



Your skills. Your advantage.

Tosa DigComp

Exam Blueprint

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Introduction to the Tosa[®] Exam Blueprint

For Tosa[®] Assessment and Certification

Tosa® (Test on Software Applications)

Tosa® assessments and certifications are designed to determine a candidate's proficiency level by evaluating their skills in office software and digital tools commonly used in a professional or educational environment.

These tests are specifically developed to validate the professional competencies of candidates looking to enhance their employability (employees, students, job seekers, and individuals undergoing career transitions).

Tosa® assessments and certifications are adaptive tests, developed using scientific methodologies. The scoring is based on Item Response Theory (IRT). The test algorithm adapts to each candidate's response in real time, adjusting the difficulty level of subsequent questions until it precisely determines the candidate's skill level by calculating the upper limit of their competencies. As a result, the tests provide a detailed and unique diagnosis of each candidate's abilities.

The rigor and reliability of Tosa® tests stem from the combination of a mathematical model for analyzing question difficulty and the relevance of the questions selected for each candidate (IRT).

Tosa® Exam Blueprint Objective

This exam blueprint outlines all the skills assessed within the domains and sub-domains of the Tosa® assessment and certification tests for DigComp.

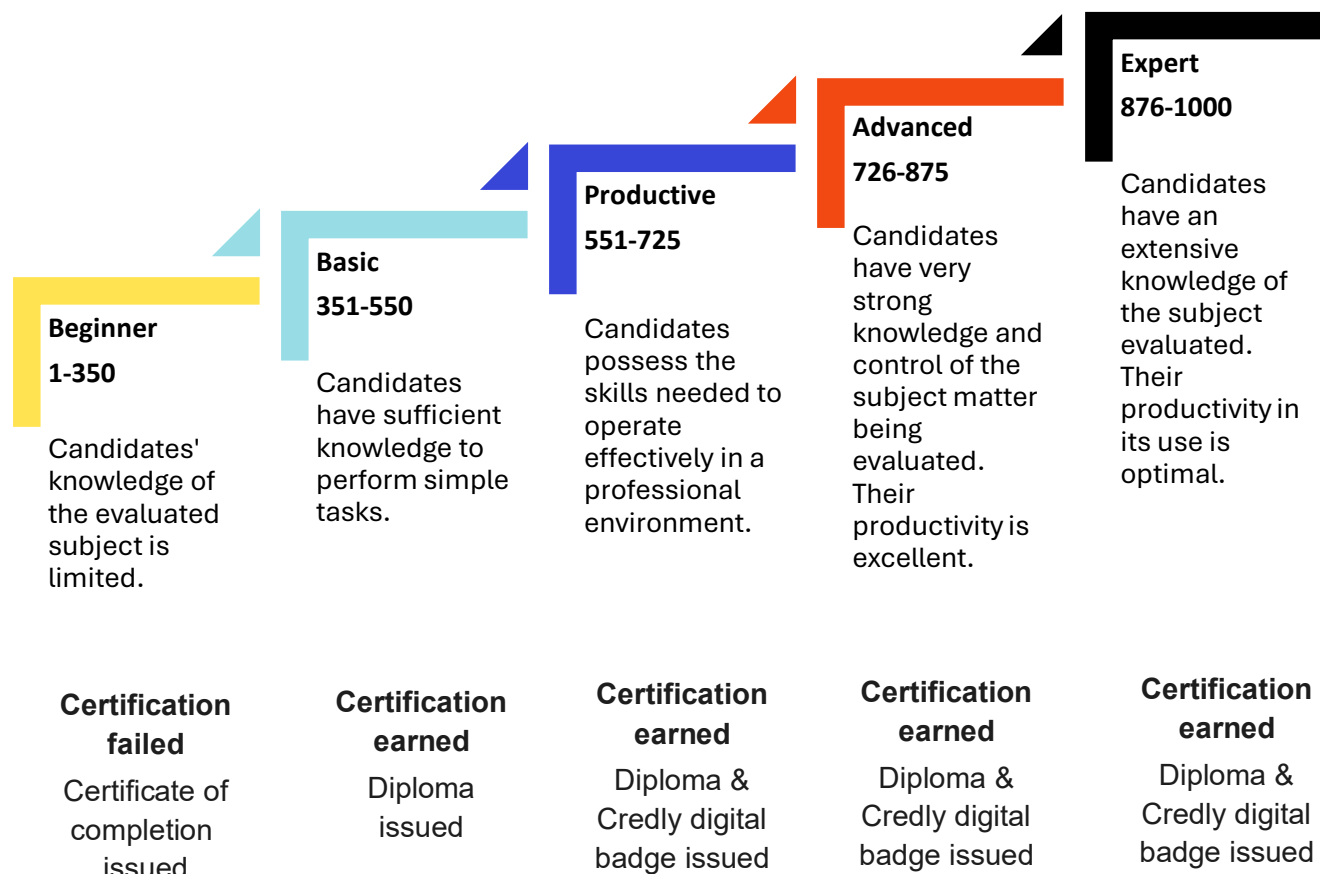
Tosa® assessment and certification solutions are designed to determine learners' proficiency levels using a single scoring scale—ranging from 0 to 1000 for certification—and divided into five levels, from “Beginner” to “Expert,” for the assessment.

The purpose of this blueprint is to specify the technical knowledge expected at each level and within each of the four main skill categories of DigComp. It is intended to help identify the most appropriate teaching or training programs to match a learner's target score.

Unique Tosa® Scoring

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

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



About the Tosa® DigComp certification

The Tosa DigComp Certification relies on a database of more than 700 questions. It is composed of 35 questions from the question database and lasts for 1 hour. The algorithm adapts to each of the candidate's answers to adjust the difficulty level of the questions until reaching the candidate's skill limit. This ensures a precise and accurate result.

Since the test is adaptive, the series of questions that a candidate gets is unique for each test. This algorithm 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 a classroom setting, 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. This score corresponds to one of five proficiency levels. Candidates who score between 1 and 350 points do not earn the certification. They receive a certificate of completion in lieu of a diploma. Candidates who score 351 points or above earn the certification and will receive a diploma by email within five business days. If a candidate scores 551 points or above, they will also be eligible to receive a digital Credly badge.

There are no prerequisites to be eligible to take the exam, but to ensure a candidate is well prepared on exam day, we suggest they:

- Take at least one Tosa DigComp adaptive assessment to estimate their level and get familiar with the test format
- Use the free practice tests on our website for training
- Follow an e-learning or training course (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. This three-year period has been set to ensure that our certifications are consistently accurate and relevant, taking into account software version updates as well as the natural evolution of a candidate's skills over time. Limiting the certification period also reflects the need for life-long learning and continual professional development.

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

Tosa Sequence for Progressive Skills Development

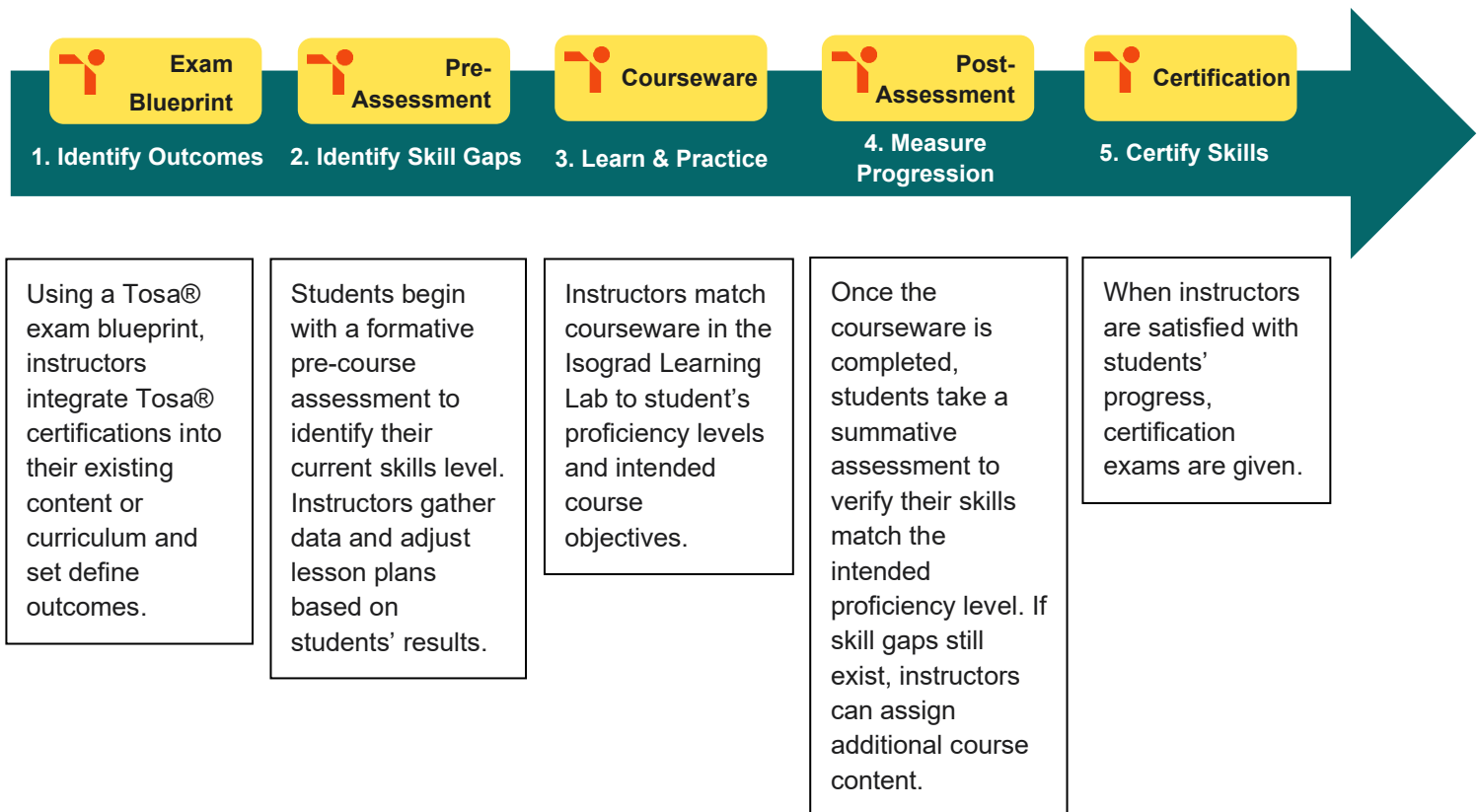
Students and professionals can tailor their certification journey with Tosa through vertical progression, demonstrating increasing proficiency in digital literacy. Starting at a productive level, users can advance to advanced and expert levels as their skills grow. This clear path encourages continuous improvement and validates each stage of their development. Tosa's structure makes it easy to track progress and showcase evolving expertise.

Isograd Learning Lab

The Isograd Learning Lab is a multifaceted and adaptable courseware solution designed to help learners prepare for Tosa certification exams. It offers personalized, self-paced, and fully interactive learning experiences, equipping candidates with the essential digital skills that employers seek. These skills span a wide and varied range, applicable to learners just starting their career journey to those wishing to advance on their path.

The browser-based platform supports all learning styles with a wide array of features, including in-application exercises. These in-application capabilities allow learners to experience real-world examples of specific tasks within a given software environment. The lab includes inclusive learning resources, along with extension activities and project-based learning challenges that foster creativity and critical thinking.

All course content on the Isograd Learning Lab is aligned to a Tosa exam blueprint, which is the foundation of any Tosa certification exam. By aligning course content to an exam blueprint, learners will be prepared to take the exam once they complete the courseware.



Tosa® DigComp Level Descriptions

At each level, candidates can:

Beginner

- Discover the use of common digital tools in a simple and guided context.
- Understand the basic functions of a digital environment (mouse, keyboard, software interface).
- Follow precise instructions to perform basic tasks, such as opening a file, launching a program, or browsing a web page.
- Recognize the fundamental uses of digital technologies without necessarily being able to use them independently.

Basic

- Independently use basic digital tool functions to complete simple, repetitive tasks (e.g., creating a simple document, sending an email, naming and saving a file).
- Apply standard procedures (opening, saving, printing a file; organizing folders).
- Identify good digital practices, such as simple password management and basic data backup.
- Navigate the internet to conduct simple information searches.

Productive

- Master basic digital skills required to perform routine tasks in a professional environment.
- Use common digital tools for simple tasks such as writing documents, managing emails, and organizing files.
- Demonstrate autonomy in these situations, handling standard tasks efficiently without constant supervision.
- Apply basic digital practices to solve simple problems related to these tools.

Advanced

- Demonstrate proficiency in the advanced use of digital tools in a professional context.
- Manage more complex projects, using advanced software features such as collaborative functions in project management tools, complex data analysis in spreadsheets, and the creation of advanced professional presentations.
- Adapt and customize digital tools to meet specific needs and solve complex problems.

Expert

- Excel in the use of advanced digital technologies to design and implement innovative solutions in complex professional settings.
- Define digital strategies aligned with organizational goals, using sophisticated tools to analyze, create, and enhance processes or products.
- Integrate specific standards and emerging technologies to solve complex problems, and effectively share knowledge with others.
- Analyze impact of emerging technologies on existing industries and business practices.

Business Applications

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.

For a reporting assistant or data entry specialist, skills at this level enable a candidate to carry out routine digital tasks with limited support: composing simple documents, managing emails, organizing files, and following standard procedures such as opening, saving, and printing. They can navigate the internet for basic information searches and apply essential best practices like simple password management and basic data backup.

For a reporting coordinator or junior business analyst, skills at this level enable a candidate to work independently with common digital tools: writing and formatting professional documents, managing email communications, organizing complex folder structures, and performing basic troubleshooting. They can apply standard procedures confidently, use productivity tools efficiently, and complete routine tasks without supervision in a professional environment.

For a business analyst, operations coordinator, or project manager, skills at this level enable a candidate to manage complex digital workflows and enhance productivity using advanced features of common software tools: collaborating in shared environments, customizing tools to meet specific needs, conducting data analysis in spreadsheets, and producing polished, professional presentations. They can independently solve technical issues and adapt digital tools to optimize processes across teams.

For a data analyst, operations manager, HR analyst, or other digitally skilled professionals, skills at this level enable a candidate to design and implement advanced digital solutions aligned with organizational goals: customizing digital environments, integrating emerging technologies, automating workflows, and enhancing systems for collaboration, reporting, and analysis. They can develop digital strategies, resolve complex issues efficiently, and mentor others in the effective use of technology.

Domain 1: Information and Data

Sub-domain 1: Browsing, searching, and filtering data, information, and digital content

Covers: Navigating digital environments (e.g., websites, search engines) to conduct research and meet information needs in a professional context. Implementing and adapting information search strategies on the internet (e.g., keyword searches, filters, using monitoring tools, etc.).

Beginner

- Read and identify information on a digital medium.
- Perform a simple online search using a search engine.

Basic

- Refine a search query by modifying keywords to obtain better results.

Productive

- Conduct a search across various digital environments.
- Explain a search strategy.

Advanced

- Build a search strategy based on specific needs.
- Use advanced search options to obtain the best results.

Expert

- Adapt a search strategy to find the most relevant information.
- Use information monitoring tools.

Sub-domain 2: Evaluating data, information, and digital content

Covers: Analyzing and comparing the credibility and reliability of data and digital content to evaluate the information received.

Beginner

- Save files on the computer in use and retrieve them.

Basic

- Save files on the computer in use, and in a shared and secure storage space, in order to reuse them.
- Assess the reliability and relevance of sources.

Productive

- Know the main criteria for evaluating the reliability and relevance of various sources.
- Locate the origin of data and digital content and verify their source.
- Recognize signs of misinformation, such as indicators of misleading or biased content.
- Recognize indicators of AI-generated content.
- Compare information from multiple sources to determine its accuracy.
- Identify key criteria for evaluating the reliability and relevance of different sources.

Advanced

- Evaluate the credibility of sources by analyzing the reputation and reliability of websites and digital content authors.
- Analyze the quality of digital content by assessing the accuracy, timeliness, and relevance of digital data and information.
- Evaluate the reliability and relevance of various sources.

Expert

- Identify and analyze potential biases in information sources and understand their impact on reliability.
- Analyze trends and patterns in digital information by examining content across multiple sources to detect misinformation or bias.
- Develop strategies and methods to systematically evaluate the credibility and reliability of digital information in various contexts.

Sub-domain 3: Managing data, information, and digital content

Covers: Organizing and storing data, information, and content in digital environments (e.g., databases, online storage spaces, file managers) to enable analysis and interpretation.

Beginner

- Select and connect information from digital resources.

Basic

- Enter, input, and sort data in a spreadsheet for further use.

Productive

- Store data in an organized manner using folder structures and simple naming conventions.
- Apply basic data backup practices to prevent loss.
- Use a simple statistical function.

Advanced

- Automate a data processing task.
- Adjust the format of data (text/number).
- Design a conditional formula.
- Synchronize local data with online storage services (cloud) and manage access permissions to securely share information with other users.

Expert

- Analyze a problem using raw data that must be cleaned and organized.
- Identify and use open data sources.
- Apply data storage strategies that account for file formats, data security, and access management in complex or professional digital environments.

Domain 2: Communication and Collaboration

Sub-domain 1: Interacting with others using digital communication and collaboration tools

Covers: Online communication and the use of digital technologies to chat, speak, communicate, and interact with others.

Beginner

- Understand that some online content may be inappropriate and know how to respond.

Basic

- Use a digital tool or service to communicate.
- Know and apply rules of civility during online interactions.

Productive

- Select digital communication tools or services appropriate to the context and professional communication situation.
- Filter and avoid inappropriate content.

Advanced

- Adapt communication strategies based on the context of use and the audience.
- Understand the actions required to uphold civility rules and respect individual rights.
- Identifying Human vs. AI Communication

Expert

- Efficiently manage email, including automation features.
- Organize and support team access to video conferencing tools.
- Manage administrative functions of an instant messaging group.

Sub-domain 2: Sharing content using digital technologies

Covers: Sharing digital content (e.g., web pages, images, files, folders) using digital tools to communicate one's own work or relay the work of others in a professional communication context.

Beginner

- Publish content online.

Basic

- Share digital content online in either public or private settings.
- Edit profile information in a digital environment based on the context of use.
- Understand that some content is protected by copyright.
- Identify the source of shared information and content.

Productive

- Use an appropriate tool to share digital content.
- Cite information sources in a shared document.
- Use multiple digital identities suited to different contexts and purposes.
- Manage digital content availability settings for specific audiences.

Advanced

- Manage public online expression appropriately based on the platform or medium.
- Understand the principles of intellectual property law and the licenses associated with content sharing.

Expert

- Develop an online presence strategy based on the intended impact.

Sub-domain 3: Collaborating digitally

Covers: Collaborating and co-creating digital content (e.g., resources, data, documents) using digital technologies to carry out a project and co-produce resources, knowledge, or data.

Beginner

- Use a collaborative writing tool.

Basic

- Use an appropriate digital service to share ideas and co-produce content as part of a project.

Productive

- Participate effectively in collaborative work using various digital tools.

Advanced

- Manage a workgroup's access to online digital tools.
- Knowing rules and best practices using AI

Expert

- Configure and optimize the use of collaborative project management tools (e.g., Trello, Microsoft Teams) to coordinate tasks among team members.
- Understand strategies for effective digital communication, including managing communication channels and resolving conflicts online.

Sub-domain 4: Mastering online etiquette

Covers: Respecting online etiquette rules by adapting communication to the context.

Beginner

- Recognize the basic rules of online etiquette, such as using polite language, respecting others' opinions, and avoiding offensive language, in order to adapt communication based on context (e.g., social media, discussion forums).

Basic

- Apply the rules of online etiquette in personal digital communication, and identify behaviors that violate those rules in order to report them to the appropriate authorities.

Productive

- Understand the rules of online etiquette to promote respectful and positive use of digital technologies.

Advanced

- Understand the ethical implications of using digital technologies.

Expert

- Raise awareness among others about the rules of online etiquette and encourage them to follow these rules.

Sub-domain 5: Managing digital identity

Covers: Managing a digital identity or an organization's identity to protect personal or organizational data.

Beginner

- Understand the need to protect everyone's privacy in all contexts, whether professional or personal.

Basic

- Employ simple methods to protect personal data.

Productive

- Respect civility rules and individual rights during online interactions.
- Understand the principles of online reputation across various digital environments.
- Manage a public digital identity.

Advanced

- Choose the privacy level of an online publication with purpose.
- Understand the rights to information, access, rectification, objection, deletion, and delisting.

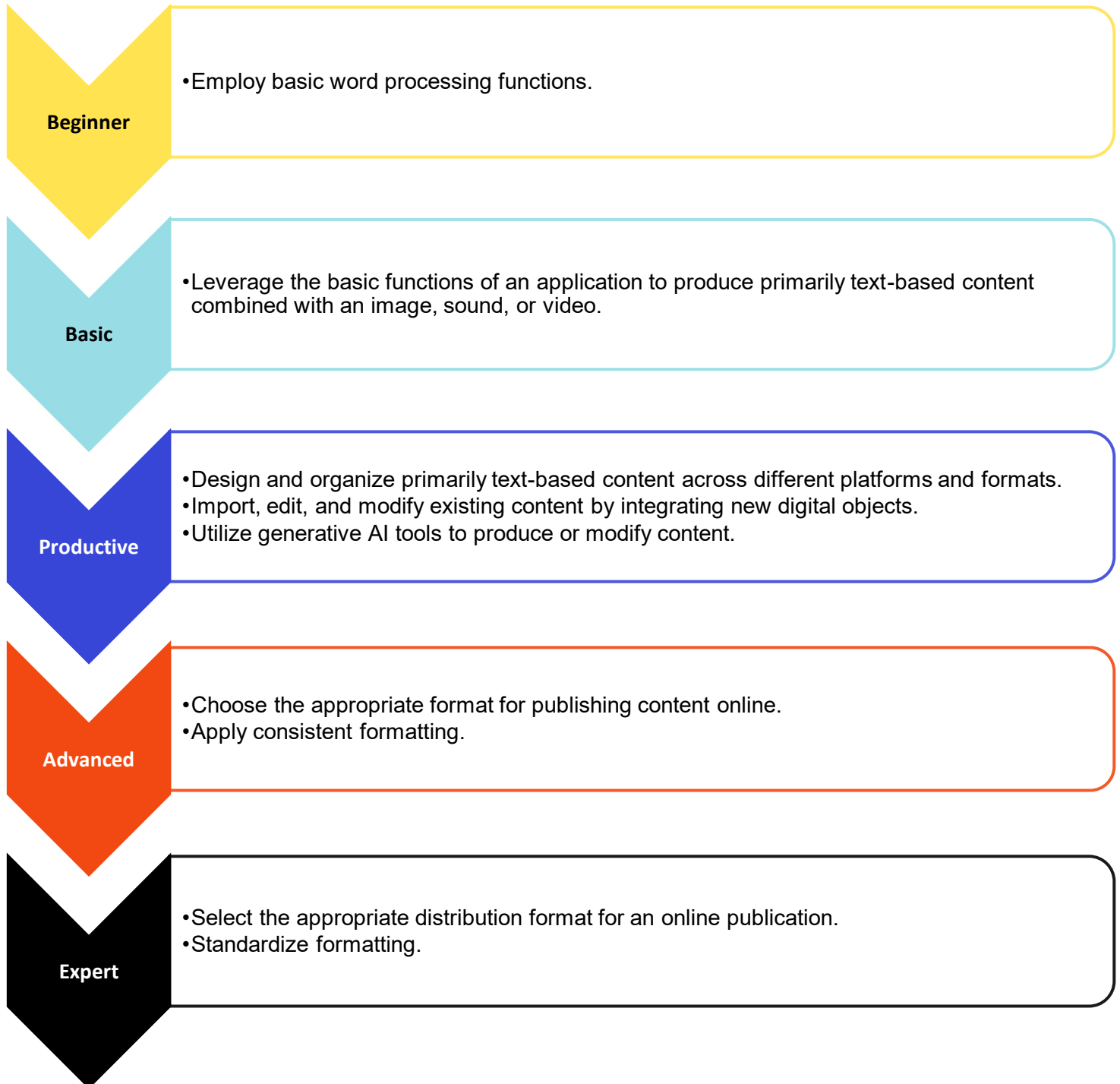
Expert

- Define strategies to protect online reputation across various digital environments.
- Understand the key economic, social, legal, and political issues related to digital technology.

Domain 3: Digital Content Creation

Sub-domain 1: Creating digital content

Covers: Creating digital content in various formats to communicate information and present work (using word processing, presentation, or web page creation software, etc.).



Sub-domain 2: Integrating and modifying digital content

Covers: Editing, enhancing, and customizing existing digital content to create original multimedia productions.

Beginner

- Produce and save multimedia content.

Basic

- Produce an image, sound, or video using various simple digital tools, including AI-integrated tools.
- Use basic procedures to edit a multimedia content.
- Organize and optimize digital content for online publication.
- Convert a digital document into different formats.
- Use basic features to make a document accessible.

Productive

- Create and edit multimedia objects.
- Apply editing techniques to images, audio, and video.
- Organize digital content for consultation and/or reuse by others.
- Adapt digital content formats for distribution through various channels.

Advanced

- Use advanced procedures to edit a multimedia content.
- Adapt image properties (resolution, format, compression) for integration into a web page.
- Identify how to improve the accessibility of digital documents for people with visual impairments.

Expert

- Use expert procedures to edit a multimedia content.
- Identify and apply key techniques to make a document accessible (for people with disabilities).

Sub-domain 3: Managing copyright and usage licenses

Covers: Understanding that copyright and usage licenses apply to information, data, and digital content to enable and manage their use in various contexts (e.g., distribution, updating, publishing, projection, etc.).

Beginner

- Know and follow the basic rules of copyright, image rights, and personal data protection.

Basic

- Apply copyright law, image rights, and personal data protection regulations.

Productive

- Demonstrate understanding of the impact of copyright law on sharing and reusing content.

Advanced

- Demonstrate understanding of the various use cases of media in terms of copyright law.
- Explain the difference in varying licenses.

Expert

- Identify and apply the main rules governing copyright.
- Reuse a document available on the web by identifying its license and complying with it.

Sub-domain 4: Understanding the basics of programming

Covers: Foundational knowledge of programming and coding across digital applications; differences across programming languages; emergent AI technologies in coding; and the role of coding in web development.

Beginner

- Describe how computers understand and interact with code.

Basic

- Differentiate between major coding languages.
- Demonstrate understanding of how code is employed across basic computer functions.

Productive

- Identify appropriate use cases for coding languages.
- Explain the emergent use of AI technologies in computer programming.
- Explain the meaning of "open source" code.
- Demonstrate foundational understanding of how coding is used in web development.

Advanced

- Demonstrate understanding of safety, privacy, and copyright impacts on computer programming.

Expert

- Explain best practices in programming.

Domain 4: Safety

Sub-domain 1: Protecting digital devices

Covers: Identifying and addressing common risks within the digital environment.

Beginner

- Demonstrate understanding of basic precautionary behaviors and practices to address the risk of digital threats.

Basic

- Choose and apply simple protection measures for the digital environment.

Productive

- Identify various digital risks and implement strategies to protect hardware and software resources.
- Check for threats in content before taking action (e.g., opening, activating, installing).
- Secure access to digital environments.

Advanced

- Demonstrate understanding of the issues of cybersecurity related to data confidentiality and digital identity.
- Assess digital security risks and know how to protect devices and data.
- Identify malicious software and its consequences, and stay informed about developments in this field.

Expert

- Identify a specific type of threat (e.g., attacks, malware, hacking techniques) and understand the associated risks.
- Assess the relevance and potential consequences of using an unsecured internet connection based on different types of usage.

Sub-domain 2: Protecting data and private information

Covers: Protecting personal data on networks and understanding the risks involved when sharing digital information in order to safeguard professional data.

Beginner

- Identify personal data and information that should not be shared.

Basic

- Know the rules related to the protection of personal data.
- Understand the concept of “digital footprints.”
- Be aware that digital footprints can be viewed, collected, or analyzed by others.

Productive

- Implement strategies to protect personal data and respect others’ data.
- Secure online browsing and analyze the pages and files accessed or used.
- Locate and interpret the terms of service of an online platform.

Advanced

- Identify personal digital footprints left when using online services.
- Evaluate the relevance of data collection by an online service and understand its purposes.

Expert

- Encrypt emails and files.
- Use a digital signature.

Sub-domain 3: Protecting health and wellbeing at work

Covers: Identifying the dangers of digital and technological use, including its impacts on personal wellbeing, community wellbeing, and the environment.

Beginner

- Understand that careless use of digital technologies can have negative impacts on one's health, social balance, and psychological well-being.

Basic

- Use simple methods to protect one's health by adapting the workspace and regulating digital practices.
- Recognize behaviors and content that constitute cyberbullying.
- Be aware that the use of digital technologies can impact the environment, and adopt simple actions to save energy and resources.

Productive

- Identify and apply best practices to protect health and psychological well-being when using digital environments.
- Identify and adopt behaviors that help conserve energy and natural resources.

Advanced

- Optimize actions for the sustainable use of digital technologies.

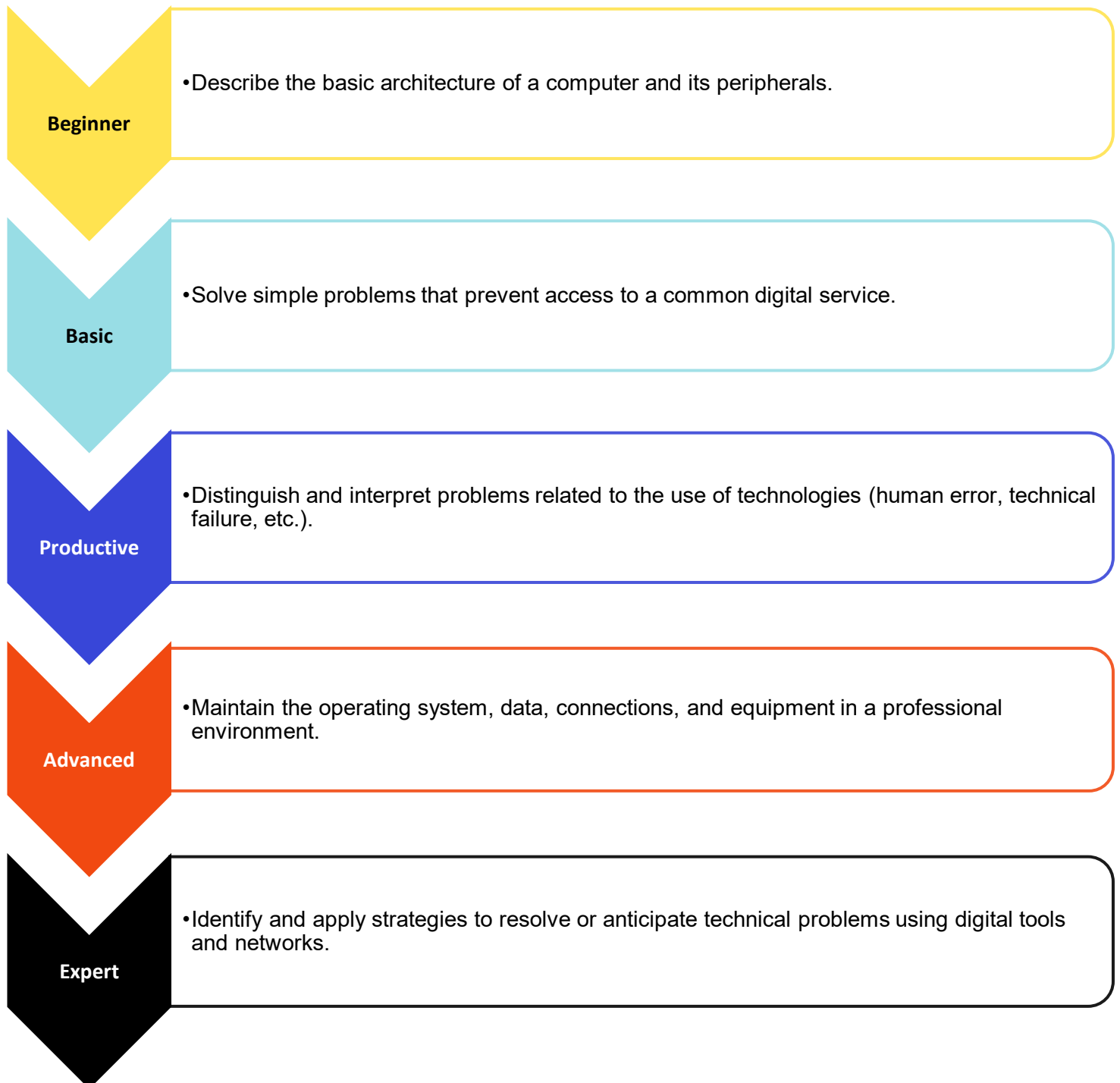
Expert

- Identify and adjust digital configuration settings (e.g., screen settings, working positions) according to best ergonomic practices.

Domain 5: Problem Solving

Sub-domain 1: Resolving technical problems

Covers: Identification and resolution of issues on digital tools by using both technical resources (tools, software, etc.) and human resources.



Sub-domain 2: Identifying digital and technological needs and solutions

Covers: Optimizing various digital tools based on professional needs (accessibility, health, work environment, training, etc.) to ensure an environment suited to the activities being carried out.

Beginner

- Use essential features in a digital environment (operating system).
- Install an application on a smartphone.

Basic

- Locate resources and content within a digital environment (operating system).
- Identify the main hardware components of a digital environment.

Productive

- Configure personal digital environments and install software.
- Organize content and resources within a digital environment.

Advanced

- Apply the fundamental technical principles of how computers and networks operate, demonstrating an understanding of the current range of software options.

Expert

- Evaluate the suitability of digital solutions in relation to an organization's long-term goals.
- Analyze and compare different available digital solutions for a specific need using criteria such as performance, cost, and integration.

Sub-domain 3: Using digital tools creatively

Covers: Using digital tools in a creative way to solve problems.

Beginner

- Recognize the possibilities offered by digital technologies to solve simple problems (for example, using drawing software or mapping software).

Basic

- Apply principles of creativity in the use of digital technologies, for example using video editing software to create an informative video.

Productive

- Employ digital tools to create simple multimedia content (e.g., videos, infographics).
- Edit and customize digital templates (e.g., presentations, documents) to meet specific needs while respecting aesthetic and functional criteria.

Advanced

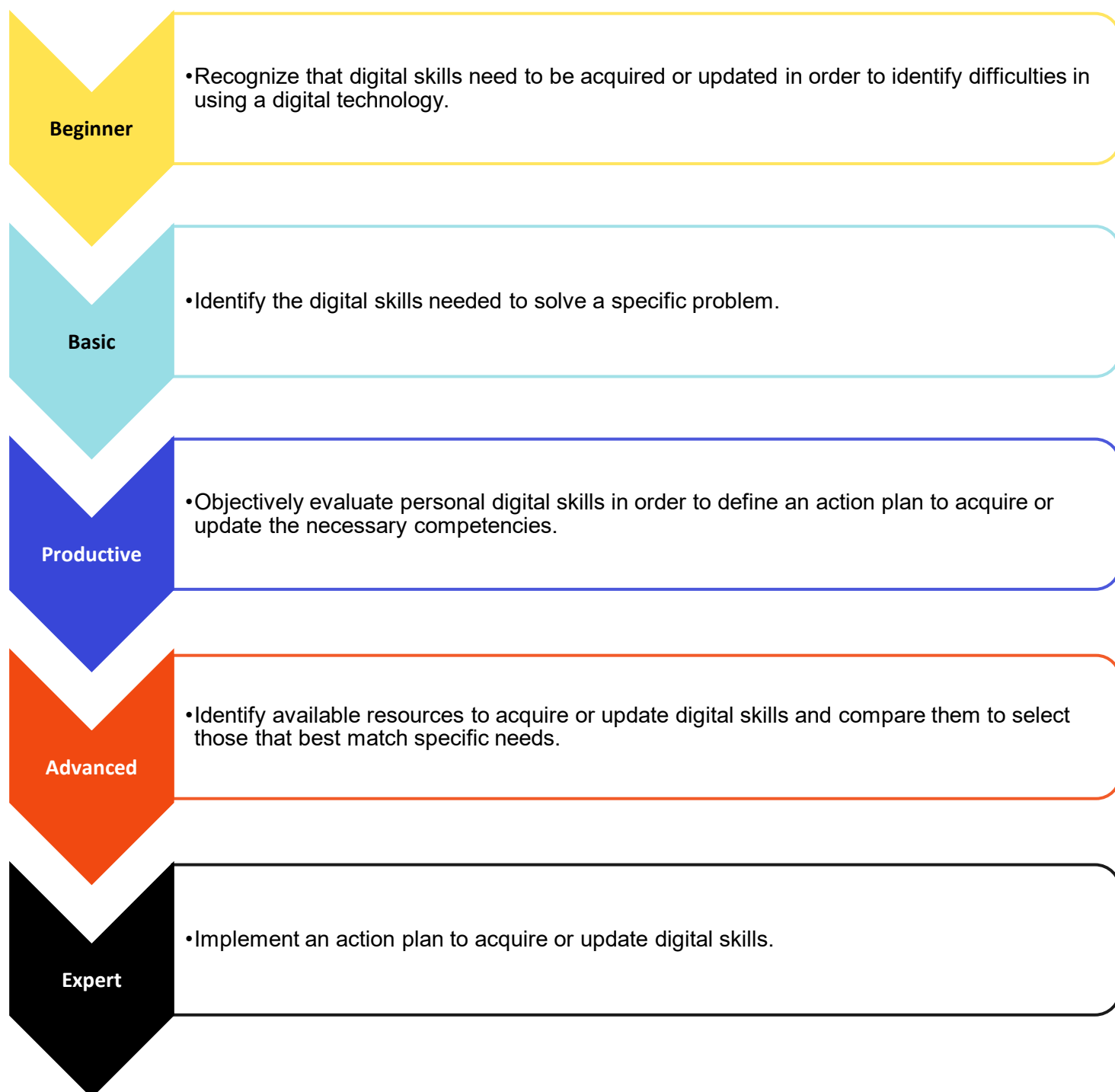
- Combine different applications or software tools to solve a specific problem or improve an existing process, while following detailed instructions.

Expert

- Evaluate and optimize existing digital processes by proposing creative improvements.

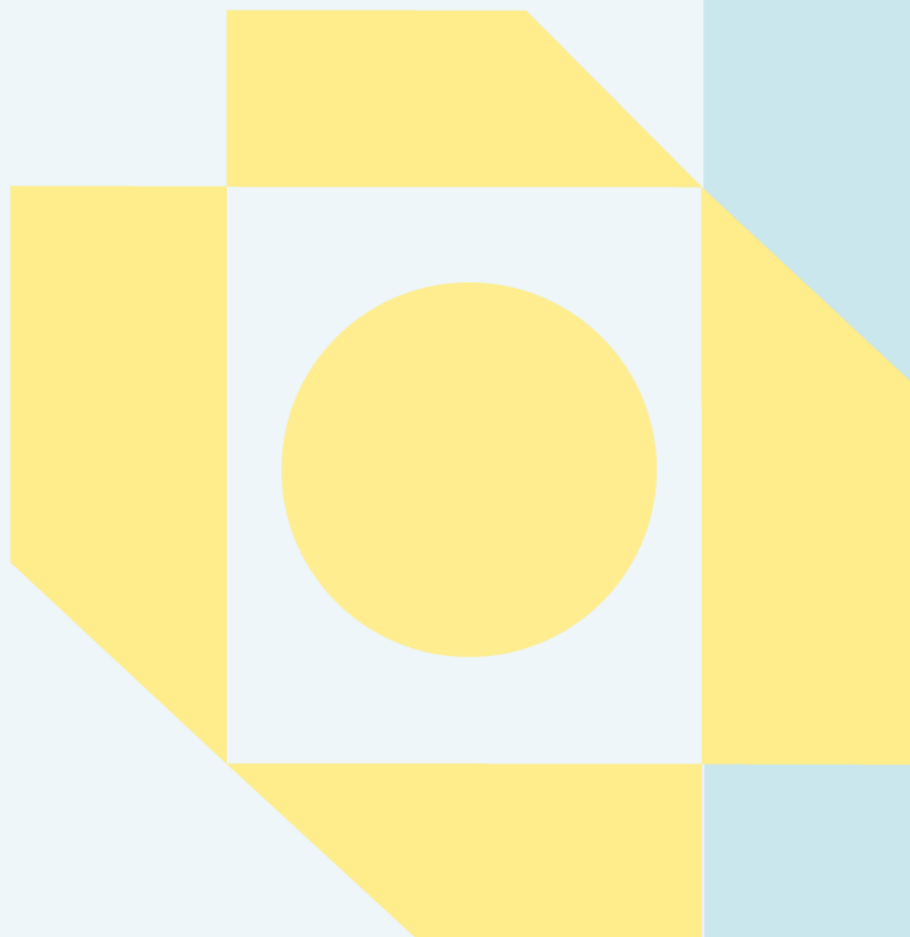
Sub-domain 4: Identifying gaps in digital skills

Covers: Recognizing skill gaps when facing a specific digital technology problem, and identifying methods to acquire or update the necessary competencies.





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