

# THE IMPORTANCE OF PROVIDING STUDENTS WITH A DIGITAL SKILLS FRAMEWORK

Truong T.M.A.<sup>1</sup>, Dinh T.H.Y.<sup>2</sup>

<sup>1</sup>Truong Thi Mai Anh - Master's Degree, Lecturer,

<sup>2</sup>Dinh Thi Hai Yen - Master's Degree, Lecturer,

FACULTY OF ARCHIVAL SCIENCES AND OFFICE MANAGEMENT,

ACADEMY OF PUBLIC ADMINISTRATION AND GOVERNANCE,

HANOI, VIETNAM

**Abstract:** within the scope of this article, the authors will discuss three main issues: an overview of digital competency and digital competency frameworks; the importance of digital competency for students; and the necessity of equipping students with a digital competency framework.

**Keywords:** digital competency, digital competency framework, equipping students with digital competency.

## ВАЖНОСТЬ ПРЕДОСТАВЛЕНИЯ СТУДЕНТАМ РАМКИ ЦИФРОВЫХ НАВЫКОВ

Чьюнг Т.М.А.<sup>1</sup>, Дин Т.Х.Й.<sup>2</sup>

<sup>1</sup>Чьюнг Тхи Май Анх - магистр, преподаватель,

<sup>2</sup>Дин Тхи Хай Йен - магистр, преподаватель,

факультет архивных наук и делопроизводства,

Академия государственного управления и службы,

г. Ханой, Вьетнам

**Аннотация:** в рамках данной статьи авторы обсудят три основных вопроса: обзор цифровых компетенций и рамок цифровых компетенций; важность цифровых компетенций для студентов; и необходимость оснащения студентов рамкой цифровых компетенций.

**Ключевые слова:** цифровые компетенции, рамок цифровых компетенций, оснащение студентов цифровыми компетенциями.

Through numerous scientific and technological revolutions, along with the rapid development of information technology, the creation, transmission, and utilization of information have become easier and more efficient. As a result, the world has quickly entered a new era — known as the Digital Transformation Era. In Vietnam, the process of digital transformation has profoundly impacted all levels, sectors, fields, and aspects of socio-economic life. This demands that the workforce perform professional tasks on digital platforms, demonstrating dynamism to adapt to and master modern, emerging technologies in service of their specialized work. Therefore, technology, digital platforms, and especially the development of digital competencies for human resources have become critically important factors in the growth of every nation, community, and individual.

### 1. Overview of digital competency and digital competency framework

#### *Definition of digital competency*

According to UNESCO (2018), digital competency is defined as the ability to access, manage, understand, integrate, communicate, evaluate, and create information safely and appropriately through digital technologies to serve various purposes—from simple to complex tasks, including entrepreneurship. Digital competency encompasses a combination of computer literacy, information technology skills, information literacy, and communication skills.

Digital competency not only enables accurate and efficient information processing but also enhances users' understanding of the world through digital data. Mastering digital skills opens the door to participation in the international community in research and technological development, thereby enhancing one's status and creating opportunities for personal and professional growth. Therefore, strengthening digital competency is not merely an important factor but a vital one for achieving success in learning, research, and career development.

#### *Definition of the digital competency framework*

The digital competency framework is understood as a structured representation that defines and generalizes the key components of digital competence—such as computer literacy, information and communication technology skills, information literacy, and media literacy. This framework is developed based on specific purposes of use, technical and/or social factors, or a combination of both. Each digital competency framework is constructed from different perspectives on digital knowledge and is tailored to its intended target audience. The framework outlines the essential competencies required for individuals to live and work effectively in today's digital environment. In each domain, it is formed by a set of distinct competencies, which are combined to create a comprehensive set of abilities relevant to that specific field.

### 2. The necessity of equipping students with a digital competency framework

#### *2.1. The role of digital competency*

In the context of globalization, digital competency plays a pivotal role and serves as a key to development and integration. The experiences of developed countries, newly industrialized nations, and countries within the Asia-Pacific region have clearly shown that among the essential conditions for integration and development, digital transformation is a prerequisite—a powerful and effective means in the process of integration and progress. To successfully implement digital transformation, the first and foremost requirement is equipping the workforce with digital competencies. In studying this aspect, the authors have identified two main categories of digital competency roles: one at the individual level and the other at the societal level.

***\*For Individuals***

- Digital competency enhances individual effectiveness in both work and study by enabling the use of technology to accomplish tasks, solve problems, communicate, and manage information more efficiently. With digital skills, workers can automate repetitive tasks, collaborate with teams via online tools, and access the vast knowledge available on the internet. Digital competency also supports students in learning online, updating knowledge continuously, and improving their ability to study independently.

- Improved digital competency expands career opportunities, as demand for a digitally competent workforce is increasing across all industries. Possessing digital skills provides individuals with a competitive edge in the labor market, enabling them to find suitable jobs more easily and to advance their careers.

- By participating in the digital economy, individuals can use digital competencies to shop, make payments, and run online businesses effectively. As the digital economy grows rapidly, it opens up numerous opportunities for entrepreneurship and economic development based on technology platforms. Mastering digital skills empowers individuals to take part in the digital economy, build personal brands, and develop successful businesses.

- Enhancing digital competency also improves quality of life by helping people connect with others, enjoy entertainment, and access public services more conveniently. With digital skills, individuals can pay bills online, schedule medical appointments, and participate in various forms of online entertainment. In essence, possessing digital competence enhances daily living and enables individuals to live more comfortably and happily.

- Contributing to strengthening digital competency is a key factor in advancing the digitalization process at the national level. Enhancing citizens' digital capabilities accelerates the application of information technology across all areas of social life, thereby boosting socioeconomic development and elevating the nation's standing on the global stage.

In conclusion, digital competency plays an essential role in the life of each individual. Through digital skills, individuals gain new knowledge, practice continuous research abilities, improve themselves, and are encouraged to adapt positively to the changes and development of society.

***\*For Society***

- Digital competency enables society to shift from traditional models to a digital environment by adopting new technologies, transforming workflows, and reshaping social culture and daily operations. It fosters new business opportunities through technological applications, online platforms, and digital business models. The development of digital competency enhances the quality of public services such as healthcare, education, transportation, and urban management.

- It facilitates broader and more accessible access to knowledge and education, providing opportunities for online learning, distance education, and access to reputable learning resources. This improves educational attainment and skill development for people across the globe. Digital platforms also serve as means of social interaction, enabling the exchange of information among individuals, organizations, and communities. They create a space for expression, sharing of ideas, experiences, and collaborative innovation.

- In socioeconomic activities, digital competency plays a vital role in supporting the decision-making and administrative functions of government agencies, organizations, and businesses. The application of digital technologies ensures operational efficiency and effectiveness, allowing for faster and more accurate problem-solving through well-connected systems. Furthermore, digital competency serves as the backbone of information flow, facilitating the organization, monitoring, and management of official information with legal validity through integrated digital tools and processes. It also supports both internal and external communication activities, enabling interaction not only in-person at organizational headquarters but also through online formats. This professional use of digital technologies and processes enhances the reputation, credibility, and branding of institutions.

Thus, Vietnam has clearly recognized the critical importance of digital competency in advancing national digital transformation and overall development. However, it is essential to implement well-founded strategies with a clear vision and structured roadmap that align with the country's specific conditions and each phase of the digital transformation process.

***2.2. The necessity of equipping students with a digital competency framework***

Vietnam is one of the first countries in the world to issue a national digital transformation strategy. In implementing the “National Digital Transformation Program to 2025, with a vision to 2030,” approved by the Prime Minister on June 3, 2020, the country has achieved notable progress, particularly in raising public awareness about digital transformation. To adapt to the new context and take advantage of the opportunities presented by the Fourth Industrial Revolution, on September 27, 2019, the Central Executive Committee issued Resolution No. 52-NQ/TW, outlining key policies and directions for

proactive engagement in the Fourth Industrial Revolution. This resolution underscores the urgent need to accelerate digital transformation. Digital transformation is, therefore, regarded as the most comprehensive and promising tool for creating an efficient governance system for smart cities, automating operational processes, and enhancing socio-economic efficiency for both citizens and businesses.

The acceleration of digital transformation has profoundly impacted all aspects of social life. In this process, Vietnam is actively developing e-Government, online public services, electronic transactions, and e-commerce. Consequently, human resources in office administration, archives, and clerical management must increasingly carry out their professional duties using digital platforms. This is because e-Government and electronic commerce are fundamentally based on data, electronic records, and digital documents. The hallmark of technology in the digital era, particularly in office-related technologies, is its multi-functional nature, characterized by the integration of devices operating on digital and information technology platforms.

As digital competency becomes increasingly vital, employers now demand candidates who are digitally proficient and capable of adapting to digital work environments. Equipping students with digital skills opens up vast opportunities to expand and redefine business markets. Furthermore, digital competency is a critical factor in enhancing the competitiveness of both individuals and nations in the technological age. Young human resources—those born into an environment surrounded by digital technologies—bring with them habits, behaviors, and experiences shaped by this digital context. These are naturally integrated into their professional environments, where collaborative tools and social media increasingly bind users to their digital ecosystems. Reports on digital transformation across ASEAN countries emphasize that governments must take action to adapt to the impacts of digital transformation on the economy. Of particular importance is the focus on education and digital skills training to meet the changing labor market demands of organizations and enterprises.

In the context of the digital economy and digital society, digital competency is essential and highly significant for university students. The application of digital technologies in learning provides students with greater opportunities to access limitless sources of knowledge in a time- and cost-efficient manner. It also facilitates the development of critical skills such as critical thinking, problem-solving, teamwork, and communication. Moreover, it opens up avenues for creativity and innovation through the use of emerging technologies. Digital competency contributes to students' personal development, helping them become more confident, creative, and adaptable to the rapid changes occurring in society. It also equips them with the ability to protect themselves against digital threats, avoid potential risks in the online environment, and effectively safeguard their personal information. As digital technologies become embedded in nearly every aspect of life, digital literacy has become a fundamental requirement in most modern professions. It is therefore a key factor for students to succeed in their academic pursuits, future careers, and overall life in the digital age.

### **Conclusion**

It can be affirmed that equipping individuals with digital competencies plays a decisive role in the national digital transformation process. Digital transformation must begin with developing digital skills for the workforce, especially students, who will form the foundation for effectively implementing digital transformation programs across all sectors.

### ***References / Список литературы***

1. *Do Van Hung*. Handbook on Developing Digital Competencies for Students. Hanoi: Vietnam National University Press, 2002.
2. Ministry of Information and Communications. Digital Transformation Handbook, 2021.
3. *Secker J*. The trouble with terminology: Rehabilitating and rethinking digital literacy. In *Digital Literacy Unpacked*, 2018, pp. 3–16.
4. The Politburo of the Communist Party of Vietnam. Resolution No. 52-NQ/TW dated September 27, 2019, on guidelines and policies for proactive participation in the Fourth Industrial Revolution, emphasizing the urgent need to accelerate digital transformation, 2019.