professional development.

Tosa certifications can be retaken when expired. Earners willing to improve their score and level can also retake the exam at any time.

Level 1 – Beginner User

Between 1 and 350 points

The Beginner Proficiency is set for a score from 1 to 350, which is the lowest Tosa score category. Achievement of the Beginner score defines little or limited knowledge of digital tools, including basic digital skills, highlighting the inability of the candidate to use digital tools in a professional environment.

Overview

Domains	Skills Assessed
Information and data literacy	• Identify information needs • Find data, information, and content through a simple search online • Find how to access these data, information, and content and navigate between them
Communication and Collaboration	• Enter text and use basic functions to communicate • Identify the different types of social networks and online communication tools • Use simple functions of online services • Identify a digital identity
Digital content creation	• Create and edit simple digital content • Be aware of the existence of reproduction rights • Edit the basic parameters of some software and applications in a simple way
Problem-solving	• Know how to get the necessary assistance in the event of a technical problem with the software or an application • Resolve simple routine problems on a device • Be aware of the need to update their digital skills
Digital safety	• Be aware of the reliability of information online • Be aware of the risks of intensive use of digital technology • Recognize simple environmental impacts of digital technologies and their use

Level 2 – Basic User

Between 351 and 550 points

Prior to the acquisition of the skills of the Basic level, the candidate will have mastered the skills of the Beginner level.

Information and Data Literacy

At this level, candidates identify how to organize, store, and retrieve data, information, and content. They can also detect the credibility and reliability of common data sources, information, and content.

They can store files or content (texts, images, music, videos, web pages, etc.) and find them once saved.

Business application: For example, for a product development manager, these skills enable them to collect information on new trends for the design of a new product concerning its packaging, its universe (brand territory, visual identity), the product as such (taste, smell, color, etc.), its promise (speech, tone).

Communication and Collaboration

Candidates know how to use basic functions to communicate whether by email, mobile phone, Voice over IP (Skype for example), or online chat. Hence, they can share files or content using those tools.

They can identify the different types of social networks and online communication tools and use some of their features (a chatbot for assistance on a website for example).

Business application: For example, on an independent trader's profile, these skills allow them to exchange with their customers via the right channels, contact their suppliers and potential providers and perform some administrative tasks online to control their business.

Digital Content Creation

Basic users can use some digital tools to create simple digital content (text, table, image, etc.) in at least one format and know how to make basic changes.

They can apply changes to the basic parameters of software and applications they use simply.

Business application: For example, on a brand content manager profile, these skills allow them to manage all the digital content of a brand or an institution and give them coherence (blog posts, articles, web series, apps, and even event operations).

Problem-Solving

Basic users know how to solve a simple technical problem on a new device or a new application or solve simple routine problems on a device (close and restart a program, reboot a computer, install an update on a computer, tablet, or smartphone, etc.).

They can adjust and customize their digital environment to their personal needs such as choosing the software to open when turning on a computer or changing the wallpaper or a password.

Business application: For example, on a customer service profile (Hot Liner), these skills allow them to respond to customer needs and redirect them if necessary to more qualified contacts according to their problem.

Digital Safety

Candidates have a basic knowledge of how to protect devices (anti-virus, passwords) and can take simple measures to protect their devices.
They are aware of the concepts of reliability of information available online, intensive use of digital technology, and energy saving.
They are aware that individuals when they connect to the internet, have a digital identity that can be used at their expense and hence can identify websites and emails used for fraudulent purposes.

Business application: For example, on an insurance consultant profile, these skills allow them to protect their client data and files.

Overview

Domains	Skills Assessed
Information and data literacy	• Identify how to organize, store and retrieve data, information, and content • Detect the credibility and reliability of common sources of data, information, and their digital content • Store and retrieve files
Communication and Collaboration	• Share files • Enter text and use basic functions to communicate • Identify the different types of social networks and online communication tools • Use simple functions of online services

Digital content creation	• Select ways to modify, refine, improve, and integrate simple items of new content and information to create new and original ones • List simple instructions for a computing system to solve a simple problem or perform a simple task
Problem-solving	• Identify simple solutions to solve technical problems • Choose simple ways to adjust and customize digital environments to personal needs • Understand and resolve simple conceptual problems and problem situations in digital environments
Digital safety	• Take simple measures to protect one's devices • Select simple ways to protect my data • Identify websites and emails used for fraudulent purposes

Level 3 – Productive User

Between 551 and 725 points

Prior to the acquisition of the skills of the Productive level, the candidate will have mastered the skills of the Basic level.

Information and Data Literacy

Candidates can find information using various search engines and filters. They can filter and analyze the different sources of information on the Internet to make data collection more reliable.

Productive users know how to compare different sources to assess the reliability of information and create a methodology to sort and organize digital data to optimize their restitution and easily locate information.

They are familiar with what a “cache” is or what “cookies” are.

They use bookmarks to quickly find what they are interested in.

They know to regularly back up their data.

Business application: For example, for a communication manager, these skills enable them to carry out targeted research on the Internet (biographical information on a guest for an event, media to illustrate documents, etc.), to check their reliability, and to classify or save them for easy retrieval.

Communication and Collaboration

Productive users can identify digital technologies to interact and adapt exchanges according to the mode of communication: e-mail, telephone, voice over IP, or online chat. That way, candidates reinforce the effectiveness of the messages sent.

They know how to use certain functions of various communication tools.

They can tell the difference between Webmail and email software, they know how to manage their email, organize them, and sort them; they know how to use mailing lists.

They have used some social networks and know about these and follow their rules.

They know what a cloud is and can use some collaborative tools to share files and work with several others on these files. Candidates distribute and share digital files while respecting the best practices of social networks.

Business application: For example, for a communication manager, these skills enable them to carry out targeted research on the Internet (biographical information on a guest for an event, media to illustrate documents, etc.), to check their reliability, and to classify or save them for easy retrieval.

Digital Content Creation

Candidates can produce digital content in different simple formats but also create or modify digital content, enrich it, and exploit different content formats while respecting reproduction rights.

They know, among other things, how to use word processing programs or spreadsheet software applications to apply formatting, insert images, perform calculations, etc.

They have some knowledge about creating Web pages and understand how they work.

Business application: For example, on a web editor profile, these skills allow them to produce content by managing their research, writing style, and the layout of their documents. They also ensure the online publishing of the content by respecting the font size, display, colors, and other details determined by the client.

Problem-Solving

Productive users know most hardware, can differentiate them, and know their use and function. They can resolve the most common problems related to the use of digital technology and solve routine problems on a connected device, to resume more productive activity.

Candidates can use various digital tools to suit their needs and assess their effectiveness (explanation manuals, online tools, etc.).

They know how to connect to the internet, regardless of the hardware, and know the different connection modes.

Candidates can choose the digital tool, software, or service best suited to their needs to optimize their work environment.

They are aware of their digital knowledge gaps and how the field is constantly evolving, and regularly update their knowledge.

Business application: For example, for a computer scientist profile, these skills allow them to intervene on employees' workstations to choose the appropriate computer equipment for their needs, and to install it. They can also install software and train staff on them.

Digital Safety

Productive users are familiar with the concepts of antivirus and firewall. They know that these elements are essential for the safety of computing devices, understand their settings, and know how to update them.

They protect their data and that of the company by strengthening digital security measures to ensure business continuity (for example the use and regular changing of various passwords.

They know how to configure and protect their digital identity.

Candidates can identify websites and emails used for fraudulent purposes.

Business application: For example, on a network monitoring analyst profile, these skills allow them to set access rules and detect attacks on the network. They can also determine potential attacks and find out how to respond to them.

Overview

Domains	Skills Assessed
Information and data literacy	• Search for information on different search engines and filters • Compare different sources of information • Know what a cache, a bookmark, or cookies are • Organize and regularly back up one's data
Communication and Collaboration	• Use the functions of various digital communication tools • Manage, organize, and sort emails • Use mailing lists • Use some social networks and respect the usage rules for these networks • Use some collaborative tools and know how the cloud works
Digital content creation	• Produce digital content in different simple formats • Use one or several word processing programs or spreadsheet software application(s) • Apply formatting, insert images, perform calculations • Have some knowledge about creating web pages and understand how they work

Problem-solving	• Know most hardware and their usefulness • Know how to resolve the most common problems related to the use of digital technology • Be able to use various digital tools to suit needs and assess their effectiveness • Know how to connect to the internet regardless of the hardware available • Choose the digital tool, software, or service best suited to one's needs • Be aware of their digital knowledge gaps and how the field is constantly evolving and regularly update their knowledge
Digital safety	• Know the essential safety elements of computer devices (firewall, antivirus, etc.) • Understand the safety settings of devices and update them • Manage the use and regular changing of passwords • Configure and protect their digital identity • Identify websites and emails used for fraudulent purposes

Level 4 – Advanced User

Between 726 and 875 points

Prior to the acquisition of the skills of the Advanced level, the candidate will have mastered the skills of the Productive level.

Information and Data Literacy

Advanced users select relevant and reliable information on the Internet corresponding to targeted searches.

Candidates can critically assess the credibility and reliability of data, information, and digital content sources.

They manipulate information, data, and content for easier organization, storage, and retrieval.

Business application: For example, on a web analyst profile, these skills allow them to collect information on the Internet for the design of the marking plan and to verify the sources.

Communication and Collaboration

Advanced users work with several people on the same file while maintaining personal security precautions, to maximize collective efficiency.

They can create several digital identities on diverse websites and social networks, both professional and personal, and can also manage them and set up protection to ensure privacy and monitor the share of personal information.

Business application: For example, for a community manager profile, these skills allow them to implement communication strategies on social networks to federate and animate exchanges between Internet users who are customers of a brand to build loyalty and acquire new "regulars". They also enforce the rules of good conduct within their community.

Digital Content Creation

Advanced users master the creation of digital content using different office tools. They operate with new different items of content and information, modifying, refining, improving, and integrating them to create new and original ones while respecting the licenses related to the content.

Business application: For example, on a community manager profile, these skills allow them to create content (blogs, product sheets, posts on social networks, etc.) to animate the client community.

Problem-Solving

Advanced users manage most of the problems related to the use of digital technology devices, of a material nature (breakdown, connection...).

Candidates apply different digital tools and technologies to create knowledge and innovative processes and products or participate in creating knowledge and innovative processes and products (for example by participating in an open-source software).

Business application: For example, for an information systems architect, these skills allow them to design and organize all the servers, operating systems, computers, software, etc. to adapt them to the users' needs.

Digital Safety

Advanced users regularly update their knowledge of data protection so that they can disseminate the best security practices within their team or company or at home.

Candidates choose the more appropriate ways to protect personal data and privacy in digital environments and evaluate the most appropriate ways of using and sharing personally identifiable information while protecting themselves and others from damage.

Business application: For example, on a network surveillance analyst profile, these skills allow them to set up access rules, detect attacks on the network, and respond to them.

Overview

Domains	Skills Assessed
Information and data literacy	• Assess the credibility of information collected on the Internet • Establish the source of the digital information collected • Manipulate, store, and retrieve information, data, and content
Communication and Collaboration	• Create and manage their digital identity • Apply different ways to protect my reputation online • Use public and private digital services • Adapt digital communication strategies according to the target audience
Digital content creation	• Apply ways to create and edit content in different formats • Use with ease the various office automation tools and use their advanced functions • Manage the different types of licenses for digital content

Problem-solving	• Solve connection problems • Solve data storage problems
Digital safety	• Understand the challenges of computer security in terms of data confidentiality and digital identity • Evaluate the risks of digital security and know how to protect hardware and data • Identify malicious programs and their consequences and keep up to date with new developments in this area

Level 5 – Expert User

Between 876 and 1000 points

Prior to the acquisition of the skills of the Expert level, the candidate will have mastered the skills of the Advanced level.

Information and Data Literacy

Expert users have mastered complex information search strategies, they know about the existence of different search engine filters and know how to use them. They can use any type of technique to quickly retrieve information or sites already visited (bookmarks, RSS feeds, history, etc.).

Candidates know to a certain extent how to assess the reliability of the information.
They know and use Web monitoring tools.

They are fully proficient in backing up data in different formats and the use of host sites.

Business application: For example, for a strategic marketing manager, these skills allow them to set up a competitive watch to stay informed of new developments and to propose to their collaborators' orientations of the offer according to the evolution of the market, of the competition and the availability of new technologies.

Communication and Collaboration

Candidates are familiar with the use of a wide range of tools to communicate online as well as advanced communication functions, such as videoconferencing, sharing, applications, etc.

They actively participate in online spaces and uses them with ease, whether they are forums or any type of social network.

They are proficient in advanced communication tool functions (videoconferencing, data sharing, application sharing, etc.).

Business application: For example, for a communications manager, these skills allow them to write and distribute digital content using appropriate technologies to ensure, among other things, that the company's website is properly referenced. They also set up different actions (advertising campaigns, product launches, organization of various events, press campaigns, or web communications) that they must promote using the appropriate channel (website, email campaigns, social networks, webinars/seminars, etc.).

Digital Content Creation

Candidates are proficient in the production and editing of complex multimedia content in different formats, on different platforms, tools, and environments.

They are comfortable with the main office productivity tools and know how to use advanced functions such as mailshots, the use of formulas, and the creation of macros.

They can create a website using a CMS.

They know the different types of licenses and know how to manage them.

Business application: For example, on a developer profile, these skills allow them to create or update a website as well on the substance (content) as on the form (graphic charter).

Problem-Solving

Candidates can choose the tool, software, or service best suited to their needs, they know how to assess its functionality. They know how to manage most problems they face when using such digital technology, and they know how to get help when necessary.

Candidates know all internet connection technologies and know how to choose the most suitable one, depending on the equipment used and where it is located.

They know how and where to stay informed on technological progress and regularly update their digital competencies.

Business application: For example, for an IT manager profile, these skills enable them to organize, monitor, and validate IT developments, but also to keep an eye on technological developments and make proposals to the management.

Digital Safety

Candidates are aware that computer security is a major issue both regarding data confidentiality and their own digital identity.

They know how to assess the risks and implement any measures to protect their hardware and data. They know malicious programs and their consequences and keep abreast of new developments in their field.

They are aware that any action on the internet, whatever it is, leaves traces that are difficult to erase. Nevertheless, they know their rights and their limitations (right to the image, privacy rights, etc.).

They know how to encrypt emails and use digital signatures.

They are also aware of the physical and/or psychological risks as well as the environmental impact related to the misuse of information and communication technology.

Business application: For example, for a computer security expert profile, these skills enable them to protect data and track down security flaws in Internet and intranet networks. They

know how to evaluate the level of vulnerability of sites, track down possible viruses, and defeat intrusion attempts by hackers. They know how to set up a whole protection system: passwords, cryptology, firewall, antivirus, etc.

Overview

Domains	Skills assessed
Information and data literacy	• Master complex information search strategies • Use different search engine filters • Be able to find information or sites already visited • Assess the reliability of the information • Know and use Web monitoring tools • Master backing up data in different formats • Use host sites
Communication and Collaboration	• Master the use of a wide range of online communication tools • Participate actively in online spaces and master their use • Master the advanced functions of communication tools
Digital content creation	• Master the production and editing of complex multimedia content in different formats, on different platforms, tools, and environments • Easily use different productivity tools and use the advanced functions • Be able to create a website using a CMS • Know and manage various types of licenses
Problem-solving	• Know how to choose the tool, software, or service most suited to one's needs and assess its functionality • Manage most problems encountered in the use of digital technology and know-how to find the necessary assistance • Know all internet connection technologies and choose the most suitable • Understand how to remain current on technology progress and know to regularly update their digital competencies

Digital safety	• Know the computer security issues in data confidentiality and digital identity • Assess the digital safety risks and know how to protect hardware and data • Know malicious programs and their consequences and keep abreast of new developments in their field • Know the concepts of laws in the digital field • Know how to encrypt emails and files and use a digital signature • Be aware of the physical and psychological risks related to the misuse of information and communication technology • Be aware of the environmental impact of digital technology

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