

# Digital Wallonia: strategy for digital inclusion of citizens

POLICY DEVELOPMENT

STRATEGY/ACTION PLAN

 BELGIUM-FR

## Timeline

2015 Implementation	2016 Implementation	2017 Implementation
2018 Implementation	2019 Implementation	2020 Implementation
2021 Implementation	2022 Implementation	2023 Implementation
2024 Implementation		

ID number 39243

## Background

In response to economic transition, the Walloon Region proposes a digital strategy aimed at 'boosting' the Walloon digital economy, by developing the digital sector and accelerating the integration of digital technology in businesses.

## Objectives

The aim is twofold: to position Walloon companies in the face of technological developments and changes in the 4.0 economy; and to develop a digital culture among citizens and, more specifically, young Walloons in training.

## Description

The Digital Wallonia 2015-18 strategy has helped to position Wallonia as a territory seizing the opportunities of digital transformation. On 6 December 2018, the Walloon Government validated the update of the Digital Wallonia strategy for 2019-24. This sets the framework defining the orientations that Wallonia will have to take to seize the socio-economic opportunities of digital transformation for a period of five years. The Walloon Public Service (SPW) provides its expertise to the Walloon Government and implements its policies by carrying out the missions of general interest entrusted to it.

Wallonia's digital strategy is ambitious, innovative and inclusive. Digital Wallonia is a global project for the transformation of the territory, the economy and society to develop its attractiveness, its competitiveness and the well-being of all, based on the values of transversality, transparency, consistency, openness and agility.

Digital Wallonia 2019-24 is structured around eight cross-cutting issues (governance, digital society, ecosystems, Giga Region, skills, data, platform and strong brand), which form its structuring framework and its lines of force for all decisions taken and actions implemented within the five themes of Digital Wallonia (digital sector, digital economy,

digital administration, digital territory, digital skills).

Digital skills axis aims at ensuring the digital inclusion of all citizens by training them in digital technology, at school and in companies. It includes:

- (a) piloting: for an efficient and unified management of the Walloon educational digital system;
- (b) digital school: for cutting-edge infrastructure for the digital school;
- (c) digital inclusion: for digital skills for all;
- (d) business transformation: to develop digital skills specific to evolving professions and increase the digital intensity of companies in all sectors of the Walloon economy.

At the same time, Wallonia supports the development of digital public spaces (EPN) in the municipalities. EPNs are local structures equipped with computer equipment and connected to the Internet. These spaces are open to all citizens. They offer access and learning to computers, the internet and digital culture in a friendly, cooperative and responsible form. EPNs offer a variety of access, training and support services, tailored to the needs of different audiences. Specialised or generalist, fixed or mobile, EPNs are integrated into local life and contribute to the digital animation of territories. They aim to tackle the digital technology access divide, the technology use divide and the skills divide.

Similarly, the Information and communication technologies mobilisation plan (PMTIC) intends to raise awareness and train unemployed people in information and communication technologies. It is aimed at unemployed jobseekers and recipients of social integration income or social assistance.

<b>2015 Implementation</b>
<b>2016 Implementation</b>
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<b>2019 Implementation</b>  In 2019, about 20 major projects have been launched within the framework of the five structuring themes of the digital strategy. These projects have been broken down into operational actions implemented by the digital agency AdN ( <i>Agence du Numérique</i> ) and a large network of partners.
<b>2020 Implementation</b>  In 2020, Digital Wallonia was further deployed through various projects.
<b>2021 Implementation</b>  In 2021, Digital Wallonia implementation continues to be further deployed through various projects, including those related to: <ul style="list-style-type: none"><li>• the digital sector;</li><li>• a digital economy;</li><li>• the public services;</li><li>• a connected and intelligent territory;</li><li>• skills and employment.</li></ul>
<b>2022 Implementation</b>  In 2022, the Digital Wallonia strategy was used as an input to several projects of the Walloon Recovery Plan in the themes identified in 2021.
<b>2023 Implementation</b>

In 2023, the Walloon Region, via the Digital Inclusion Plan - DIP (called *Plan d'Inclusion Numérique* - PIN in French), has taken a range of actions to reduce the digital divide among several target audiences. For example, the website 'macartonum.be' has been launched, which offers an overview on the services providing digital assistance. Further, a communication campaign has been launched to raise the awareness of projects aimed at reducing the digital divide. Calls for projects have been launched to support local structures in their efforts to reduce the digital divide among senior citizens. Finally, Wallonia also organised the first trade fair for stakeholders promoting the digital inclusion; it was held in Louvain-la-Neuve on the 10 November 2023 and more than 500 stakeholders involved in digital inclusion attended. These projects are part of the strategy 'Digital Wallonia' (digital inclusion for citizens).

## 2024 Implementation

In 2024, Wallonia supported the development of digital public spaces - DPS (EPN - *Espaces Publics Numériques* in French) in the municipalities. DPSs are local structures equipped with computer equipment and connected to the Internet. The added value of a DPS lies in the animation and support provided by a professional, named « animator ». These places are open to all citizens and the help provided is free or at very low cost. They offer access and learning to computers, the internet and digital culture in a friendly, cooperative and responsible form. DPSs offer a variety of access, training and support services, tailored to the needs of different audiences. Specialised or generalist, fixed or mobile, DPSs are integrated into local life and contribute to the digital animation of territories. They aim to tackle the digital technology access divide, the technology use divide and the skills divide. Their development was financially supported by the Walloon Government, which explains the current high number of EPNs brought to 217 places.

In addition, as part of the Recovery Plan, Wallonia has set a goal to revamp its training landscape by launching a basic digital skills training programme aimed at facilitating the socio-professional integration of job seekers in Wallonia who face digital divides.

Since 1st January 2024, the new basic digital training programme DIGISTART (formerly PMTIC) is referenced to DigComp, the European framework for digital competencies for citizens, and offers enhanced funding for training services through a new indexed hourly rate.

Bodies wishing to participate in this public interest mission as training providers must first obtain accreditation. To be accredited, the training provider must be established in one of the following legal forms: a non-profit association, a public social assistance centre (CPAS), or a municipality. Public digital spaces (EPN) can integrate the basic digital training measure by submitting an application through their supervising municipal administration.

Accreditation allows the provider to receive grants based on an indexed hourly rate, which is adjusted annually. Only accredited providers receive subsidies, justified by expenses related to personnel, facilities, and service provision.

In total, 86 providers submitted applications for accreditation for 2024, with only two withdrawing their candidacy. Thus, in 2024, 84 candidates were granted accreditation, allowing them to provide the population with 182 000 hours of training, corresponding to a budget of EUR 3 500 000.

All geographical areas of Wallonia are covered: Namur with 14 providers, Brabant Wallon with 7 providers, Hainaut with 21 providers, Liège with 28 providers, and Luxembourg with 14 providers.

## Bodies responsible

- ADN - Agence du Numérique
- Public Service of Wallonia (SPW)

# Target group

## Learners

Learners in upper secondary, including apprentices  
Adult learners  
Older workers and employees (55 - 64 years old)  
Persons in employment, including those at risk of unemployment  
Low-skilled/qualified persons

## Entities providing VET

Companies

# Thematic categories

## Governance of VET and lifelong learning

Coordinating VET and other policies  
Engaging VET stakeholders and strengthening partnerships in VET

## Modernising VET infrastructure

Improving digital infrastructure of VET provision

## Modernising VET offer and delivery

Acquiring key competences

## Supporting lifelong learning culture and increasing participation

Providing for individuals' re- and upskilling needs

# European priorities in VET

## VET Recommendation

VET as a driver for innovation and growth preparing for digital and green transitions and occupations in high demand

VET promoting equality of opportunities

## Osnabrück Declaration

Establishing a new lifelong learning culture - relevance of continuing VET and digitalisation

# Subsystem

IVET CVET

# Further reading

[Digital Wallonia](#)

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[Dare to go digital!](#)

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## Related policy developments

2024 Implementation

### Walloon recovery plan

The Wallonia Recovery Plan, adopted in October 2021, includes more than 300 projects and programmes, structured around six strategic priorities:

 BELGIUM-FR

#### Type of development

Strategy/Action  
plan

#### Subsystem

IVET CVET

#### “ ... ” Cite as

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<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/39243>