5 Policy recommendations for digital inclusion

Nordic Network for Adult Learning (NVL) presents five recommendations that support the development of adults' digital competencies.

1

Acknowledging that digitalization is everywhere

Digital skills in general are necessary for being an active citizen in society. It is not about having specific digital challenges, it is about being challenged by a digitized society.

NVL recommends policy professionals to:

- Re-direct attention from the citizens as "the problem" to citizens as "the solution"

- Re-direct attention from citizens having specific digital challenges to citizens being in pervasive digital challenges

2

Acknowledging that digitalization affects everyday life

It is a problem that some citizens are not able to complete basic tasks in their everyday life because of digitalization. Everyday situations – big and small – are co-creators of digital exclusion.

3

Creating flexible forms of participation

One-size-fits-all is not a solution. Different groups will have different challenges based on education-level, culture, existing skills etc.

4

Forming links between the citizen and relevant resources

A plan should be developed with the citizen so the challenges are solved in the best way for the individual through cooperation between different actors across sectors.

5

Linking to relevance for the citizen

Challenges and needs should be identified to be able to define individual 'pain points' that need to be tackled – thus creating a feeling of purpose and relevance.

About Nordic Network for Adult Learning (NVL) and the network NVL Digital – inclusion

NVL Digital – inclusion works on identifying Nordic challenges and develops joint Nordic solutions that support learning for everyone in an increasingly digital society.

NVL works for a socially sustainable Nordic Region: we promote an inclusive, equal and interconnected region.

Read more on: *nvl.org/nvl-digital-inklusion*